



UNIVERSITY OF THE PHILIPPINES DILIMAN

CITIZEN'S CHARTER

2021 (3rd Edition)



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I. **Mandate:**

Through the Republic Act 9500, otherwise known as “the University of the Philippines Charter of 2008”, an act strengthening the University of the Philippines as a national university, a public and secular institution of higher learning and a community of scholars dedicated to the research for truth and knowledge as well as the development of future leaders. Mandated to perform its unique and distinctive leadership in higher education and development.”

The University of the Philippines shall:

Lead in setting academic standards and initiating innovations in teaching, research and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics and technology; and maintain centers of excellences in such discipline and professions;

Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists and professionals, especially those who serve on the faculty of state and private colleges and universities;

Serve as a research university in various fields of expertise and specialization by conducting basic and applied research and development, and promoting research in various colleges and universities, and contributing to the dissemination and application of knowledge;

Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence;

Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel;

Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions and practice through academic and non-academic programs, including sports and the enhancement of nationalism and national identity;

Serve as a regional and global university in cooperation with international and scientific union networks of universities, scholarly and professional associations in the Asia Pacific Region and round the world; and

Provide democratic governance in the university based on collegiality representation, accountability, transparency and active participation of its constituents and promote the holding of fora for students, faculty and research, extension and professional staff (reps), administrative staff and alumni to discuss non-academic issues affecting the University.



II. Vision:

A great university, taking a leadership role in the development of a globally competitive Philippines.

Driven by:

Academic excellence and operational excellence;

Strong research and creative capability, supported by an expanded graduate program and geared to addressing the country's problems;

Excellent faculty and staff working in an environment conducive to outstanding performance and high productivity;

The best and brightest students from across the country prepared for successful careers and responsive citizenship;

Strong support from the alumni and other

stakeholders; High visibility and effective

public service;

Modernized physical facilities and technological infrastructure for teaching, research and administration; and

Financial sustainability achieved by resource generation and administrative efficiency, while preserving its public character.

III. Mission:

Academic Freedom

UP has the right and responsibility to exercise academic freedom.

Academic Excellence

UP has the responsibility to maintain and enhance its high academic standards in the performance of its functions of instruction, research and extension, and public service.

Commitment to National Development

UP shall harness the expertise of the members of its community and other individuals to regularly study the state of the nation in relation to its quest for national development in the primary areas of politics and economics, among others.

UP shall identify key concerns, conduct research and formulate responsive policies regarding these concerns, give advice and recommendations to the President of the Philippines, Congress, the Supreme Court, the lower



courts, other government agencies and instrumentalities.

Social Responsibility

UP is committed to serve the Filipino nation and humanity, and relate its activities to the needs of the Filipino people and their aspirations for social progress and transformation, and provide venues for student volunteerism.

Democratic Access

UP shall take affirmative steps, which may take the form of an alternative and equitable admissions process to enhance the access of disadvantaged students.

Sports

UP shall undertake and support comprehensive sports programs that promote physical education, uphold excellence and encourage competitive participation in sports activities, instill school identity and solidarity, cultivate pride, self-discipline and teamwork.

Institutional and Fiscal Autonomy

UP has the right to be treated in a manner consistent with its institutional requirements as the national university by the service-wide agencies in the exercise of their respective jurisdiction.

Taking into account national goals and priorities, UP shall exclusively determine its teaching, research and extension thrusts, plans, policies, programs and standards, and on the basis of such determination, shall recommend its annual budget to the President of the Republic of the Philippines and Congress.

IV. Service Pledge:

Honor, excellence and democratic governance guided in decision-making: collegiality, representation, accountability, transparency, and active participation of the university's constituents.

Accessibility and responsiveness, breaking down bureaucratic walls and ensuring an administration accessible and responsive to its stakeholders.

Innovativeness and creativity in making decisions, not bounded by traditional solutions. Up shall be prepared to pursue innovative approaches in solving the problems and issues that confront the university.

One university, guided by the spirit of oneness: common standards of excellence, harmonized systems, common and shared services across constituent universities, yet decentralized decision-making and execution.



All applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break shall be attended to.



List of Service

External Services

Office of the Chancellor (OC) | Page 49

1. Signing of Building/Infrastructure Plans
2. Signing of Construction Agreement
3. Action on the Letter Appeal
4. Signing of Memorandum of Agreement/Memorandum of Understanding (MOA/MOU)
5. Signing of Notice of Extension/Notice of Suspension of Contract Time
6. Approval of Secondment
7. Action on Sexual Harassment Case
8. Readmission from AWOL
9. Approval of Permission to Cross-enroll (abroad or local universities)
10. Approving Education Development Fee (EDF) for foreign Students
11. Signing of College Based Scholarship Contract (i.e. ERDT, Asian Cntr, etc.) except those that are managed by the Office of the Vice Chancellor of Student Affairs
12. Waiver of Maximum Residency Rule (MRR)
13. Approval of Late Payment and Registration
14. Approval of List of Due and Demandable Accounts Payable (LDDAP)
15. Approval of Permission to Teach in Schools and Universities where UP has Memorandum of Agreement/ Memorandum of Understanding

Data Privacy Office (DPO) | Page 68

1. Render Advisory Opinion
2. Render Advisory Opinion (During Pandemic)
3. Investigate Security Incidents and Personnel Data Breaches
4. Conduct and Facilitate Privacy and Security Training and Seminars

Department of Military Science and Tactics (DMST) | Page 76

1. Use of Facilities
2. Release of Certification or Documents
3. Provision of Manpower or Personnel

Diliman Gender Office (DGO) | Page 83

1. Request for Counseling Services
2. Request for Gender Sensitivity Trainings/Gender Sensitivity Orientation (GST/GSO)

Diliman Information Office (DIO) | Page 86

1. Request for Information through Email
2. Request for Inclusion in the "Upcoming Events"
3. Request for inclusion in the What's UP?
4. Request for UPDIO Materials
5. Request to Post Information on Social Media
6. Request to enroll mobile numbers to Infocast

Office of Anti-Sexual Harassment (OASH) | Page 94

1. Request for Case Investigation
2. Request for Issuance of Case Field
3. Request for Issuance of Counseling Certificate
4. Request for Online Anti-Sexual Harassment Orientation



5. Request for Issuance of OASH Orientation Certificate
6. Request for Referral Service

Office for Initiatives in Culture and the Arts (OICA) | Page 105

1. Approval of Application for OICA Financial Grant
2. Orientation of Grantees and Issuance of Notice of Grant
3. Processing of Vouchers of OICA Financial Grant
4. General Orientation of Students Performing Groups Regarding the program; Honorific Awards for Student Performing Arts Group (HASPAG)
5. Approval of HASPAG Application
6. Conferment of HASPAG Awardees (Event)
7. Orientation for HASPAG Awardees
8. Approval of Application for HASPAG Creative Grant
9. Processing of HASPAG Creative Grant 1st Tranche (60% of Grant Amount)
10. Processing of HASPAG Creative Grant 2nd Tranche (remaining 40% of Grant Amount)
11. Approval of Application for Performing Arts Scholarship/Stipend Program (PASP)
12. Issuance of PASP Special Assessment Form
13. Processing of Vouchers for Stipend of PASP Recipients
14. Approval of Visual Arts and Cultural Studies Scholarship/Stipend Program (VACSSP) Application
15. Issuance of VACSSP Assessment Form
16. Approval of Application for Creative/Critical Thesis Grant for Arts, Culture, and Humanities (CCTGACH)
17. Processing of Voucher for Creative/Critical Thesis Grant for the Arts, Culture, and Humanities (CCTGACH) 1st Tranche
18. Processing of Voucher for Creative/Critical Thesis Grant for the Arts, Culture, and Humanities (CCTGACH) 2nd Tranche
19. Processing of Voucher for Creative/Critical Thesis Grant for the Arts, Culture, and Humanities (CCTGACH) 3rd Tranche
20. Issuance of payment Slip/Billing Statement for Purchase of OICA Publications
21. Processing and Action of Request for Posting of Events in OICA Website and FB Page
22. Issuance of Certificate of Grants/Awards

Ugnayan ng Pahinungod Diliman (Pahinungod) | Page 159

1. Processing of Volunteer Application
2. Receiving and Processing of Request for Meetings and Partnerships
3. Request for Online Psychosocial Peer Support Services (Psychological First Aid)
4. Request for Orientation-Workshop on Psychological First Aid (PFA)

Sentro ng Wikang Filipino (SWF) | Page 165

1. Processing of Requests for Sponsorships, Speakers, Consignments, Complimentary Books, Certificates, Copyright Permissions, Internships, Tie-ups and Partnerships
2. Processing of Requests for Publication, Research Projects, Journals
3. Processing of Requests for Translation
4. Processing of Requests for Complimentary books
5. Processing of Requests for Consignment of Books
6. Processing of Requests for Booksales
7. Selling of Available Books (Pick-up or Delivery)
8. Receiving and Processing of Requests for Meetings, Interviews, Events Participation, Tie-ups and Partnerships

UP Computer Center (UPCC) | Page 181



1. Processing of Request for DILNET Account for Students
2. Processing of Requests for UP Mail Account for Students

UP Theater Complex (UPTC) | Page 184

1. Request to Use the Main Hall of the University Theater for a Performance
2. Request to Use the Main Hall Lobby of the University Theater for a Performance
3. Request to Use the Main Hall Stage of the University Theater for a Performance
4. Request to use the Main Hall Lobby of the University Theater for a Rehearsal
5. Request to Use the Main Hall Stage of the University Theater for a Rehearsal
6. Request to Use the Aldaba Recital Hall of the University Theater for a Performance
7. Request to Use the Aldaba Recital Hall for a Rehearsal
8. Request to Use the 3rd Floor of the University Theater for a Rehearsal
9. Request to Use the Mini Studio Hall of the UP Theater for a Rehearsal
10. Request to Use the Washington SyCip Garden of Native Trees for Commercial Purposes
11. Request to Use the Washington SyCip Garden of Native Trees for Non-Commercial/Personal Use
12. Request to Use the Carillon Plaza for Non-Commercial/Personal Use
13. Request to Use the Carillon Plaza for Commercial Purposes
14. Request to Use the Main Hall of Bulwagan ng Dangal University Heritage Museum for an Exhibit
15. Request to Use the Atelyer Gallery of Bulwagan ng Dangal University Heritage Museum for an Exhibit

Office of the Vice Chancellor for Administration | Page 224

Diliman Accounting Office (DAO) | Page 225

1. Issuance of Certification for Lost Receipts for students/suppliers/contractors
2. Issuance of Reply to All Forms of Communication/Correspondence
3. Issuance of Photocopy of Paid Vouchers and Other Documents

Diliman Cash Office (DCO) | Page 229

1. Releasing of Check(s) to Individual
2. Releasing of Check(s) to Supplier and Contractors/Stakeholders
3. Cancellation/ Replacement of Checks (Next of Kin)
4. Replacement of Stale Check(s)
5. Facilitate Request for Stop Payment and Process Replacement for Lost/Un-Negotiated Check
6. Process Request for Change of Name (Supplier) Misspelled Name Indicated on the DV
7. Collection of Enrollment Related Fees through Computerized Registration System (CRS)
8. Validation of UP Form 5 (Tuition Fee)/ UP Form 26A (Charge of Matriculation) during General Registration Period for Payment Made through the Authorized Depository Bank
9. Collection of Fees- Miscellaneous Fees Paid through the Diliman Cash Office Collection System

Human Resource Development Office (HRDO) | Page 245

1. Issuance of Certified Copies of Document from 201 Files
2. Response to Employment Verification/ Queries (online)
3. Processing of Service Record (SR)
4. Processing of Request for Performance Rating Certification
5. Processing of Request for Certified Photocopy of Performance Rating



Supply and Property Management Office (SPMO) | Page 257

1. Sale of Auction Documents
2. Processing of Refund of Bidder's Bond

Utilities Management Team/PABX Office (UMT/PABX) | Page 261

1. Processing of Load Survey
2. Processing of Contractor's Consumption/Billing
3. Processing of Installation for New Local Phone/VoIP
4. Processing of Repairing for No Dial Tone and Grounded Local Phone/VoIP
5. Transferring of Local Phone/VoIP
6. Rerouting Incoming Calls and Assisting Caller's Inquiry

Office of the Vice Chancellor for Academic Affairs | Page 268

OVCAA Central Office (OVCAA-Central) | Page 269

1. Student Request: Cross Register/Enrollment
2. Student Request: Readmission and Extension of MRR Status, Request to Credit CWTS and other courses from Different Colleges and other Special Students

General Education Center (GEC) | Page 272

1. Request/Appeal for Crediting of GE Course/s 225 a. Online 225
2. Request to Use the GE Materials at the OVCAA Curriculum Group Resource Center

Interactive Learning Center Diliman (ILCD) | Page 280

1. Helpdesk/Ticketing System – Opening a New Ticket
2. Helpdesk/Ticketing System Level I Ticket (Basic Queries or Support, Potentially doable in One Seating)
3. Helpdesk/Ticketing System Level II Ticket (Intermediate Concerns Requiring Further Investigation and Testing on the LIVE Server/Database)
4. Helpdesk/Ticketing System Level II (Intermediate and Advanced Concerns Requiring Updates of Bug Fixes from Available Sources and/or Requiring a Hardware Reboot)
5. Management Systems/ UVLe
6. Management Systems/ Pages
7. Management Systems/ Conference
8. Collaborative Platforms/ Iswiki/ Iskomunidad
9. Information Services/Website and Online Learning Resources
10. Training, Education and Development/ Training on ILCD Services or Use of Education Technologies
11. Training, Education and Development/ One-on-One Consultation on EdTech
12. Training, Education and Development/ Internship or R and D
13. Multi Media Services/ Video Recording
14. Multi Media Services/ Streaming ONLY
15. Multi Media Services/ Video Recording with Streaming
16. Multi Media Services/ Video Conferencing (Polycom Machine Only)
17. Multi Media Services/ Video Conferencing (Rental of Equipment Only)

National Service Training Program (NSTP) | Page 308

1. Issuance of Serial Numbers
2. Processing of NSTP- Related Student Appeals

Office of Advancement of Teaching (OAT) | Page 316

1. Secondment Application and Contract
2. Memorandum of Agreement/Understanding and Contract of Awards (MOA/MOU teaching related only)



3. Metrobank Outstanding Filipino Nominations for the Endorsement of the University to the Metrobank Foundation Inc.
4. BPI-DOST Science Awards Nominations for the Deliberation of the Committee and Endorsement of the University to the BPI Foundation
5. The Many Faces of the Teacher Nomination for Endorsement of the University to the Bato Balani Foundation

Office of Field Activities (OFA) | Page 333

1. Processing of Memorandum of Agreement/ Memorandum of Understanding for Student Internship in the Philippines

Office of International Linkages Diliman (OILD) | Page 340

1. Application for International Student Exchange Program (IESP)
2. International Student Exchange Program
3. Cross-enrollment for Outbound Exchange Students
4. Filing of Application for Admission and Registration of Inbound Exchange Students
5. Filing of Application for Admission and Registration of Inbound Exchange Students (New Version)
6. Special Non-Immigrant (47a2) Visa Filing
7. Special Non-Immigrant (47a2) Visa Filing (New Normal Version)
8. Student Visa and Special Study Permit Processing
9. Student Visa and Special Study Permit Processing (New Normal Version)
10. Request for Arrangements for Exploratory Meeting with UPD Unit /Offices

Office of the University Registrar (OUR) | Page 362

1. Appeal for Late Application for Graduation
2. Appeal for Late Cancellation of Enlisted Subjects
3. Appeal for Late Enrollment/Late Change of Matriculation
4. Appeal for Late Issuance of Admission Slip
5. Appeal for Late Payment of Matriculation Fees/Add Matriculation
6. Appeal for Late Residence/ Dropping/ Leave of Absence/ Change of Matriculation
7. Application and Admissions for Local Non-Regular Students (Non-Degree, Cross-Registrants from other UP Units, Cross-Registrants from other Schools, and Special Student without Credit)
8. Application for Deferment of Enrolment of Qualified Freshmen
9. Application for Return From Leave of Absence (RFLOA)
10. Application for Second Degree/Transfer from other Schools/Universities
11. Application of Foreign Transferees and Automatic Admission of Foreign Freshmen
12. Authentication/Verification of Transcript of Records (TOR)
13. Clearing of Accountability (Financial Accountability)
14. Clearing of Ineligibility (Entrance Credentials)
15. CRS HelpDesk Support
16. Issuance of Acceptance Letter for Foreign Students
17. Issuance of Certificate of Breakdown of Matriculation
18. Issuance of Certificate of Completion
19. Issuance of Certificate of Course Description (CD)
20. Issuance of Certificate of Current Enrolment
21. Issuance of Certificate of English as Medium of Instruction (EMI)
22. Issuance of Certificate of Enrolment History
23. Issuance of Certificate of Grade Equivalency
24. Issuance of Certificate of Graduation (COG)
25. Issuance of Certificate of No Financial Accountability
26. Issuance of Certificate of Special Order (SO) Exemption
27. Issuance of Certificate of Units Earned
28. Issuance of Certificate of Weighted Average Grade (WAG)



29. Issuance of Certification, Authentication, and Verification (CAV) of Credentials/Records
30. Issuance of Certified Copy of Entrance Credentials/ Change of Matriculation Form/ Form 5/ Birth Certificate for College Copy
31. Issuance of Certified Text of the Diploma
32. Issuance of Certified True Copy (CTC) of Certification of Graduation (COG)/ Course Description (CD)/ Diploma Translation (DT)
33. Issuance of Certified True Copy of High School Card (Form 138)/ Transcript (Form-137)
34. Issuance of Certified True Copy of UP Form 5 for Students under OSSD
35. Issuance of Civil Service Exemption Certificate
36. Issuance of Diploma Authentication
37. Issuance of Diploma Translation (DT)
38. Issuance of Honorable Dismissal (HD)
39. Issuance of ID for UPD Students with Special Needs
40. Issuance of ID for UPD Students
41. Issuance of List of Honor Graduates to Civil Service Commission (CSC)
42. Issuance of No Objection Letter (NOL)
43. Issuance of Request Letter of Official Transcript of Records/Form 137 to Universities/School
44. Issuance of Scholastic Verification
45. Issuance of True Copy of Grades (TCG) for Cross-Registrants and Non-Degree Students
46. Issuance of University Admission Slip (Manual Process)
47. Processing of Change of Name of UPD Students
48. Processing of Requests for Monoblock Chair Rental
49. Processing of Student University Clearance
50. Processing of Transcript of Records (TOR)
51. Processing of Tuition Refund Disbursement Voucher (DV)
52. Statistical Data Request

University Library (UL) | Page 487

1. Checking-In (Returning) of Library Books
2. Checking-Out (Borrowing) of Library Books
3. Inter-Library Loan (ILL)
4. Issuance of Temporary Library Card (UPL Form No. 161a)
5. Payment of Fines
6. Payment for Lost Book/s
7. Registration for Library Access (UPL Form No. 144a)
8. Renewal of Checked-Out (Borrowed) Books
9. Request for Extended Reading
10. Request for Index to Philippine Periodicals in Print
11. Request for Library Accommodations
12. Request for Microfilm Conversion
13. Request for Paging of Library Resources in Closed-Shelves System for Room-Use
14. Request for Paging of Library Resources in Closed-Shelves System for Room-Use and UP Users Only
15. Request for Photocopy of Books and Other Library Resources
16. Request for Reference/Information, Bibliographic, and Research Support Services
17. Request for Remote Access Account and Access to College-Based Subscriptions
18. Request for Self-Service Printing
19. Request for Self-Service Scanning
20. Request for Turnitin Similarity Index Report
21. Request for Use of Discussion Rooms
22. Request for Use of PCs and Electricity for Personal Equipment



23. Resource on Demand
24. Returning Library Resources in Closed – Shelves System
25. Checking-out (Borrowing) of Other Library Resources
26. Request for Access to Restricted Theses & Dissertations

Office of the Vice Chancellor for Community Affairs (OVCCA) | Page 535

1. Processing of UP Vehicle Sticker Applications for Students, Alumni, University-recognized business concessionaires, Non-UP Offices within Campus
2. Processing of UP Gate Pass Application for Faculty, REPS and Staff
3. Processing of UP Vehicle Pass Applications for School Service Providers, Contractors
4. Requests to post tarpaulins for Student Organizations, Alumni Associations or organized groups of Alumni
5. Requests to post tarpaulins for UP units and/or offices and UP-accredited organizations
6. Requests to post posters on Bulletin Boards for UP offices/units and Employees
7. Requests to post posters on Bulletin Boards for Alumni and Non-UP Entities
8. Requests for Use of Grounds: Events and Fun Runs (UP Units: Faculty, REPS, Staff and UP-accredited employees' organizations)
9. Requests for Use of Grounds: Events and Fun Runs (UP Students, UP Alumni, Other Government Offices)
10. Requests for Use of Grounds: Photography/Pictorials/Video Shoots (Faculty, REPS and Staff)
11. Requests for the Use of Grounds: Photography/Pictorials/Video Shoots (UP Students and Alumni)
12. Requests for the Use of Grounds: Photography/Pictorials (Non-UP Users)
13. Requests for the Use of Grounds: Film Shooting for Motion Picture/Television (Non-UP Users: Commercial use)
14. Request for the Entry of Vehicles (UP Academic and Non-academic Units, Faculty, REPS and Staff)
15. Request for the Entry of Vehicles (Students, Alumni, Non-UP users)
16. Process Off-Campus Housing Soft Loan Applications (for UP Employees only)
17. Request to Refund Security and Cleanliness Bond
18. Request for meetings, conduct interviews and research, invitation of participation or partnership from Students, Alumni or Non-UP Constituents
19. Request for campus rolling tours
20. Request to provide community-related services (e.g. transportation, traffic, housing, and self-built units among others) to University Officials, Faculty, REPS and Staff
21. Request to provide community-related services (e.g. transportation, traffic, housing, and self-built units among others) to Students, Alumni, members and non-members of the UP Diliman Community

Campus Maintenance Office (CMO) | Page 588

1. Attend to Request for Repair and Maintenance of Buildings, Dormitories, Housing Units and Grounds of Students and University-accredited Organizations/ Associations
2. Attend to Request for Hauling Services of Students and University-accredited Organizations/Associations
3. Attend to Request for the Inspection of Academic and Non-Academic Buildings, Housing Units, Dormitories and Grounds of Students and Non-UP Units
4. Attend to Request for Posting of Tarpaulins of Students and University-accredited Organizations/Associations
5. Attend to Emergency Response Request (Quick Response Team) of Students and University-accredited Organizations/Associations



6. Attend to Request for Assistance for Physical Arrangement and Plant Decorations of Students and University-accredited Organizations/ Associations
7. Attend to Request for Grass Cutting and Pruning Activities of Students and University-accredited Organizations/Associations
8. Provide Rental of Sound System, Generator Set, Tent, Payloader, Tents, Tables, Chairs and Barricades to Students and University-accredited Organizations/ Associations

Diliman Environmental Management Office (DEMO) | Page 600

1. Process Requests for Training/Seminar of Students, Alumni and Non-UP Units
2. Purchase of Products for Students, Alumni and Non-UP Units
3. Process Request to Reserve Products for Students, Alumni and Non-UP Units

Office of Community Relations (OCR) | Page 607

1. Issuance of Permit to Repair for Self-Built Units and Informal Structures owned by Non-UP Employees
2. Issuance of UP Certification for water and electricity line connection of Self-Built Units (SBUs) and Informal Structures (IS) owned by Non-UP Employees

Transportation Management Office (TMO) | Page 616

1. Perform Annual Inspection of Public Utility Jeepneys (PUJs)
2. Processing of applications for Public Utility Jeepney (PUJ) Driver's Identification Card
3. Attend to Request for Traffic Assistance: Academic and Non-Academic Units
4. Attend to Request for Traffic Assistance: Student Organizations

University Health Service (UHS) | Page 628

1. Outpatient Medical Consultation (In-Person)
2. Medical Consultation through Telemedicine
3. Annual Physical Examination (APE)
4. Psychiatric Teleconsultation – Mental Health Clinic
5. Psychiatric Consultation/ Psychiatric Clearance
6. Emergency Medical Consultation
7. Specialty Medical Consultation (Teleconsultation)
8. Specialty Medical Consultation (In-Person)
9. X-ray Services
10. Request for Duplicate (Radiology)
11. Ultrasound Services
12. Ambulance Services
13. Standby Ambulance Service
14. Electrocardiographic (ECG) Services
15. Ambulatory Surgery
16. Pharmaceutical Services
17. Dental Consultation through Phone Call (Teledentistry)
18. Dental Services (In-Person Consultation)
19. Emergency Dental Procedures at the Emergency Room
20. Laboratory Diagnostic Examinations
21. Request for Duplicate (Laboratory Test Result)
22. Drug Testing Laboratory Services
23. Request for Duplicate (Drug Test Result)
24. Immunizations under the National Program of Immunization
25. Issuance of Health Certificate to Food Handlers
26. Health Lectures, Site Inspection, Investigation of Disease Outbreaks
27. Occupational, Physical, and Speech Therapy Service
28. Request for Wellness Lecture



29. Nutrition Counseling (In-Person)
30. Nutrition Counseling (Online)

Office of the Vice Chancellor for Planning and Development (OVCPD) | Page 687

1. Issuance of Vending Permits and Identification Cards for Vendors
2. Process Request for Lease and/or Renewal of Lease
3. Process Request for Reservation at Bonsai Garden Function Halls
4. Process Request for Clearance for Construction
5. Process Request for Clearance of Concessionaires/ Locators who have Terminated the Lease Contract with the University
6. Process Request for Certification of Tenancy
7. Process Request of Students from Various Universities for Research Data, Interview, Architectural, Structural and Master Development Plans

Balay Internasyonal | Page 704

1. Process Request for Reservation of Balay Kalinaw Function Rooms by current UP Faculty, Students and Staff and other Government Agencies, NGO's, Foundations and Associations
2. Process Request for Reservation of Balay Kalinaw Function Rooms by private groups and individuals
3. Process Request for Reservation of Kapit-Balay Serviced Apartments

Office of the Campus Architect (OCA) | Page 714

1. Conduct of Constructor's Performance Evaluation System (CPES) Evaluation for various UP Projects in different CUs
2. Issuance of plans, drawings, maps and other pertinent data of UP Diliman

Office of the Vice Chancellor for Research and Development (OVCRD) | Page 718

1. Issuance of Notification of Ad Interim Appointment for Visiting Research Fellows

Research Dissemination Office (RDO) | Page 721

1. OVCRD Journal Sales (Walk-in)
2. OVCRD Journal Sales (Subscription)
3. OVCRD Journal Submission
4. Endorsement of Application for International Publication Award (Journal)
5. Endorsement of Application for International Publication Award (Book Chapter)
6. Request for Certification

Research Management Office (RMO) | Page 736

1. Certification by the Grants Management Office (GMO) under the Research Management Office (RMO), of electronically-submitted document in connection with the Commission on Higher Education (CHED) K to 12 Scholarship
2. Certification by the Grants Management Office (GMO) under the Research Management Office (RMO), of manually-submitted document in connection with the Commission on Higher Education (CHED) K to 12 Scholarship
3. Endorsement of request submitted electronically, in connection with the Commission on Higher Education (CHED) K to 12 Scholarship Program
4. Endorsement of request submitted manually, in connection with the Commission on Higher Education (CHED) K to 12 Scholarship Program
5. Issuance of Certificate of Employment to Project Staff of the Office of the Vice Chancellor for Research and Development (OVCRD)-managed Externally-funded Project



6. Organizing available data on research-/creative work-related activities in the University of the Philippines Diliman (UP Diliman), upon a request sent electronically
7. Organizing available data on research-/creative work-related activities in the University of the Philippines Diliman (UP Diliman), upon a request submitted manually

Technology Transfer and Business Development Office Diliman (TTBDO) | Page 746

1. Assistance in Filing Copyright Application
2. Issuance of Certified True Copy of Certificate of Copyright Registration and Deposit
3. Assistance in Filing Trademark Application
4. Issuance of Certified True Copy of Trademark Certificate of Registration
5. Assistance on Utility Model (UM) / Industrial Design (ID) / Patent Registration of UP-owned Inventions
6. Issuance of Certified True Copy (CTC) of Utility Model (UM) / Industrial Design (ID) / Patent Certificate of Registration
7. Request for Assistance in Licensing of UP-owned Intellectual Property Rights (IPRs)
8. Request for UP Trademark Semi-Commercial Licensing
9. Request for UP Trademark Semi-Commercial Licensing for UP units
10. Request for Assistance in UP Trademark Commercial Licensing
11. Request for Review of Memorandum of Agreement (MOA)
12. Request for IP and/or Technology Transfer Seminar/Training

UP Center for Ethnomusicology (UPCE) | Page 786

1. Online access to iLib and UPCE Collections Portal
2. UPCE Registration
3. UPCE Tour
4. Library materials for room use or for presentation within the UP College of Music
5. Library materials for extended use
6. Reproduction of Library materials
7. Reference and bibliographic services
8. Library spaces and facilities for regular use
9. Library spaces and facilities for use beyond service hours
10. Instruments for room study
11. Instruments for playing and/or demonstration
12. Instruments and artefacts for use within the UP College of Music
13. Instruments and artefacts for extended use
14. Request for online access to archival fieldnotes, photographs and audio
15. Request for print reproduction of archival photographs for fair use
16. Request for print reproduction of archival photographs (beyond fair use)
17. Request for digital reproduction of photographs
18. Request for reproduction of unpublished field and non-field audio recordings
19. Request for reproduction and use of unpublished score for study
20. Request for reproduction and use of unpublished score for performance
21. Request for selected pages from unpublished score for publication
22. Digitization of analog non-commercial audio recordings
23. Request for digitization of analog commercial audio recordings
24. Request for digitization of analog non-commercial video recordings
25. Request for digitization of commercial video recordings

UP Institute for Small-Scale Industries (ISSI) | Page 842

1. Acceptance of Requests for Appointments/Meetings
2. Acceptance of Inquiries or Requests for Proposals
3. Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives



4. Acceptance of Requests for Appointments/Meetings
5. Acceptance of Inquiries or Requests for Proposals
6. Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives
7. Checking-in (Returning) of Library Materials
8. Checking-Out (Borrowing) of Library Materials
9. Reference/Information and Bibliographic Services
10. Registration for Library Access
11. Photocopy of Books and Other Library Resources
12. Resource on Demand
13. Room Rental Request for Training/Meetings
14. Provide Advisory Services
15. Provide Developmental Projects
16. Provide Enterprise Incubation Service Providers Enabler Program
17. Issuance of Certification
18. Organizing a Forum/Symposium/Conference/Colloquium
19. Preparation of Policy Paper/Monograph/Research Studies
20. Preparation of Comments and Policy Briefs on Senate and House Bills Relevant to the MSME Sector
21. Issuance of Certification
22. Organizing a Forum/Symposium/Conference/Colloquium
23. Preparation of Policy Paper/Monograph/Research Studies
24. Preparation of Comments and Policy Briefs on Senate and House Bills Relevant to the MSME Sector
25. Conduct of a Special Training Program
26. Issuance of Certification
27. Processing Enrollment to a Regular Training Program
28. Processing of Enrollment to a Regular Training Program
29. Conduct of a Special Training Program
30. Issuance of Certification
31. Processing Enrollment to a Regular Training Program
32. Processing of Enrollment to a Regular Training Program

Office of the Vice Chancellor for Student Affairs (OVCSA) | page 896

1. Review Educational Development Fee Discount Form of Foreign Students
2. Review: Various Letters from Students

DOST Core Group | Page 903

1. Request for Stipend

Office of Counseling and Guidance (OCG) | Page 908

1. Counseling
2. Psychological Assessment and Evaluation
3. Referral Service
4. Seminars and Workshops, Career Orientations
5. Assistance on Personnel Assessment and Evaluation Assessment
6. Parent Conference
7. Career Exploration and Job Search Assistance
8. Processing of Participation in University Job Fair (Companies)

Office for Student Ethics (OSE) | Page 921

- 1A. Issuance of OSE Clearance
- 1B. Issuance of OSE Clearance (Online)
- 2A. Signing of Waiver of pre-requisite, University Clearance, Property Clearance, and Certificate of Candidacy



- 2B. Signing of Waiver of pre-requisite, University Clearance, Property Clearance, and Certificate of Candidacy (Online)
- 3A. Issuance of Certified True Copy of OSE Clearance
- 3B. Issuance of Certified True Copy of OSE Clearance (Online)
- 4A. Issuance of Certified True Copy of Case Documents
- 4B. Issuance of Certified True Copy of Case Documents (Online)
- 5A. Receipt of complaints against students
- 5B. Receipt of complaints against students (Online)
- 6. Updating of CRS status of Students with Pending Disciplinary Cases
- 7A. Consultation regarding the provisions of Code of Student Conduct
- 7B. Consultation regarding the provisions of Code of Student Conduct (Online)
- 8A. Request for orientation on the Code of Student Conduct
- 8B. Request for orientation on the Code of Student Conduct (Online)

Office of Scholarships and Grants (OSG) | Page 945

- 1. Processing of Donation for Scholarships
- 2. Processing of Donation for Adopt-a-Student Program
- 3. Processing of Appointment for Student/Graduate Assistantships
- 4. Processing of Application for Scholarship
- 5. Processing of Application for Student Loan
- 6. Processing of Claims for Medical Reimbursement (Under Financial Assistance of Student Contingencies Program)
- 7. Processing of Claims for Medical Reimbursement (Under GSIS)
- 8. Processing of Benefits for Scholarships
- 9. Processing of Benefits for Full Discount Plus Stipend (FDS)
- 10. Processing of Benefits for Adopt-a-Student Program
- 11. Issuance of Certification (Scholarships, ST Bracket, No ST Bracket, and for SAGA Employment)
- 12. Issuance of Letter of Instruction for Landbank Enrollment for New Account
- 13. Issuance of Statement of Account for Student Loan
- 14. Issuance of Scholarship Application
- 15. Tagging of Scholarship Assignment for Scholarships
- 16. Tagging and Untagging of Scholarship Assignment for Socialized Tuition (ST) Bracket
- 17. Signing of Clearances for UP Diliman (Student, Faculty and Non-Teaching Staff)

Office of Student Projects and Activities (OSPA) | Page 987

- 1A. Request of Student Organizations for use of University Grounds
- 1B. Request of Student Organizations for use of University Grounds (Online)
- 2A. Request of Student Organizations for Security Assistance
- 2B. Request of Student Organizations for Security Assistance (Online)
- 3A. Request of Student Organizations for Posting of Posters
- 3B. Request of Student Organizations for Posting of Posters (Online)
- 4A. Request of Student Organizations for Tarpaulin Posting
- 4B. Request of Student Organizations for Tarpaulin Posting (Online)
- 5A. Request of Student Organizations for use of UP Trademarks
- 5B. Request of Student Organizations for use of UP Trademarks (Online)
- 6A. Request of Student Organizations for use of College Venue
- 6B. Request of Student Organizations for use of College Venue (Online)
- 7A. Request of Student Organizations for vehicle entry
- 7B. Request of Student Organizations for vehicle entry (Online)
- 8A. Request of Student Organizations for Dry-Goods Sale/Brand Sale
- 8B. Request of Student Organizations for Dry-Goods Sale/Brand Sale (Online)

Office of Student Housing (OSH) | Page 1011



1. Attends to inquiry letters
2. Processing of Dorm Application
3. Submission of Appeal Letter for disapproved/late applicants
4. Processing of Approved Dorm Application and Checking in
5. Issuance of Billing Form/Record
6. Checking out of the residents
7. Online tagging and un-tagging of residents during enrolment period
8. Submission of appeal/request letter to waive dorm fee, change of dorm assignment and dorm complaints

Office of Student Projects and Activities (OSPA) | Page 1021

- 1A. Request of Student Organizations for use of University Grounds
- 1B. Request of Student Organizations for use of University Grounds (Online)
- 2A. Request of Student Organizations for Security Assistance
- 2B. Request of Student Organizations for Security Assistance (Online)
- 3A. Request of Student Organizations for Posting of Posters
- 3B. Request of Student Organizations for Posting of Posters (Online)
- 4A. Request of Student Organizations for Tarpaulin Posting
- 4B. Request of Student Organizations for Tarpaulin Posting (Online)
- 5A. Request of Student Organizations for use of UP Trademarks
- 5B. Request of Student Organizations for use of UP Trademarks (Online)
- 6A. Request of Student Organizations for use of College Venue
- 6B. Request of Student Organizations for use of College Venue (Online)
- 7A. Request of Student Organizations for vehicle entry
- 7B. Request of Student Organizations for vehicle entry (Online)
- 8A. Request of Student Organizations for Dry-Goods Sale/Brand Sale
- 8A. Request of Student Organizations for Dry-Goods Sale/Brand Sale (Online)

University Food Service (UFS) | Page 1043

- 1A. Provision of Meals for Student-Athletes
- 1B. Provision of Meals for Student-Athletes (During Pandemic)
2. Preparation of payment for suppliers/dealers
3. Preparation of billing
4. Issuance of Official Receipt
5. Practical Training for Students

All Academic Units / Colleges | Page 1058

1. Requests and Invitations addressed to the Dean (meetings, interviews, partnerships)
2. Request for Recommendation/ Endorsement Letter
3. Endorsement Letter for Exchange Program or Study Abroad
4. Changing/Tagging of Status Non-Major/Non-Degree
5. Endorsement for Appeal for Late Application for Dropping or Change Matriculation
6. Endorsement for Appeal for Late Application for Leave of Absence (LOA)
7. Endorsement for Appeal Late Registration and Payment
8. Endorsement for Deferment of Enrollment
9. Issuance of Certificate of True Copy of Grades (TCG)
10. Issuance of Permit for Grade Completion / Removal Examination
11. Process Application for Admission of New Graduate Students
12. Process Application for Admission: International Graduate Students
13. Process Application for Admission: Shifting and Transfer
14. Process Application for Leave of Absence (LOA)
15. Process Dropping or Change Matriculation
16. Process Permit to Transfer for Shifting Out
17. Request for Certifications / Documents



18. Request for Diploma
19. Request for Permission to Cross-Register to Another UP Unit
20. Request for Permit to Overload / Underload
21. Request for Return from Absent Without Leave (AWOL)
22. Request for Readmission from Leave of Absence (LOA)
23. Request for Substitution of Courses
24. Request for Validation of Courses

Arts and Letters Cluster | Page 1093

College of Arts and Letters (CAL)

CAL Dean's Office | Page 1095

1. Issuance of Good Moral Character
2. Process Request: Venue/Facilities/Equipment Rental

Secretary's Office (CAL 101) | Page 1102

1. Application for Diploma
2. Application for Graduation
3. Application for Transfer (Diliman – S1) (changing program within the College & S2 – changing program from different colleges) and Other UP units – T1)
4. Issuance of Academic Completion
5. Issuance of Certificate of Enrollment
6. Issuance of Certificate of Good Moral Character
7. Issuance of Certificate of Non-Contract
8. Issuance of Certification of General Weighted Average/Curriculum Weighted Average
9. Issuance of Certification of Units Earned
10. Issuance of Permit to Transfer
11. Issuance of Shifting Out Form (allowed for 2 semesters)
12. Issuance of Substitution Form for Approval
13. Issuance of True Copy of Grades
14. Late Application for Graduation
15. Permission to Cross-Register to Another UP Unit
16. Permit to Overload/Underload
17. Readmission from Absence Without Leave (AWOL) – One Semester only
18. Readmission from Absence Without Leave (AWOL) – Two (2) Semesters or more
19. Readmission from Leave of Absence (LOA)
20. Request for Advance Credit Without Validation (for transfer student (T2) who earned 66 units or more)
21. Request for Deferment of Enrollment
22. Request for Readmission from Dismissed (Grade Requirement) / Failure to Comply the Conditions set by the Department or Lifting of Ineligibilities
23. Request for the Extension of the Maximum Residence Rule (MRR)
24. Request for Validation of Courses

Department of Art Studies | Page 1140

1. Admittance of Second Degree Applicants (BA Program)
2. Admittance of Shifting Applicants (S1) (BA Program)
3. Admittance of Shifting Applicants (S2) (BA Program)
4. Admittance of Shifting Applicants (MA Program)
5. Admittance of Shifting Applicants (T1) (BA Program)
6. Admittance of Shifting Applicants (T2) (BA Program)
7. Enlistment of Students
8. Post-Advising of Students



9. Pre-Advising Students
10. Redistribution of NSTP Class / Student
11. Room Usage Permit
12. Substitution/Validation of Pre-taken Courses
13. Use of DAS Library Permit

Comparative Literature | Page 1156

1. Advance Credit (without validation)
2. Amelia Lapeña-Bonifacio Literary Contest
3. Gémino H. Abad Awards for Poetry and for Literary Criticism
4. Shiftees and Transferees' Exam
5. Substitution of Courses

Department of European Languages | Page 1164

1. Extramural Language Courses
2. Language Proficiency Exam

Department of Filipino and Philippine Literature | Page 1168

1. Application for shifting and transfer
2. Application for waiver of prerequisite
3. Certificate Course Application, Evaluation and Admission
4. Designation of thesis adviser
5. Permission to cross-register
6. Permit to overload
7. Permit to underload
8. Request for facilities/ venue
9. Request for readmission from dismissed (grade requirement) / failure to comply with conditions or lifting of ineligibilities
10. Request for return from absence without official leave (AWOL)
11. Request for substitution of courses
12. Request for the use of equipment such as projector, portable speaker, and microphone
13. Request for transfer of credits
14. Request for transfer to voluntary shifting-out status
15. Request for validation of courses

Department of Speech Communication and Theater Arts | Page 1184

1. Certificate Course Application
2. Room Reservations
3. Shiftees and Transferees Interview and Exam
4. Voice Over Narration and Radio Productions

Institute of Creative Writing | Page 1195

1. Madrigal-Gonzalez Best First Book Award
2. panitikan.ph
3. Publications (Likhaan Journal)
4. Saling Panitik: Bienvenido Lumbera Seminar-Palihan sa Pagsasalin

Vargas Museum | Page 1195

1. Education via Museum Tours
2. Educational Events as Artist Talks, Lectures, Forums, Workshops, Book launches, etc
3. Exhibition
4. Photo Reproduction Services
5. Previous and Current Museum Activities



6. Publish and Disseminate Educational Guides
7. Research

College of Fine Arts (CFA) | Page 1205

1. Process Request: Issuance of True Copy of Grades
2. Process Request: No Pending Case Certification as a requirement
3. Process Request: Issuance of Certificate of Enrollment
4. Process Request: Issuance of Certification of General / Commutative Weighted Average (GWA/CWA)
5. Process Request: Issuance of Certificate of Academic Completion
6. Process Request: Issuance of Certification for Non-Contract
7. Process Request: Issuance of approval for substitution
8. Process Request: Issuance for validation for advanced credits as a requirement
9. Process Request: Issuance of approval from Leave of Absence (LOA)
10. Process Request: Issuance approval for return from Absence without Leave (AWOL)
11. Process Request: Issuance approval to file for Leave of Absence (LOA) for enrolled students
12. Process Request: Issuance approval for Substitution
13. Process Request: Issuance Certificate for evaluation of Student/Academic Records, Candidacy for Graduation, Units Earned
14. Process Request: Issuance Certificate of Validation for Advance Credits
15. Process Request: Venue/Facilities/Equipment Rental
16. Process Request: Enrollment in Workshop Extension Service
17. Process Request: Pen Tab and Laptop (Temporarily suspended due to Pandemic)
18. Process Request: Rental and Services of Ceramics Studio (Temporarily suspended due to Pandemic)
19. Process Request: Rental and Services of Fabrication Laboratory
20. Process Application: Undergraduate Program Admissions – UPD Admitted Freshmen (UPCAT Qualifiers) Bachelor of Fine Arts
21. Process Application: Undergraduate Program Admissions – Other Incoming Freshmen and Alternative School Passer (Non-UPCAT) Associate in Fine Arts
22. Process Application: Undergraduate Program Admissions – Transferees from Other Schools (Bachelor of Fine Arts and Associate in Fine Arts)
23. Process Application: Undergraduate Program Admissions – Shiftees from other College and Transferee from Other UP Units (Bachelor of Fine Arts)
24. Process Application: Undergraduate Program Admissions – Second Degree Applicants – Bachelor of Fine Arts and Associate in Fine Arts
25. Process Application for Admission of New Graduate Students

College of Human Kinetics (CHK) | Page 1250

1. Application for Admission: UNDERGRADUATE TRANSFER 1
2. Approval for return from Leave of Absence (LOA)
3. Approval to file for Leave of Absence (LOA) for enrolled students
4. Approval to file for Leave of Absence (LOA) for students not enrolled
5. Approval to return from Absence With-Out Leave (AWOL) of more than two semesters
6. Approval for return from Absence Leave of Absence (LOA) of more than two semesters
7. Approval for Substitution
8. Certificate of Academic Completion
9. Certificate of Enrollment
10. Certificate for evaluation of STUDENT/ACADEMIC RECORDS
11. Certification for General Weighted Average/CWA
12. Certificate for Non-Contract



13. Certificate of No Pending / Disciplinary Case
14. Certification of P.E. Exemption- for UP student member of Rayadillo, Members of ROTC Band
15. Certificate of P.E. Exemption - for students who hold the Associate in Arts title (or equivalent) or a Bachelor's degree
16. Certificate of P.E. Exemption – for students 30 years old and above
17. Certificate of Permit to Cross-Register to another U.P. UNIT
18. Certificate for Units Earned
19. Certificate of validation for advance credits
20. College Clearance (for CHK Students planning to shift out to other college)
21. Community Recreation Program (temporarily suspended due to Pandemic)
22. Issuance of Athletic Scholarship Approval
23. Issuance of True Copy of Grades (TCG)
24. Physical Education Proficiency Examination (temporarily suspended due to Pandemic)
25. VAAS Clearance

College of Mass Communication (CMC) | Page 1276

1. Issuance True Copy of Grades
2. Issuance of Good Moral Character
3. Issuance of Certificate of Enrollment
4. Issuance of Certification of General Weighted Average/CWA
5. Issuance of Certification of Units Earned
6. Issuance of Academic Completion
7. Issuance of College Clearance for CMC Students Planning to Shift Out to Other College
8. Issuance of Certification for Non-Contract
9. Issuance of Approval for Substitution
10. Request for Return from Absence Without Official Leave (AWOL) (one semester only)
11. Request for Return from Absence Without Official Leave (AWOL) (more than one semester)
12. Readmission from Leave of Absence (LOA)
13. Request for Validation of Courses
14. Request for Transfer to Voluntary Shifting-Out Status
15. Permission to Cross-Register to Another UP Unit
16. Application for Waiver of Prerequisite
17. Permit to Overload/Underload
18. Request for Deferment of Enrolment
19. Request for Readmission from Dismissed (Grade Requirement) / Failure to Comply with Conditions or Lifting of Ineligibilities
20. Request for Transfer of Credits
21. Scholarship Application
22. Application for Graduation
23. Late Application for Graduation
24. Application for Release of Diploma
25. Request for Facilities/Venue
26. Application for Graduate Programs: MA in Communication, MA in Journalism, MA in Media Studies (Broadcast), MA in Media Studies (Film), PhD in Communication, PhD in Media Studies
27. Admission of New CMC Graduate Students
28. MA Candidacy Examination
29. PhD Qualifying Examination
30. PhD Candidacy Examination
31. MA Thesis Proposal Defense



32. MA Thesis Final Manuscript Defense
33. PhD Dissertation Proposal Defense
34. PhD Dissertation Final Manuscript Defense
35. Request for U.P. Cine Adarna (Theater)
36. U.P. Film Institute Workshop Registration
37. Remote/Outside Broadcast
38. News Coverage
39. Interviews
40. Announcements-On-Board
41. Media Partnership for Organizations
42. Media Partnership for Government and UP Offices
43. Issuance of Certificate of Airing
44. Issuance of Certificate of Appearance
45. Facilitation of Station Visits and Studio Tours
46. Facebook Live
47. Analytics Report
48. Publicity Materials

College of Music | Page 1337

1. Reservation of Practice Room
2. Reservation of Halls
3. Reservation of Instruments/Equipment
4. Request for the use of Halls/Rooms
5. Application to the Associate in Arts (Music) or the Bachelor of Music Program
6. Admission to a New Music Major
7. Admission to a New CMu Program – From Associate in Arts (Music) or Diploma in Creative and Performing Musical Arts to Bachelor of Music
8. Audition/Recital Venue Reservation
9. Request for TCG/College-Issued Certification/Diploma
10. Application for Master of Music (MM) and Doctor of Philosophy in Music (PhD)
11. Admission of New CMu Graduate Students
12. Application for Reading Language Exam
13. Application for Comprehensive Examinations
14. Application for Thesis/Dissertation Proposal Defense
15. Application for Thesis/Dissertation Defense
16. Preparation for Registration
17. Registration and Assessment of Fees for Lessons in Extension Program (Non-UP and UP students)
18. Continuing Education for Music Teachers (CEMT)
19. Preparation for Rehearsals and Recitals
20. Application for Scholarships
21. Application for Teaching Position at the Extension Program
22. Application of Non-UP (NUP) Administrative Staff
23. Preregistration and Registration of Workshops

Management and Economics Cluster | Page 1388

Asian Institute of Tourism (AIT) | Page 1389

1. Process Application for Practicum / Pre-Practicum Training
2. Process Request for Room and Equipment Reservations

National College of Public Administration and Governance (NCPAG) | Page 1394

1. Respond to inquiries (CPED)
2. Extension services (CPED)
3. Research services (CPED)



4. Sale of Books & Publications (Publications Office)
5. Answers phone/email Inquiries (Publications Office)
6. Process Request for Room Reservation (NCPAG)
7. Respond to inquiries (NCPAG)
8. Respond to inquiries (CLCD)
9. Extension services (CLCD)
10. Research services (CLCD)
11. Respond to inquiries (CLRG)
12. Training and Extension services (CLRG)
13. Research services (CLRG)
14. Reply to email inquiries about admission and other student matters (CPAGE)
15. Maintenance, updating and storage of all active and inactive student's Records (CPAGE)

School of Labor and Industrial Relations (SOLAIR) | Page 1417

1. Provide rental services for use of space / venue / accommodation facility
2. Conduct of Institutional Training Programs
3. Process Request for Resource Person and Consultancy Services

School of Urban and Regional Planning (SURP) | Page 1423

1. Process Request for Customized Training
2. Application for Regular Training Programs

UP Diliman Extension Program in Pampanga (UPDEPP) | Page 1427

1. Issuance of Certificate of Good Moral Character
2. Issuance of College Clearance
3. Authentication of University Documents
4. Scholarships Tagging
5. Processing of Student Loan Documents
6. Processing of Documents for Release of Stipend from Socialized Tuition
7. Process Request for Room Reservation

Science and Technology Cluster | Page 1436

College of Architecture (CA) | Page 1437

1. Rental
2. Publication

College of Engineering (COE) | Page 1441

Department of Chemical Engineering (COE-DChE) | Page 1442

1. Request for Building Access (Non-UP/Visitors)
2. Request to Work in Research Laboratories or Project Staff Entry during Office Hours
3. Health Declaration Form
4. Request to be able to work in the laboratory
5. Request to use analytical equipment (UP Undergraduate Students)
6. Request to use analytical equipment (UP Graduate Students & UP ERDT Graduate Scholars)
7. Request to use analytical equipment (Non-UP Students)
8. Request for CEAL Testing Services (Non-UP Students)
9. Request for CEAL Testing Services (Non-UP Person & Industries)
10. Request for Hazardous Waste Disposal

Department of Mechanical Engineering (COE-ME) | Page 1465



1. Request for the use of ME Shop and Fabrication Facility Services
2. Request for the use of Vehicle Research and Testing Laboratory Services
3. Request for Educational Tour/Field Trip/Benchmarking

Department of Mining, Metallurgical and Materials Engineering (COE-DMMME) | Page 1470

1. Thermogravimetric Analysis Testing
2. Fourier Transform Infrared (FTIR) Testing
3. Coupled Evolved Gas Analysis (TG-IR) Testing
4. Dynamic Thermomechanical Analyzer (DTMA) Test
5. FE-SEM Imaging Testing (Imaging and Morphological Analysis)
6. FE-SEM with Energy Dispersive X-ray Spectrophotometer
7. Ion Sputter Coating
8. Brunauer-Emmett-Teller (BET) Surface Area and Porosity Analyzer
9. Particle Size Analysis via Dynamic Light Scattering
10. IRHD Hardness Test
11. Shore A Hardness Test
12. Cure Test (Rubber Process Analyzer)
13. Mooney Viscosity Measurement
14. Mooney Stress Relaxation Test
15. Tensile Test
16. Sample Preparation
17. Sieve Analysis
18. Gravity Concentration - Tabling
19. Flotation Tests
20. Calcination
21. Zeta Meter Testing
22. Atomic Absorption Spectroscopy (AAS)
23. Proximate Analysis
24. Density Measurement
25. Rubber Aging
26. X-ray Fluorescence Spectrometer (XRF)
27. Polishing
28. Electro Spinning
29. Cyanidation – Bottle Roll
30. Leaching Test
31. Settling
32. Lobby, Room Use and Facilities Rental
33. Audio-Video Equipment Rental

College of Home Economics (CHE) | Page 1544

1. Approval of request for Tour, visit or interview (Common Spaces in the College)
2. Qualifying Examinations for Doctor of Philosophy (PhD) Students
3. Comprehensive Examination for Students
4. Research consultation and/or materials
5. Lending of mannequins and other display modules
6. Guest speaker for a class, academic forum, exhibition, etc.
7. Invitation for Speaker/Facilitator from the FLCD Department Faculty
8. Issuance of Certificate of Detailed Teaching Course Description
9. Issuance of Requests for Certifications of former students studying/working abroad
10. Issuance of Certification/Letter for Waiver of Pre-requisite Subject of Non-CHE Student
11. Request for Observation at the U.P. Child Development Center
12. Application process for the Infant Development Program of UP Child Development Center



13. Application Process for 11-month-old to 5 years and 5-month-old children in the UP Child Development Center
14. Enrollment Procedure of the U.P. Child Development Center
15. Issuance of Certificate of Enrollment
16. Issuance of Certificate of Non-Issuance of Numeric Report Card
17. Issuance of Certificate of Good Moral
18. Request for Official Copy of the Narrative Report and Developmental Checklist
19. Approval of Request for Laboratory Equipment/Glassware
20. Canning Service
21. Vacuum Packing Service
22. Product Development Services
23. Heat Penetration Services
24. Rental of Facilities and Equipment
25. Food Quality and Safety Trainings
26. Quality Assurance Service
27. Quality Assurance Service with GMP Assessment of 1 Site
28. Plant Layout Services
29. Shelf-life testing
30. Commercial Sterility Testing
31. Internship
32. Process Request letter or Invitation as Speaker/ Facilitator
33. Issuance of Certification or documents from Department of Hotel, Restaurant, & Institution Management
34. Issuance of Certification for Language Proficiency Exam (LPE)
35. Interview with HRIM Faculty of CHE
36. Use Laboratory Equipment and Utensils/ Facilities
37. Catering quotations and proposals for clients
38. Orientation of student affiliates
39. Scheduling of student affiliates
40. Monitoring of student affiliates
41. Evaluation of student affiliates

College of Science (CS) | Page 1603

Computational Science Research Center (CSRC) | Page 1604

1. General Requests (Basic Requests) – Room Rentals
2. Technical Requests - Access to Network or to Existing Application Systems by Citizens
3. Technical Requests - Access to Existing Application Systems by Government Institutions

Institute of Environmental Science & Meteorology (IESM) | Page 1616

1. Internship/Science Immersion Program (SIP)
2. Request for Laboratory Tour
3. Reservation for use of facility and/or Equipment
4. Rental of Facilities (Auditorium, Classroom, etc.)

School of Library and Information Studies (SLIS) | Page 1622

1. Issuance of Certification: Candidacy for Graduation
2. Issuance of Certification: Completion of Academic Requirements
3. Issuance of Certification: Curriculum Weighted Average (CWA)
4. Issuance of Certification: Earned and Remaining Units
5. Issuance of Certification: Current Enrollment/bona fide student
6. Issuance of Certification: General Weighted Average (GWA)
7. Issuance of Certification: Good Moral Character



8. Issuance of Certification: Honorific Scholarship (College Scholar)
9. Issuance of Certification: Honorific Scholarship (University Scholar)
10. Issuance of Certification: Scholastic/ Academic Standing
11. Issuance of Certification: Term Expected to Graduate
12. Issuance of Certification: True Copy of Grades
13. Issuance of Certification: Year Level Standing
14. Processing: Application for Admission (Graduate)
15. Processing: Admission (Undergraduate – Shiftee)
16. Processing: Admission (Undergraduate – Transferee 1)
17. Processing: College Clearance
18. Processing: Permit to Overload
19. Processing: Permit to Transfer
20. Processing: Permit to Underload
21. Processing: Readmission from Absence Without Leave (AWOL)
22. Processing: Return from Leave of Absence (LOA)

School of Statistics (STAT) | Page 1643

1. Statistical Consultancy Services (walk-in)
2. Statistical Consultancy Services under Stat 290

Social Sciences and Law Cluster | Page 1646

Asian Center | Page 1647

1. Comprehensive Examinations: MA
2. Constitution of Thesis Committee and Panel: MA
3. M.A. Programs: Applications
4. M.A. Programs: Online Applications
5. Thesis Defense: MA
6. Thesis Proposal Defense: MA
7. Purchase of 'Asian Studies' (Print On-Demand)
8. Purchase of 'Asian Studies' (Hard Copies)
9. Purchase of Publications (Hard Copies)
10. Rentals of Facilities

B. Tri-College PhD Philippine Studies Program External Services

Tri-College Secretariat | Page 1658

1. Applications: Tri-College PhD Philippine Studies Program
2. Applications for Tri-College PhD Philippine Studies Program (Online)
3. Dissertation Defense
4. Dissertation Proposal Defense
5. Qualifying and Comprehensive Exams
6. Thesis Adviser and Constitution of Dissertation Committee

College of Education (CED) | Page 1665

1. Reservation of Facilities
2. Certification in Professional Education Admissions
3. Graduate Program Admissions (Doctoral)
4. Graduate Program Admissions (Doctoral)
5. Graduate Program Admissions (Masters)
6. Application of Waiver of MRR (1st to 3rd Extension)
7. Application for 4th / 5th MRR Extension
8. Application of Scholarship (Thesis/Dissertation Grant)
9. Application for Shifting (S2-Transferees within UP Diliman) and Transferring (T1-Transferees from other UP CUs)



10. Enlistment/Cancellation of Subject
11. Enlistment in EDUC 300, EDUC 400 and Residency
12. Overbooking of Subjects
13. Overloading/Underloading of Enrollment Units
14. Submission of Appeals to USAPAW Committee (Readmission / Extension of Residence / Local Appeals / CSAPG Endorsement)
15. Submission of Course Equivalency

Center for International Studies | Page 1700

1. Request for Certifications/Documents
2. Requests for Invitations addressed to the Director and/or Coordinator (meetings, interviews, partnerships)
3. Request for Recommendation/Endorsement Letter
4. Endorsement Letter for Exchange Program or Study Abroad
5. Endorsement for Appeal for Late Application for Dropping or Change Matriculation
6. Process enlistment of students in courses offered by the Center
7. Process request for dropping a course offered by the Center
8. Process completion of incomplete (INC) grades of students enrolled in courses offered by the Center
9. Process application or renewal of MOU and MOA between UPCIS and international partners
10. Process application of Visiting Research Fellow, Visiting Artists and Visiting Professors
11. Organize symposia, roundtable discussions, theater performances, film documentaries, lectures, and other engagements of the Center including those conducted in cooperation with international partner institutions and other partners
12. Organize disaster response activities and initiate campaigns and other activities in response to current global and local issues
13. Manage Resource Collection of the Center

Institute of Islamic Studies (IIS) |Page 1719

1. Arabic Language Proficiency Examination
2. Translation Arabic/English/Filipino
3. Translation of Philippine Muslim Languages/Dialects
4. Islamic Rituals Khutbah, Prayer, Marriage, Paggunting
5. Islamic Lectures, Forum, Workshop, Training and Seminars
6. Islamic Consultancy

College of Law (CLaw) | Page 1726

1. Registration for Bar Review
2. Requests for legal opinion/comments on pending legislations/executive issuances
3. Requests/Proposals for Codification and Revision
4. Registration in Mandatory Continuing Legal Education (MCLE) Program
5. Issuance of MCLE Compliance Certificate
6. Application for UP Law Aptitude Examination (LAE)
7. Application for Legal Assistance/Representation to Indigent Clients
8. Request for Legal Services
9. Rules and Regulations filed by different Government Agencies
10. Issuance of Certification of Filing or Non-Filing of Rules and Regulations
11. Issuance of certified copies of rules and regulations filed with ONAR
12. Processing of certificate for Bar Applications
13. Request for Conduct of trainings/fora/symposia
14. Book Sale



College of Social Sciences and Philosophy (CSSP) | Page 1741

Office of the Dean (OD) | Page 1742

1. Basic Papers for Appointment (Original, Renewal or OIC Appointment)
2. Concierge for Lost and Found items within the premises of Palma Hall
3. Endorsement Letter for Students to Cross-enroll in Local or Foreign Universities

4. Funding Assistance (Faculty Development Fund (FDF) /Research Dissemination Grant (RDG) and other funding request for college activities
5. Recommendation Letters for Graduating Students
6. Travel Request

Office of the Associate Dean for Academic Affairs (OADAA)

7. Requests for simple Data or Report on Curriculum Matters

Office of Associate Dean for Administration and External Affairs (OADEA)

8. Issuance and Processing of Room Reservation/Facilities

Office of the Associate Dean for Research, Extension and Publications (OADREP)

9. CSSP Extramural Training Seminar for Social Science Teachers CSSPEX
10. CSSP PROFESS: Professional Education Series

Office of Student Affairs (OSA) | Page 1755

11. Facilities Reservation
12. Issuance of Organization Recognition Certificate
13. Request for Certificate of Good Moral

Office of the Graduate Program (OGP) | Page 1759

14. Application for Extension of Academic Residency
15. Application for Graduation (Graduate Program)
16. Application for Penalty Course Substitution
17. Assessment of Change of Matriculation Requests
18. Assistance in Assessment of fees during Registration
19. Certification of Language/Statistics Proficiency Examination Result
20. Issuance of College Admission Slip for Re-admission from AWOL
21. Issuance of College Admission Slip for submission to OUR for the newly admitted graduate students
22. Issuance of Notification of Admission and Non-Admission to Graduate Programs
23. Issuance of Permit to Complete/Remove Program Course/s
24. Permit to Transfer to Different Program/College
25. Printing of Dropping Slip
26. Printing of Form and Processing of Leave of Absence (LOA)
27. Processing of Application for Admission to Graduate Programs
28. Processing of Enlistment for Residency
29. Processing of Re-admission from AWOL (Absence Without Leave)
30. Processing of Re-admission from LOA (Leave of Absence)
31. Request for Appointment of Critic/Reader
32. Request for Appointment of Thesis/Dissertation Adviser
33. Request for Comprehensive Examination Schedule for Graduate students of PhD Programs
34. Request for Evaluation of Academic Standing
35. Request for Substitution of Subjects
36. Request for Thesis/Dissertation Final Defense Schedule
37. Request for Thesis/Dissertation Proposal Defense Schedule
38. Request for True Copy of Grades (TCG) and Certifications (GWA, Enrollment, Units Earned, Completion of Coursework)
39. Request to Cross-Register



40. Validation of Change of Matriculation Requests

CSSP National Service Training Program (NSTP) | Page 1787

41. Issuance of Certificate of Attendance (Common Module Make-Up)
42. Processing of Student Appeals

CSSP Computer Laboratory | Page 1789

43. Use of CSSP Multi-media Room PH 400
44. Use of LCD Projector
45. Use of Video-Conferencing Room PH119

Department of Anthropology | Page 1793

46. Request for venue/equipment AVR museum

Department of Geography | Page 1794

47. Geographic Information Systems GIS and Mapping Workshop
48. Teacher training/seminar on the teaching of Geography
49. Training/Seminar on Disaster Risk Reduction and Management DRRM
50. Training/Seminar on Participatory 3D Mapping P3DM

Department of History | Page 1799

51. Request for Language Proficiency Exam
52. Request to attend the National Training Seminar for Teachers of Philippine History (PROFESS)
53. Request to attend the Philippine-Spanish Friendship Day Conference

Department of Linguistics | Page 1800

54. Administer Language Proficiency Exam
55. Conduct seminar and training workshops
56. Extension Program Offer through Extramural Classes in Asian Languages and Linguistics
57. Translation services to/from Philippine and Asian Languages

Department of Philosophy | Page 1805

58. Certification of Philo 198 taken twice

Department of Political Science | Page 1806

59. Endorsement of requests to take foreign language examination in other units
60. Evaluation of request to shift track in MIS Program

Population Institute | Page 1808

61. Conduct Survey
62. Data Requests
63. Training Request

Department of Psychology | Page 1811

64. Request for certification of subject required for board examination
65. Request for Research Participation Pool Access

Department of Sociology | Page 1814

66. *Issuance of Department Admission Slips
67. Issuance of Letter/Certification/Course Content

Third World Studies Center | Page 1816



68. Processing of Application for Visiting Research Fellow (VRF)

College of Social Work and Community Development (CSWCD) | Page 1819

1. Prayer Room for those of Islamic Faith
2. Psychosocial Services
3. Rental of Facility

UP Integrated School | Page 1824

Office of the Principal [Faculty Department]

1. Parent-Teacher Consultation (PTC)

Office of the Assistant Principal for Administration (OAPA) [Office of Admissions]

2. Kindergarten Admission Test (KAT) Application
3. Grade 7 Admission Test (GAT) Application

Office of the Assistant Principal for Administration (OAPA) [Office of Administration]

4. Equipment and Facility Rental

Office of the Assistant Principal for Academic Programs (OAPAP)

5. Classroom Observation

Office of the Assistant Principal for Academic Programs (OAPAP) [Office of Student Records]

6. UP Integrated School (UPIS) K-12 Enrollment

7. Form 137: Transcript of Records (TOR) and True Copy of Grades (TCG)

8. Certification and other Documents (a. Good Moral Character; b. Enrollment/School Attendance; c. Ranking; d. Graduation; e. Completion; f. Transfer; g. Recommendation; h. Medium of Instruction; i. Honorable Dismissal; j. Petition; k. Accuracy of Records; j. English Translation of Diploma [ETD])

9. Request for Student Records during State of Public Health Emergency

Office of Research, Development and Publication (ORDP)

10. Permission to Conduct Research in UPIS

11. Submission of Manuscript for Alipato: A Journal of Basic Education

12. Subscription to Alipato: A Journal of Basic Education

Internal Services | Page 1849

Office of the Chancellor (OC) | Page 1850

1. Signing of Variation Order

2. Approval of eHOPE (Enhanced Hospitalization Programme) Applications

3. Approval of Request for Funding

4. Approval of Procurement Documents

5. Action on Sexual Harassment Case

6. Approval of Request for Opening a Trust Account

7. Approval of Faculty Grant Awards

8. Approval of the following: Outright Research Grant, PhD Incentive Award, Thesis and Dissertation Grant, Open Grant, Source of Solutions Grant, Extension Grant, Intellectual Protection Philippines Grant, Intellectual Protection Foreign Grant, Technology Transfer Market Validation, Technology Transfer Business Model/ Plan and Technology Transfer Prototype and Scale Up

9. Action on complaint

10. Action on Sexual Harassment Case

11. Documents from Human Resource Development Office: Approving Basic Paper (BP), Appointment, Retirement letter, Retirement Gratuity, Resignation Letter, and Application for Leave of Absence of Deans, Directors and Head of units directly under the Office of the Chancellor



12. Approval of Travel on Official Business
13. Approval of Travel on Personal Leave
14. Approval of Application for Limited Practice of Profession (LPP)
15. Approval of Transfer of Personnel to other UP Campus Units
16. Approval of Research Dissemination Grant (RDG)
17. Signing of Disbursement Vouchers (DV) from Research Dissemination Grant
18. Approval of Reduced Fee of Matriculation
19. Signing of Research Contracts (in-House)
20. Approval of Waiver of Minimum Class Size

Data Privacy Office (DPO) | Page 1874

1. Render advisory opinion
2. Render advisory opinion (During Pandemic)
3. Investigate security incidents and personal data breaches
4. Conduct and facilitate Privacy and Security Trainings and Seminars

Department of Military Science and Tactics (DMST) | Page 1882

1. Use of facilities
2. Provision of Manpower or Personnel

Diliman Gender Office (DGO) | Page 1887

1. Request for Counseling Services
2. Request for Gender Sensitivity Trainings / Gender Sensitivity Orientation (GST/GSO)
3. Request for Gender and Development Trainings

Diliman Information Office (DIO) | Page 1892

1. Request for Event Coverage
2. Request for Uploading
3. Request for inclusion in the "Upcoming Events"
4. Request for inclusion in the What's UP?
5. Accomplish request for digital visual materials
6. Requests for Calling Card Layout
7. Requests for Tarpaulin Layout
8. Requests for UPDIO Materials
9. Requests for Institutional Materials
10. Request to post information on social media
11. Request for Information made through social media account
12. Request to convey emergency and official information through Infocast
13. Convey regular information through Infocast
14. Request to enroll mobile numbers to Infocast
15. Request for Campus Tour

Diliman Legal Office (DLO) | Page 1910

1. Issuance of Certificate of No Pending Case
2. Advisory to Deans/Directors/Vice Chancellors/Chancellor/UP System
3. Legal Opinion
4. Drafting of Letter Responses
5. Drafting of Demand Letters
6. Academic Agreement Review
7. Construction Agreement Drafting/Review
8. Contract of Lease Drafting/Review
9. Scholarship Contracts Review
10. Secondment Agreement Review
11. Review of Various Types of Research Grants



12. Review of Inter-CU Agreements
13. Review of Research Collaboration Agreements
14. Memorandum of Agreement Review
15. Memorandum of Understanding Review
16. Material Transfer Agreement Review
17. Material Deposit Agreement Review
18. Applications for Copyright
19. Non-Disclosure Agreements Review
20. Deeds of Assignment Review
21. Deed of Donation and Acceptance Drafting/Review
22. Undertaking Review
23. Other Contracts Review
24. Sexual Harassment Cases Prosecution and Defense/Review
25. Administrative Cases Prosecution and Defense
26. Judicial Cases Prosecution and Defense
27. Legal Services on Procurement /Reneging Fellows Committee/Housing Committee/SBURC/IP Committee/JIMT/ Security Committee/Naming Rights/Technical Working Groups

Office of Anti-Sexual Harassment (OASH) | Page 1937

1. Request for Case Investigation
2. Request for Issuance of Certificate for Case Filed
3. Request for Issuance of Counseling Certificate
4. Request for Online Anti-Sexual Harassment Orientation
5. Request for Issuance of OASH Orientation Certificate
6. Request for Referral Service

Office for Initiatives in Culture and the Arts (OICA) | Page 1948

1. Approval of Application for OICA Financial Grant (Internal)
2. Orientation of Grantees and Issuance of Notice of Grant Approval and Contract for Financial Grant (Internal)
3. Processing of Voucher of OICA Financial Grant (Internal)
4. Approval of Requests and Scheduling for HASPAG Awardee Return Service
5. Submission of List of VACSSP Recipients to the Office of the University Registrar (OUR) for Priority Enlistment (Semestral submission)
6. Processing of Voucher for Stipend of VACSSP Recipient
7. Issuance of payment slip/billing statement for purchase of OICA publications (for Internal Clients)
8. Processing and Approval of Requests to Borrow Production/Office Equipment (Internal Clients)
9. Processing and Action of Request for Posting of Events in OICA Website and FB Page (Internal Clients)
10. Issuance of certificate of grants/awards (Internal Clients)

Ugnayan ng Pahinungod Diliman (Pahinungod) | Page 1968

1. Processing of Volunteer Application
2. Receiving and Processing of Requests for Meeting and Partnerships
3. Request for Online Psychosocial Peer Support Services (Psychological First Aid)
4. Requests for Orientation-Workshop on Psychological First Aid (PFA)

UP Computer Center (UPCC) | Page 1974

1. Account for Employees
2. Processing of Requests for UP Mail Account for Employees

UP Theater Complex (UPTC) | Page 1978



1. Request to rent equipment from the University of the Philippines Theater
2. Request to borrow equipment from University of the Philippines Theater

Academic Assessment and Development Office (AADO) | Page 1983

1. Request for Evaluation and Endorsement of Self-Assessment Report (SAR)
2. Request for Funding for the Conduct of External Assessment (TYPES A – E)
3. Request for Funding for the Conduct of External Assessment (TYPE F)

Office of the Vice Chancellor for Administration (OVCA) | Page 1989

1. Process Requests for Funding for: Strategic Planning/ Seminar/ Training/ Workshop, etc.; One-time Incentive Grant to Non-Teaching Staff for Finishing a Degree; Realignment of Approved Budget; Paper Presentation/Participation/Attendance in Conference, Seminar-Workshop (International and Local); Additional Assignment; Renewal of non-UP Contractual Services; Exemption from Moratorium on Hiring non-UP and UP Contractual
2. Process Request for Additional Janitor and Guard
3. Process Request to Open New Trust Account
4. Process Request for Institution of Fees
5. Process Request for Signing of Notice of Award, Invitation to Bid
6. Disbursements Approval for more than 50k
7. Recommend for Chancellor's Approval of: Travel Authority; eHOPE claims; Separation/Intent to Retire; Authority to Fill; Renewal of Authority to Fill; Request for official detail; Special monetization; belated release of benefits; Adjustment of work schedule
8. Process Request for Approval of Application for Leave of Administrative Personnel
9. Process Request for Approval of Financial Assistance charged against ADF
10. Process Request for Approval of Computer Loan
11. Process Approval of Request for Overtime of Drivers
12. Process Request for Issuance of Authority to Drive
13. Process Request for Endorsement to Banks for Authorized Signatories relative to Electronic Fund Transfer Transactions

Diliman Accounting Office (DAO) | Page 2010

1. Processing of vouchers for Cash Advance for Local/Foreign Travel
2. Processing of voucher for Liquidation Report/ Settlement Voucher/ Reimbursement of Local/ Foreign Travel
3. Processing of voucher for Cash Advance of Special Disbursing Officer
4. Processing of voucher for Financial Assistance to be released thru Cash Advance (for University-wide activities)
5. Processing of vouchers for Liquidation Report/Settlement of Special Disbursing Officer/ Financial Assistance
6. Processing of payment to supplier of equipment/supplies and other materials
7. Processing of voucher for reimbursement of supplies
8. Processing of voucher for reimbursement of gasoline, oil and lubricants
9. Processing of voucher for reimbursement of communication (landline, mobile line, internet)
10. Processing of voucher for reimbursement of transportation and delivery expenses
11. Processing of voucher for reimbursement of repairs and maintenance
12. Processing of voucher for reimbursement of food purchases
13. Processing of voucher for the payment of Professional/General Services
14. Processing of voucher for the release of retention fee
15. Processing of vouchers for Infrastructure Projects
16. Processing of voucher for salary (original appointment)



17. Processing of voucher for Lecturer, Student Assistant (SA), Graduate Assistant (GA) and Professor Emeritus
18. Processing of voucher for promotion
19. Processing of voucher for Step Increment
20. Processing of voucher for Honorarium (Original Additional Assignment)
21. Processing of voucher for Committee Honorarium
22. Processing of voucher for Project Honorarium
23. Processing of voucher for honorarium of Bids and Awards Committee (BAC)
24. Processing of voucher for Thesis Honorarium
25. Processing of voucher for Overload Honorarium
26. Processing of voucher for E-Hope
27. Processing of voucher for Overtime services
28. Processing of voucher for Terminal Leave
29. Processing of voucher for Faculty Sick Leave (FSL)
30. Processing of voucher for Expanded Service Recognition Pay (ESRP)
31. Processing of voucher for Retirement Gratuity
32. Processing of Purchase Request (PR)
33. Processing of Requisition Issue Slip (RIS)
34. Issuance/Releasing to units/colleges of returned vouchers for compliance of documentary requirements
35. Issuance of PhilHealth Forms CSF and CF-1, MDR and Certificate of contributions
36. Issuance of Certificate of loan payment to GSIS and Pag-Ibig
37. Issuance of Statement of Salary and Deductions in lieu of lost pay slip
38. Issuance of Certificate of GSIS, Pag-Ibig and other contributions
39. Issuance of Certification for Clearance, Cash Advance/Financial Assistance/Study Grant, withholding tax obligation, overpayment of salaries & other benefits and disallowance
40. Processing of Contract of Services and Job Orders of project personnel
41. Issuance of Status Fund and Statement of Collections for Trust Accounts
42. Issuance of certification for lost receipts for UP employees/staff
43. Issuance of reply to all forms of communication/correspondence
44. Issuance of photocopy of paid vouchers and other documents
45. Issuance of original documents for cancelled check

Diliman Budget Office (DBO) | Page 2077

1. Processing of Obligation Request (ObR) / Budget Utilization Request (BUR)
2. Issuance of Budget Clearance on Purchase Request
3. Issuance of Budget Clearance on Letter Request
4. Processing of Application for Terminal Leave/Retirement Gratuity Claims for Department of Budget and Management (DBM)
5. Issuance of Budget Clearance on application for availment of Service Recognition Pay (SRP) and Faculty Sick Leave (FSL) Benefits

Diliman Cash Office (DCO) | Page 2095

1. Releasing of Check(s) to Individual
2. Releasing of PLDT, Bayantel, Globe, Smart, GSIS, DOST (PCIIRD, BMR, MERF, PCAARD, etc.), Checks Payable to Unit's/Colleges Trust Account etc.
3. Releasing of Procurement Service Checks to Unit/College Representative
4. Cancellation / Replacement of Checks (Next of Kin)
5. Replacement of Stale Check(s)
6. Facilitates Request for Stop Payment & Process Replacement for Lost/Un-Negotiated Check
7. Process requests for Change of Name of Payee/employee or Misspelled Name indicated on the DV



8. Collection of Fees – Miscellaneous Fees paid through the Diliman Cash Office Collection System
9. Collection from Remittance of Special Collecting Officer (SCO) of different Units/Offices/Colleges
10. Issuance of Official Receipts (OR's) for all bank remittances made by other government offices covered by List of Due and Demandable Accounts Payable - Authority to Debit an Account (LDDAP-ADA) and Wire/Bank Transfers
11. Issuance of Certification for verification of deposits made directly to the Authorized Depository Bank
12. Endorsement to the Bank for Outgoing Telegraphic Transfer (OTT)

Human Resource Development Office (HRDO) | Page 2115

1. Processing of Original Promotion/Reemployment/Reclassification/Transfer/Reappointment (UP Contractual-Permanent) for Administrative Personnel
2. Processing of Reappointment (change of status from Temporary MC 11, Category II to Permanent) for Administrative Personnel under MC 11, Category II) and Renewal of Appointment for Administrative Personnel under MC 11, Category II)
3. Processing of Original/Promotion/Reemployment/Reclassification/Transfer/Change of Status (Temporary-Permanent) Appointment for REPS Personnel
4. Processing of Renewal of Appointment and Reappointment (UP Contractual) for REPS Personnel
5. Processing of Original/Reemployment/Transfer/Promotion/Reclassification Appointment for Regular and Non-Regular Faculty Personnel
6. Processing of Original Delegated Appointment for Faculty Personnel
7. Processing of Renewal with Temporary Waiver of Tenure Rule, Renewal with Waiver of Up or Out Rule and Faculty Tenure for Faculty Personnel
8. Processing of Batch Renewal Appointment for Faculty Personnel who are not recommended for tenure track
9. Processing of Original Extension of Faculty Whose 65th birthday Falls Within the Semester
10. Processing of Renewal of Extension of Service Beyond Age 65
11. Processing of Original Appointment for Foreign Lecturer, Visiting Professor and Adjunct Professor (Non-Regular)
12. Processing of Renewal of Appointment for Foreign Lecturer, Visiting Professor and Adjunct Professor (Non-Regular)
13. Processing of Original and Renewal of Appointment for Consultant, Coach and Tactical Officer (Non-regular)
14. Processing of Original Additional Assignment Administrative and REPS Personnel
15. Processing of Renewal of Additional Assignment for Administrative and REPS Personnel
16. Processing of Original Additional Assignment of Faculty Personnel (Regular)
17. Processing of Original and Renewal Additional Assignment of Faculty Personnel (Project)
18. Processing of Item Transfer for Faculty Personnel
19. Processing of Memorandum/Office Order for Officer-in-Charge
20. Processing of Request for ID Certification
21. Processing of Request for Issuance of Personnel Clearance for Medical Certificate (CS Form No. 211, Revised 2018)
22. Processing of Request for Certificate of Employment (Active)
23. Processing of Request for Service Record
24. Processing of HRDO Referral of Applicants
25. Processing of Publication of Existing Vacant Positions to the Civil Service Commission
26. Issuance of certified copies of document from 201 files
27. Request for Performance Rating Certification (MC 11/10 Eligibility)



28. Processing of Request for Performance Rating Certification
29. Processing of Request for certified photocopy of Performance Rating
30. Request for Authority to Fill/Hire (Administrative and REPS; with plantilla item/UP contractual; Original)
31. Request for Renewal of Authority to Fill/Hire (Administrative and REPS; with plantilla item/UP contractual)
32. Request for Additional Staff, Additional/Loan of Item
33. Request for Additional Assignment
34. Request for reassignment/transfer/detail/redeployment of staff
35. Request for interpretation/verification of policies for discussion
36. Request for Certificate of Employment and Compensation
37. Processing of Certification of Leave Without Pay
38. Processing of Certificate of Notice of Change of Name, Status, Address/Correction of Personal Information
39. Processing of Certificate of Leave Credits
40. Processing of Computer Loan
41. Processing of Enhanced Hospitalization Programme (Direct Payment and Reimbursement)
42. Processing of Enrolment Privilege for Employee Dependents
43. Request for Processing of Leave Applications
44. Request for Limited Practice of Profession
45. Processing of Leave Credits Monetization (Regular and Special)
46. Processing of Secondment
47. Processing of Housing Soft Loan application – HRDO Personnel Clearance
48. Processing of Authority to Travel (Abroad) – Personal, for Personnel Clearance
49. Process Request for University Clearance
50. Request for Issuance of Designation of Next of Kin
51. Request for Processing Expanded Service Recognition Pay (eSRP) for Administrative Staff and Research, Extension, and Professional Staff (REPS) (Retirement / Deceased)
52. Request for Processing for Faculty Sick Leave Benefit
53. Request for Endorsing Application of Separation/ Retirement Claims and Benefits to Government Service Insurance System
54. Request for Processing of Leave Credits for Extended Faculty Administrator
55. Process Request for Approval/Acceptance of Intent to Retire/Resign/Transfer
56. Processing of Service Record (SR)
57. Process Request for Payment of Terminal Leave Benefit for Resignation /End of Appointments/ Dropped from the Rolls
58. Process Request for Payment of Terminal Leave Benefit for Resignation /End of Appointments/ Dropped from the Rolls
59. Request for Participation and / or Attendance in Seminar / Workshop / Conference, Training Courses and other staff development programs and interventions
60. Request for Certificate of Return Service Obligation and/or Financial Obligation
61. Request for RFC Action
62. Request for Certificate of Training Participation
63. Request for Participation and / or Attendance in Seminar / Workshop / Conference, Training Courses and other staff development programs and interventions, for In-House Training in UP Diliman
64. Request for Resource Person/Conduct of Training

Supply and Property Management Office (SPMO) | Page 2423

1. Inspection, inventory and acceptance of unserviceable property
2. Acceptance of Waste Material
3. Request for List of Property Accountability



4. Request for reusable materials and equipment
5. Conduct of Inspection of Common-Use Supplies, Equipment and Services (for procurements above P15,000.00)
6. Conduct of Inspection of Common-Use Supplies, Equipment and Services (for procurements above P15,000.00)
7. Conduct of Pre-Repair Inspection of Equipment (for repairs above P50,000.00)
8. Issuance of Available Common-Use Supplies and Equipment (CSE)
9. Issuance of Airline Ticket
10. Cancellation of Airline Ticket
11. Rebooking of Airline Ticket
12. Issuance of Certified Photocopy of Property Acknowledgment Receipt (PAR) and Inventory Custodian Slip (ICS)
13. Request for Use of Facilities (Conference Room and Audio Visual Equipment)
14. Request for Relief from Property Accountability
15. Conduct of Physical Inventory

UMT-PABX Group (UMT-PABX) | Page 2451

1. Processing of installation for new local phone/VoIP
2. Processing of repairing for no dial tone and grounded local phone/ VoIP
3. Transferring of local phone/VoIP
4. Replacement of defective telephone set of local phone/VoIP
5. Requesting for repair of direct line or other TELCOS
6. Rerouting incoming calls and assisting caller's inquiry

Office of the Vice Chancellor for Academic Affairs (OVCAA) | Page 2458

OVCAA Central Office (OVCAA-Central) | Page 2459

1. Request on matters related to Teaching Associate/Fellows such as applications, appeals and other request such as slots, certification, policies and guideline
2. Requests related to curriculum matters
3. IAADS and QA Assessment related matters
4. Matters related to Faculty International Mobility
5. Processing of Non-Complicated appointment papers of faculty

General Education Center (GEC) | Page 2467

1. Request for a copy of the GE course syllabus
2. Request for evaluation and approval of GE course proposal
3. Request for the adoption of GE course/s

Interactive Learning Center Diliman (ILCD) | Page 2489

1. Helpdesk/ Ticketing System- Opening a New Ticket
2. Helpdesk/Ticketing System Level I Ticket (Basic queries or support, potentially doable in one seating)
3. Helpdesk/Ticketing System Level II Ticket (Intermediate concerns requiring further investigation and testing on the LIVE server/database)
4. Helpdesk/Ticketing System Level III (Intermediate and advanced concerns requiring updates or bug fixes from available sources and/or requiring a hardware reboot)
5. Management Systems/UVLe
6. Management Systems/Pages
7. Management Systems/Conference
8. Collaborative Platforms/Iskwiki/Iskomunidad
9. Information Services/Website and online learning resources
10. Training, Education & Development/Training on ILCD services or use of education technologies
11. Training, Education & Development/One-on-one consultations on edtech



12. Training, Education & Development/Internship or R&D
13. Multi Media Services / Video Recording
14. Multi Media Services / Streaming ONLY
15. Multi Media Services / Video Recording with Streaming
16. Multi Media Services / Video Conferencing (Polycom machine Only)
17. Multi Media Services / Video Conferencing (Rental of equipment only)
18. Extension Projects / Web Hosting
19. Extension Projects / Web Development
20. Extension Projects / Customized Training

National Service Training Program (NSTP) | Page 2524

1. Processing of Budget Request
2. Processing of NSTP Coordinator/Support Staff Appointment

Office of Advancement of Teaching (OAT) | Page 2531

1. Permission to Hold Small Classes
2. Review and Validation of Overload Computation
3. Overload Honoraria Vouchers
4. Waiver of the Rules/Appeals
5. Request Permission to Teach Outside UP
6. Waiver of 6-units Teaching Load of Lecturers
7. Affiliate Faculty Appointment
8. Thesis Honoraria Voucher
9. Orientation for New UP Diliman Faculty (ONF) Administrative and Academic Matters
10. Teaching Effectiveness Course (TEC)
11. Conduct the University Teaching (UT) (i.e. workshop request by the Unit)
12. Gawad Tsanselor sa Natatanging Guro Nominations for the Deliberation/ Recommendation of the Committee to the Chancellor
13. UP Diliman Centennial Professorial Chairs and Faculty Grants Nominations for the Deliberation/Recommendation of the Committee to the Chancellor
14. Student Evaluation of Teaching (SET) – related concerns
15. Study Leave with pay/without pay (SLWP/SLWOP) – Local (Original, Middle of study and Renewal of application)
16. Local Faculty Fellowship (LFF) (Original, Middle of study and Renewal of application)
17. Local Faculty Fellowship (LFF) Voucher
18. Thesis/Dissertation Research Contract
19. Study Load Credit (SLC) application 3.5-units to 7-units
20. Privilege to Study at Reduced Fees (18-units and below)
21. Faculty Local Activities (Special Detail/Local Detail/Travel)
22. Secondment Application and Contract
23. Memorandum of Agreement/Understanding and Contract of Awards (MOA/MOU teaching related only)

Office of Field Activities (OFA) | Page 2598

1. Processing of OVCAA OFA Form No. 03 (Summary List of AFAs)
2. Processing of Internship Request Forms for the Semester (AFA Type 1A)
3. Processing of Request Forms for Short-Term Academic Field Activities (AFA Types 1C, 2A, and 2B) and Long-Term Academic Field Activities (AFA Type 1B)
4. Processing of Request Forms for On- and Off-Campus Independent Academic Field Activities (UPD AFA Type 4)
5. Processing of Request Forms for International Academic Field Activities
6. Processing of Request from Academic Units for Conduct of Seminars and Workshops on Academic Field Activities



Office of International Linkages Diliman (OILD) | Page 2606

1. Request for Study Leave/Special Detail for >30 Days (Abroad)
2. Request for funding under the UP System Faculty, REPS and Admin Staff Development Program (UP FRASDP)
3. Request for Processing of Fellowship, Grants and Scholarships Contracts (UP Funded and/or from different organizations e. g. CHED, PCIEERD, etc.)
4. Request for Processing of Memorandum of Understanding (MOU) / Memorandum of Agreement (MOA) between UP Diliman and International Institution
5. Request for Processing of Memorandum of Understanding (MOU) / Memorandum of Agreement (MOA) between UP Diliman and International Institution (NEW NORMAL VERSION)

Office of the University Registrar (OUR) | Page 2629

1. CRS HelpDesk Support
2. Faculty Account Activation
3. Issuance of True Copy of Grades (TCG) for Foreign Exchange Students and K-12 CHED Scholars
4. Issuance of University Admission Slip (Online)
5. Processing of Request for Monoblock Chair Rental
6. Processing of UAAP Eligibility
7. Statistical Data Request

University Library (UL) | Page 2648

1. Checking-In (Returning) of Library Books
2. Checking-Out (Borrowing) of Artworks
3. Checking-Out (Borrowing) of Library Books
4. Inter-Library Loan (ILL)
5. Issuance of Temporary Library Card (UPL Form No. 161a)
6. Payment of Fines
7. Payment for Lost Book/s
8. Registration for Library Access (UPL Form No. 144a)
9. Renewal of Checked-Out (Borrowed) Books
10. Request for Extended Reading
11. Request for Index to Philippine Periodicals in Print
12. Request for Library Accommodations
13. Request for Library Orientation or Instruction
14. Request for Microfilm Conversion
15. Request for Paging of Library Resources in Closed-Shelves System for Room-Use
16. Request for Paging of Library Resources in Closed-Shelves System for Room-Use and UP Users Only
17. Request for Photocopy of Books and Other Library Reso
18. Request for Reference/Information, Bibliographic, and Research Support Services
19. Request for Remote Access Account and Access to College-Based Subscriptions
20. Request for Self-Service Printing
21. Request for Turnitin Account
22. Request for Turnitin Similarity Index Report
23. Request for Self-Service Scanning
24. Request for Use of Discussion Rooms
25. Request for Use of PCs and Electricity for Personal Equipment
26. Request for Viewing of Audiovisual Materials
27. Resource on Demand
28. Returning Library Resources in Closed – Shelves System
29. Checking-out (Borrowing) of Other Library Resources
30. Request for Access to Restricted Theses & Dissertations



Office of the Vice Chancellor for Community Affairs (OVCCA) | Page 2697

1. Processing of UP Vehicle Sticker Applications for University Officials, Faculty, REPS and Staff

Campus Maintenance Office (CMO) | Page 2701

1. Attend to Request for Repair and Maintenance of Buildings, Dormitories, Housing Units and Grounds of Academic and Non-Academic Units
2. Attend to Request for Repair of Service Vehicles and Other Mechanical Equipment for UP Academic and Non-Academic Units
3. Attend to Request for Hauling Services of UP Academic and Non-Academic Units
4. Attend to Request for Repair/Fabrication of Cabinets, Tables and Other Office Furniture of UP Academic and Non-Academic Units
5. Attend to Request for the Inspection of Buildings, Housing Units, Dormitories and Grounds by UP Academic and Non-Academic Units
6. Attend to Request for Posting of Tarpaulins of UP Academic and Non-Academic Units
7. Attend to Emergency Response Request (Quick Response Team) of UP Academic and Non-Academic Units
8. Attend to Request for Assistance for Physical Arrangement and Plant Decorations of UP Academic and Non-Academic Units
9. Attend to Request for Grass Cutting and Pruning Activities of UP Academic and Non-Academic Units
10. Provide Rental of Sound System, Generator Set, Tent, Payloader, Tents, Tables, Chairs and Barricades to UP Academic and Non-Academic Units

Diliman Environmental Management Office (DEMO) | Page 2715

1. Process Requests for Training/Seminar of UP Academic and Non-Academic Units
2. Purchase of Products for UP Faculty, REPS and Staff
3. Process Request to Reserve Products for UP Faculty, REPS and Staff

Housing Office (HO) | Page 2721

1. Processing of Application for Award of Lease
2. Processing and Acceptance of Award of Lease of a Housing Unit
3. Issuance of Permit to Repair/ Renovate
4. Process and Endorse Request for Reimbursement through House Rental Credits of UP Housing Lessees
5. Process of Request for Refunds of Posted Housing Bonds, Security Deposits and/or Overpayment
6. Processing of Unit Clearances for Separated Employees with No Housing Accountabilities and Pending Obligations
7. Processing of Unit Clearances for Separated Employees with Housing Accountabilities and Pending Obligations
8. Processing of Unit Clearances for Separated Employees (Non-Lessees)
9. Processing of Requests for Extension of Stay (Grace Period) in the Leased Premises for Retiring Lessees

Office of Community Relations (OCR) | Page 2751

1. Issuance of Permit to Repair for Self-Built Units and Informal Structures owned by UP Employees
2. Issuance of UP Certification for water and electricity line connection of Self-Built Units (SBUs) and Informal Structures (IS) owned by UP Employees
3. Signing of Clearance for Retiring UP Employees with No Self-Built Unit/s (SBUs) or Informal Structure/s (IS)



4. Signing of Clearance for Retiring UP Employees with Self-Built Unit/s (SBUs) or Informal Structure/s (IS)
5. Signing of Clearance for Retiring UP Employees with Self-Built Unit/s (SBUs) or Informal Structure/s (IS) and Livestock
6. Signing of Clearance for Retiring UP Employees with Self-Built Unit/s (SBUs) or Informal Structure/s (IS) and Recorded Violation/s of the University's Policies SBUs and IS
7. Signing of Clearance for Retiring UP Employees with Self-Built Unit/s (SBUs) and Informal Structure/s (IS) recorded under their names but do not reside at the same

University Health Service (UHS) | Page 2771

1. Outpatient Medical Consultation (In-Person)
2. Medical Consultation through Telemedicine
3. Annual Physical Examination (APE)
4. Psychiatric Teleconsultation – Mental Health Clinic
5. Psychiatric Consultation/ Psychiatric Clearance
6. Emergency Medical Consultation
7. Specialty Medical Consultation (Teleconsultation)
8. Specialty Medical Consultation (In-Person)
9. X-ray Services
10. Request for Duplicate (Radiology)
11. Ultrasound Services
12. Ambulance Services
13. Standby Ambulance Service
14. Electrocardiographic (ECG) Services
15. Ambulatory Surgery
16. Pharmaceutical Services
17. Dental Consultation through Phone Call (Teledentistry)
18. Dental Services (In-Person Consultation)
19. Emergency Dental Procedures at the Emergency Room
20. Laboratory Diagnostic Examinations
21. Request for Duplicate (Laboratory Test Result)
22. Drug Testing Laboratory Services
23. Request for Duplicate (Drug Test Result)
24. Immunizations under the National Program of Immunization
25. Issuance of Health Certificate to Food Handlers
26. Health Lectures, Site Inspection, Investigation of Disease Outbreaks
27. Occupational, Physical, and Speech Therapy Service
28. Request for Wellness Lecture
29. Nutrition Counseling (In-Person)
30. Nutrition Counseling (Online)

Office of the Vice Chancellor for Planning and Development (OVCPD) | Page 2824

1. Process Request of Various Academic Units for Food Concessions inside the Unit
2. Process Request from Various Units/Departments (Academic and Non-Academic Units) on Minor and Major Office/ Building Repairs and Renovations and/or Constructions

Balay Internasyonal | Page 2829

1. Process Request for Reservation of Balay Kalinaw Function Rooms
2. Process Request for Reservation of Kapit-Balay Serviced Apartments

Office of the Campus Architect (OCA) | Page 2836



1. Provide Architectural, Landscape Architectural, Interior Design and Engineering Design Services and Construction Supervision
2. Provide Rapid Structural Assessment, Preliminary Investigation, and Evaluation of Buildings

Office of the Vice Chancellor for Research and Development (OVCRD) | Page 2843

Office of Extension Coordination (OEC) | Page 2844

1. Processing of Extension Service-related Agreement
2. Processing of Faculty Extension Load Credit (ELC) Application
3. Processing of Extension Grant Proposals
4. Processing of Extension Grant-related requests

Research Dissemination Office (RDO) | Page 2853

5. Endorsement of Application for International Publication Award (Journal)
6. Endorsement of Application for International Publication Award (Book Chapter)
7. Request for Certification
8. Application for Office of the Vice Chancellor for Research and Development-UP Diliman Research Dissemination Grant (RDG)
9. Application for Office of the Chancellor-UP Diliman Research Dissemination Grand (RDG)
10. Application for Office of the Vice Chancellor for Research and Development-UP Diliman Research Dissemination Grant (RDG) for Conference Hosting
11. Endorsement of request for financial assistance for attendance to conference, trainings, workshops, etc. through the REPS Development Fund (RDF)
12. Endorsement of request for financial assistance for Research Dissemination Grant through the REPS Development Fund
13. Endorsement of request for financial assistance for Unit-initiated Training through the REPS Development Fund
14. Endorsement of request for financial assistance for UPD-Organized conferences/trainings/workshops, etc. through the REPS Development Fund
15. Endorsement of UP System Research and Dissemination Grant (RDG) for Faculty and REPS
16. OVCRD Journal Sales (Walk-in)
17. UP Diliman Journals Online (UPDJOL) Hosting
18. UP Diliman Journals Online Uploading/Tutorial Request
19. OVCRD Journal Submission

Research Management Office | Page 2887

20. Endorsement of electronically-submitted College in-house research/creative work grant contract to the Office of the Chancellor (OC)
21. Endorsement of manually-submitted College in-house or System research/creative work grant contract to the Office of the Chancellor (OC)
22. Endorsement of proposals for the Enhanced Creative Work and Research Grant (ECWRG) of the Office of the Vice President for Academic Affairs (OVPA)
23. Organizing available data on research/creative work-related activities in the University of the Philippines Diliman (UP Diliman), upon a request sent electronically
24. Organizing available data on research/creative work-related activities in the University of the Philippines Diliman (UP Diliman), upon a request submitted manually
25. Processing of Application for Research Load Credit/Creative Work Load Credit (RLC/CWLC)



26. Processing of Office of the Vice Chancellor for Research and Development (OVCRD) Research and Creative Work Grant proposals
27. Processing of Office of the Vice Chancellor for Research and Development (OVCRD) Research and Creative Work Grant-related request (e.g. line-item budget (LIB) realignment, grant extension, change in project leadership, etc), submitted electronically
28. Processing of Office of the Vice Chancellor for Research and Development (OVCRD) Research and Creative Work Grant-related request (e.g. line-item budget (LIB) realignment, grant extension, change in project leadership, etc), submitted manually
29. Transmittal of research and creative work proposal submitted electronically under the System Grants [Balik PhD Recruitment Program (Balik PhD) and Emerging Interdisciplinary Research Program (EIDR)]
30. Transmittal of research and creative work proposal submitted manually under the System Grants [Balik PhD Recruitment Program (Balik PhD) and Emerging Interdisciplinary Research Program (EIDR)]

Technology Transfer and Business Development Office (TTBDO Diliman) | Page 2914

31. Request for IP and/or Technology Transfer Seminar/Training
32. Assistance in Filing Copyright Application
33. Issuance of Certified True Copy of Certificate of Copyright Registration and Deposit
34. Assistance in Filing Trademark Application
35. Issuance of Certified True Copy of Trademark Certificate of Registration
36. Assistance on Utility Model (UM) / Industrial Design (ID) / Patent Registration of UP-owned Inventions
37. Issuance of Certified True Copy (CTC) of Utility Model (UM) / Industrial Design (ID) / Patent Certificate of Registration
38. Request for Assistance in Licensing of UP-owned Intellectual Property Rights (IPRs)
39. Request for UP Trademark Semi-Commercial Licensing for UP Units
40. Request for Assistance in UP Trademark Commercial Licensing
41. Request for Review of Memorandum of Agreement (MOA)

Center for Ethnomusicology (UPCE) | Page 2945

42. Instruments and artefacts for extended use
43. Instruments and artefacts for use within the UP College of Music
44. Instruments for playing and/or demonstration
45. Instruments for room study
46. Library materials for extended use
47. Library materials for room use or for presentation within the UP College of Music
48. Library spaces and facilities for use beyond service hours
49. Library spaces and facilities within services hours
50. Online access to iLib and UPCE Collections Portal
51. Reference and bibliographic services
52. Reproduction of Library materials
53. Request for access to archival fieldnotes, photographs, and audio inside the UPCE Library
54. Request for digital reproduction of photographs
55. Request for digitization of analog commercial audio recordings
56. Request for digitization of commercial video recordings
57. Request for digitization of analog non-commercial audio recordings
58. Request for digitization of analog non-commercial video recordings



59. Request for online access to archival fieldnotes, photographs, and audio
60. Request for print reproduction of archival photographs (beyond fair use)
61. Request for print reproduction of archival photographs for fair use
62. Request for reproduction and use of unpublished score for performance
63. Request for reproduction and use of unpublished score for study
64. Request for reproduction of unpublished field and non-field audio recordings
65. Request for selected pages from unpublished score for publication
66. UPCE Registration
67. UPCE Tour

UP Institute for Small-Scale Industries (ISSI) | Page 2998

1. Acceptance of Requests for Appointments/Meetings
2. Acceptance of Inquiries or Requests for Proposals
3. Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives
4. Acceptance of Requests for Appointments/Meetings
5. Acceptance of Inquiries or Requests for Proposals
6. Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives
7. Checking-in (Returning) of Library Materials
8. Checking-Out (Borrowing) of Library Materials
9. Reference/Information and Bibliographic Services
10. Photocopy of Books and Other Library Resources
11. Resource on Demand
12. Room Rental Request for Training/Meetings
13. Processing of Enrollment to a Regular Training Program

Office of the Vice Chancellor for Student Affairs (OVCSA) | Page 3014

1. Review: Vouchers of Student and Graduate Assistants
2. Review: Various Vouchers from Units
- 3A. Review: Various Letters from Stakeholders
- 3B. Review: Various Letters from Stakeholders (Online)

DOST Core Group | Page 3021

1. Request for Academic Performance of DOST Scholars

Office of Counseling and Guidance (OCG) | Page 3023

- 1A. Counseling
- 1B. Counseling (Online)
2. Psychological Assessment and Evaluation
3. Referral Service
4. Seminars and Workshops, Career Orientations
5. Assistance on Personnel Assessment and Evaluation Assessment
6. Training Assistance

Office for Student Ethics (OSE) | Page 3032

- 1A. Receipt of complaints against students
- 1B. Receipt of complaints against students (Online)
- 2A. Consultation regarding the provisions of Code of Student Conduct
- 2B. Consultation regarding the provisions of Code of Student Conduct (Online)
- 3A. Request for orientation on the Code of Student Conduct
- 3B. Request for orientation on the Code of Student Conduct (Online)

Office of Scholarships and Grants | Page 3040



1. Processing of Donation for Scholarships
2. Processing of Donation for Adopt-a-Student Program
3. Signing of Clearances for UP Diliman (Student, Faculty and Non-Teaching Staff)

Office of Student Housing (OSH) | Page 3049

1. Attends to inquiry letters

University Food Service (UFS) | Page 3051

1. Provision of Catering Services
2. Provision of Meals/Snacks for walk-in customers
3. Preparation of billing

Arts and Letters Cluster | Page 3065

College of Arts and Letters (CAL)

CAL Dean's Office | Page 3066

1. Appointment of Administrative Staff and Non-UP Staff
2. Appointment of Faculty
5. Appointment of Faculty (Delegated to College)
6. Process Request: Purchase of Materials, Equipment, and other College related needs

Graduate Studies Office | Page 3075

1. Comprehensive Examination Honorarium of Faculty
2. Oral Defense Honorarium of Thesis/Dissertation Defense Panel Members

Department of Art Studies | Page 3081

1. Delivery of Communication/s

College Fine Arts (CFA) | Page 3083

1. Venue/Facilities/Equipment Rental
2. Venue/Facilities/Equipment Rental
3. Process Request: Rental and Services of Fabrication Laboratory

College of Human Kinetics (CHK) | Page 3089

1. Application for the Associate in Arts (Sports Studies) –AASS
2. Application for the Diploma in Exercise and Sports Science (DESS)
3. Application for the Master of Science in Human Movement Science (MSHMS)
4. Physical Therapy Evaluation (Temporarily suspended due to Pandemic)
5. Physical Therapy Treatment (Temporarily suspended due to Pandemic)

Science and Technology Cluster | Page 3095

College of Architecture | Page 3096

1. Publication

College of Engineering (COE) | Page 3097

1. Funding Request
2. Processing of Original Appointment of Faculty (Instructor 1-7 and Lecturer 1-2)

Department of Chemical Engineering (COE-DChE) | Page 3102

1. Request for Building Access (DChE Faculty and Staff)

Institute of Civil Engineering (COE-ICE) | Page 3104

1. Facility Rental



2. Equipment Usage
3. Materials Testing

College of Home Economics (CHE) | Page 3112

1. Approval and delivery of Creative Services
2. Provide Laboratory Work to CT courses and other related disciplines
3. Request for UPCDC FLCD Room Reservation for non-income generating activities

Computational Science Research Center (CS- CSRC) | Page 3116

1. General Requests (Basic Requests)
2. Technical - High Performance Computing (HPC) Cluster Provisioning / Server Provisioning / Server Hosting / Server Colocation
3. Technical Requests - Access to Network or to Existing Application Systems
4. Technical Requests - Configurations on CS Network or Updates on Existing Application Systems
5. Technical Requests - Personal Computer Systems Maintenance (for CS Units without I.T. Personnel)
6. Technical - General Requests

Institute of Environmental Science and Meteorology (CS- IESM) | Page 3140

1. Rental of Facilities (Auditorium, Classroom, etc.)

Social Sciences and Law Cluster | Page 3143

College of Social Sciences and Philosophy (CSSP) | Page 3144

1. Basic papers for appointment (original, renewal or OIC appointment)
2. Concierge for Lost and Found items within the premises of Palma Hall
3. Funding assistance (Faculty Development Fund (FDF) /Research Dissemination Grant (RDG) and other funding request for college activities
4. Job Order
5. Request for Services of Carpenter/Electrician/Driver
6. Retrieval of Documents managed by the Office of the Dean
7. Travel Request
8. Request for Certificate of Training/Conference/Seminar/Workshop Participation and Committee Membership
9. Issuance and Processing of Room Reservation/Facilities
10. OCLA - Out of Classroom Learning Activities-AFA Academic Field Activity
11. Request for Issuance of Stay Beyond 10PM
12. Facilities Reservation
13. Use of CSSP Multi-media Room PH 400
14. Use of LCD Projector
15. Use of Video-Conferencing Room PH119
16. Issuance of Certificate of Employment of Faculty and Staff
17. Preparation of Property Clearance for faculty and staff applying for University Clearance at the HRDO
18. Request for Faculty Research and/or Extension Load Credit

UP Integrated School (UPIS) | Page 3168

1. Replacement of K-2 Fetcher's ID
2. Gate Pass for Grades 3-12 Students
3. Commuter's Pass ID for Grades 3-6 Students
4. Completion of Grades
5. Application for Leave of Absence (LOA)



6. Issuance of Report Card for Grades 6-12 Students who were not able to claim the card on the scheduled release

Research and Extension Programs | Page 3177

National Engineering Center (NEC) | Page 3178

1. Process Request for Rental of Facilities
2. Process Submission of Manuscript for Possible Publication in the Philippine Engineering Journal
3. Process request for project/consultancy/research proposals from UP units
4. Process Request to Attend a Training Program
5. Process Request for a Customized Training Program
6. Process Request to Avail Training Discounts
7. Issuance of Bill for Payment/Statement of Account
8. Reprinting of Certificates
9. Process Request to Take Analytics Associate and Professional Certifications
10. Process Request for Payment Refund

National Engineering Center Building Research Service (NEC-BRS) | Page 3196

1. Request for Technical Assistance (Project/Consultancy/Research Proposals)
2. Request for Technical Consultation
3. Request for Information or Consultation

National Engineering Center Philippine Learning Center for Environmental and Social Sustainability (NEC-PHILCESS) | Page 3201

1. Process Request to Attend Public Training Programs on Environmental and Social Sustainability
2. Process Request to Attend Public (Online) Training Programs on Environmental and Social Sustainability

National Engineering Center Training Center for Applied Geodesy and Photogrammetry (NEC-TCAGP) | Page 3207

1. Request for LiDAR Data from TCAGP Research Projects
2. Request for the Borrowing of Surveying Instrument
3. Request to Attend the Training Courses: TC 24 (RS), TC 25 (GIS), TC 26 (GNSS) - government trainees
4. Request to Attend the Training Courses: TC 24 (RS), TC 25 (GIS), TC 26 (GNSS) - industry and non-government trainees

Natural Sciences Research Institute (NSRI) | Page 3214

1. Advanced Molecular Biology Workshop
2. Basic Molecular Biology Workshop
3. Laboratory Animal Workshop
4. Microalgae Workshop
5. Plant Chromosome Preparation Workshop
6. Cytotoxicity Test (Trypan Blue)
7. Genotoxicity or Antigenotoxicity Test (*Allium cepa* test)
8. Research Assistance, Equipment and Chemical Use
9. Microscopy Services
10. Laboratory Room Use



Office of the Chancellor (OC)

External Services



1. Signing of Building/ Infrastructure Plans

Request for the signature of the Chancellor on the Building Plans as a requirement for an infrastructure or building construction.

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Construction Firms and Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signature of end-user or the unit concerned 2. Signature of OCA Director 3. Signature of Vice Chancellor for Planning and Development		1. The unit concerned (Chair/Director and Dean)/ end-user 2. Office of the Campus Architect 3. Office of the Vice Chancellor for Planning and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Building or infrastructure plans with the required signatures to the Office of the Chancellor	1. Receive Building or infrastructure plan from the Office of Campus Architect 1.1 Check the completeness of the signature required in the plan	NONE	1 Day	<i>1. Receiving Personnel</i> <i>1.1 Executive Assistant</i> Office of the Chancellor
2. Wait for Chancellor's signature	2. Chancellor sign	NONE	5 Days	<i>2. Chancellor</i> Office of the Chancellor
3. Received signed Building/ Infrastructure Plans from Office of Campus Architect	3. Signed Building/ Infrastructure Plans released to the Office of Campus Architect	NONE	1 Day	<i>3. Executive Assistant</i> <i>3.1 Releasing Officer</i> Office of the Chancellor
TOTAL:		NONE	7 Days	



2. Signing of Construction Agreement

Request for the signature of the Chancellor on the construction agreement.

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Construction Firms/Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance from DLO 2. Endorsement of OCA Director 3. Endorsement of Vice Chancellor for Planning and Development 4. Certification of Fund Availability 5. Signature of UP's witness		1. UP Diliman Legal Office 2. Office of the Campus Architect 3. Office of the Vice Chancellor for Planning and Development 4. Diliman Budget Office or Diliman Accounting Office 5. Requesting Party (End-User)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Office of the Chancellor the Construction Agreement for infrastructure or building with the required endorsement and attachments	1. Receive the Construction Agreement at the Office of the Chancellor 1.1 Review the construction agreement if requirements are complete, proper and correct	NONE	4 Days	<i>1. Receiving Personnel</i> 1.1 UES I/ <i>Executive Assistant</i> Office of the Chancellor
2. Wait for the signed Construction Agreement	2. Sign the Construction Agreement	NONE	2 Days	<i>Chancellor</i> Office of the Chancellor
3. Pick up signed Construction Agreement at the Office of the Campus Architect	3. Release signed Construction Agreement to the Office of the Campus Architect	NONE	1 Day	<i>Releasing Personnel</i>



				Office of the Chancellor
TOTAL:		NONE	7 Days	

3. Action on the Letter of Appeal

Request for the Chancellor's action on matters which need the authority as Head of the Campus Unit (CU).

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal with signature of the requesting party 2. Attach previous decision/action made.		Requesting Party (Appellant)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of appeal to the Office of the Chancellor and attach the previous decision.	1. Receive letter of appeal	NONE	5 minutes	<i>Receiving Personnel</i> Office of the Chancellor
	1.1 Evaluate/ review the appeal and refer to appropriate office concerned for comment/ recommendation	NONE	3 Days	<i>Executive Assistant</i> <i>Chancellor</i> Office of the Chancellor
2. Wait for the report/ comment/recommendation of the concerned office.	2. Receive and review report/comment	NONE	7 Days	<i>Receiving / Releasing Personnel</i>



	/recommendation from the concerned offices			<i>Executive Assistant</i> Office of the Chancellor
3. Wait for the Chancellor's action	3. Action of the Chancellor	NONE	7 Days	<i>Chancellor</i> Office of the Chancellor
4. Receive Action of the Chancellor	4. Release action of the Chancellor on the appeal to the Requesting Party	NONE	1 Day	<i>Executive Assistant</i> <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	18 Days and 5 Minutes	

4. Signing of Memorandum of Agreement/ Memorandum of Understanding (MOA/MOU)

Request for the signature of the Chancellor on the Memorandum of Agreement or Memorandum of Understanding, Licensing Agreement, Research Contracts and Deed of Donation

Office or Division:	Office of the Chancellor	
Classification:	Multi-level	
Type of Transaction:	Government to Government, Government to Citizen, Government to Business	
Who may avail:	Local and International Institutions (Government or Private) and Individuals that share mutual interests with the University.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Endorsement of the Office of the Vice Chancellor for Academic Affairs/ Office of the		



Vice Chancellor for Research and Development		Office of the Vice Chancellor for Academic Affairs (OVCAA) or Office of the Vice Chancellor for Research and Development (OVCRD) whichever is applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit MOA/MOU to the Office of the Vice Chancellor for Academic Affairs or Office of the Vice Chancellor for Research and Development	1. Receive, reviewed and evaluated MOA/ MOU from OVCAA/OVCRD	NONE	Pause-Clock (7 Days)	<i>Receiving Personnel</i>
2. Wait for the endorsement from Office of the Vice Chancellor for Academic Affairs/ Office of the Vice Chancellor for Research and Development to the Office of the Chancellor	2. Review the completeness of MOA/ MOU 2.1 Sign	NONE	3 Days	<i>University Extension Specialist I and Executive Assistant</i> <i>Chancellor</i> Office of the Chancellor
3. Receive signed MOA/MOU from OVCAA/ OVCRD	3. Release MOA/MOU to OVCAA / OVCRD	NONE	2 Days	<i>University Extension Specialist I and Executive Assistant</i> <i>Releasing Personnel</i> <i>As a rule, Office of the Chancellor submit all completed MOA to BOR for confirmation.</i> Office of the Chancellor
TOTAL:		NONE	12 Days	



5. Signing of Notice of Extension/Notice of Suspension of Contract Time

Request for the signature of the Chancellor on the Notice of Extension, Notice of Suspension of Contract time.

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to Citizen/Government to Business			
Who may avail:	ALL Construction Firms and Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Extension or Notice of Suspension of Contract Time document 2. Endorsement of the Office of the Campus Architect 3. Endorsement of the Office Vice Chancellor for Planning and Development (OVCPD) on the Notice of Extension or Notice of Suspension of Contract Time		1-2 Office of the Campus Architect 3. Office of the Vice Chancellor for Planning and Development (OVCPD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Office of the Campus Architect	1. Received Notice of Extension or Notice of Suspension of Contract Time 1.1 Send endorsement to the Office of the Chancellor	NONE	Pause-Clock (14 Days)	<i>Receiving Personnel</i> <i>Office of the Campus Architect</i>
2. Wait for the signed notice of Suspension/ Notice of Extension from OCA and OVCPD	2. Received endorsement from OCA and OVCPD 2.1 Check the completeness of signatures 2.2 Sign	NONE	2 Days	<i>Receiving Personnel</i> <i>Executive Assistant</i> <i>Chancellor</i> Office of the Chancellor



3. Received signed Notice of Suspension or Extension of Contract Time from OCA	3. Release signed Notice of Suspension or Extension of Contract Time to OCA	NONE	1 Day	Executive Assistant Releasing Personnel Office of the Chancellor
TOTAL:		NONE	17 Days	

6. Approval of Secondment

Request for approval of Secondment. Faculty and Staff

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	Government Agencies/ Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter request from Requesting Institution		1. Requesting Party		
2.Recommendation from the Unit (Chair/Director) of the person to be seconded		2. Unit (Chair/Director) of the person to be seconded		
3.Recommendation of Dean		3. College Dean		
4.HRDO personnel clearance		4. Human Resource Development Office's		
5.Recommendation from the Office of the Vice Chancellor for Academic Affairs or Office of the Vice Chancellor for Administration		5. OVCAA / OVCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request through HRDO with recommendation from the Chair/ Director and Dean	1.Receive, evaluate and endorse letter of request for secondment	NONE	Pause - Clock 14 Days	1. Receiving Personnel



	1.1 Release endorsement to Office of the Chancellor			<i>Human Resource Development Office</i>
2.Wait for the action of the Chancellor	2. Receive completed staff work and endorsement from HRDO 2.1 Check the completeness 2.2 Approve	NONE	1 Day	<i>2. Receiving Personnel 2.1 University Extension Specialist IV 2.2 Chancellor Office of the Chancellor</i>
3. Received approved secondment request from the Human Resource Development Office	3. Release approved request for secondment to the Human Resource Development Office	NONE	1 Day	<i>3. University Extension Specialist IV 3.1 Releasing Personnel Office of the Chancellor</i>
TOTAL:		NONE	16 Days	

7. Action on Sexual Harassment Case

Request for the action of the Chancellor on the Sexual Harassment Cases.

Office or Division:	Office of the Chancellor
Classification:	Complex
Type of Transaction:	Government to Business
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Recommendation from the Office of Anti-Sexual Harassment (OASH)	Office of Anti-Sexual Harassment



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OASH submit letter of recommendation to the Office of the Chancellor	1. Receive letter of recommendation of OASH Case under confidential cover 1.1 Reviews the report and recommendation 1.2 Action of the Chancellor based on the recommendation 1.3 Prepares documents for release to DLO under confidential cover 1.4 Release to DLO under confidential cover 1.5 Received final decision prepared by DLO for the signature of the Chancellor under confidential cover 1.6 Sign 1.7 Prepares document for release to DLO under confidential cover	NONE	6 Days	<i>1. Receiving Personnel and Executive Assistant</i> 1.1 – 1.2 <i>Chancellor</i> 1.3 <i>Executive Assistant</i> 1.4 <i>Releasing Personnel</i> 1.5 Receiving Personnel and Executive Assistant 1.6 Chancellor 1.7 Executive Assistant Office of the Chancellor
2. Receive decision through DLO	2. Release decision through DLO	NONE	1 Day	<i>2. Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	7 Days	



8. Readmission from AWOL

Request for the approval of the Chancellor on student readmission from Absence without Leave (AWOL)

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Recommendation from the College Secretary 3. Recommendation from (OUR) Office of the University Registrar 4. Recommendation from OVCAA		1. Requesting Party 2. Office of the College Secretary 3. Office of the University Registrar 4. Office of the Vice Chancellor for Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the Chancellor with recommendations from the College Secretary, Office of the University Registrar and Office of the Vice Chancellor for Academic Affairs	1. Received request letter 1.1 Review if document is in-order 1.2 Approve	NONE	2 Days	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist IV</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Receive approved letter for readmission from the Office of the Chancellor	2. Release approved letter for readmission to Office of the University Registrar, copy furnished to requesting party and College.	NONE	1 Day	2. <i>University Extension Specialist IV</i> 2.1 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	3 Days	



9. Approval of Permission to cross-enroll (abroad or local universities)
 Request for the approval of the Chancellor for permission to cross-enroll

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		1. Requesting Party		
2. Recommendation from the College Secretary		2. Office of the College Secretary		
3. Recommendation from (OUR) Office of the University Registrar		3. Office of the University Registrar		
4. Recommendation from Office of the Vice Chancellor for Academic Affairs		4. Office of the Vice Chancellor for Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the Chancellor with recommendations from the College Secretary, University Registrar and Office of the Vice Chancellor for Academic Affairs	1. Receive request letter 1.1 Review the request if it is in-order 1.2 Approve	NONE	2 Days	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist IV</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Receive approval of request to cross-enroll from the Office of the Chancellor	2. Release the approved letter request to cross-enroll to the Requesting Party, copy furnish to Office of the University Registrar and College	NONE	1 Day	2. <i>University Extension Specialist IV</i> 2.1 <i>Releasing Officer</i> Office of the Chancellor
TOTAL:		NONE	3 Days	



10. Approving Educational Development Fee (EDF) for foreign Students
Request for the approval of the Chancellor for waiver of EDF.

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Foreign Students enrolled in UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit filled-up EDF Form 2. Recommendation from Dean 3. Recommendation from Office of the Vice Chancellor for Student Affairs		1. College Secretary's Office 2. College Dean 3. Office of the Vice Chancellor for Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the Chancellor with recommendations from the College Secretary, Dean, and Office of the Vice Chancellor for Student Affairs	1. Received filled-up EDF Form 1.1 Review the document if it is in-order 1.2 Approve	NONE	1 Day	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist IV</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Receive approved EDF from the Office of the Vice Chancellor for Student Affairs	2. Release approved EDF to the Office of the Vice Chancellor for Student Affairs	NONE	1 Day	2. <i>University Extension Specialist IV</i> 2.1 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	2 Days	



11. Signing of College Based Scholarship Contract (i.e. ERDT, Asian Center, etc.) except those that are managed by the Office of the Vice Chancellor for Student Affairs

Request for the signature of the Chancellor on the scholarship contract.

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scholarship Contract 2. Signature of College Dean as witness to the Chancellor		College Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scholarship contract submitted by batch to the Office of the Chancellor with signature of the College Dean as witness to the Chancellor	1. Received scholarship contract 1.2 Review if the document is in order 1.3 Sign	NONE	6 Days	1. Receiving Personnel 1.2 Executive Assistant and/or University Extension Specialist I 1.3 Chancellor Office of the Chancellor
2. Receive signed scholarship contract the College	2. Release signed scholarship contract to the College	NONE	1 Day	2. Executive Assistant and/or University Extension Specialist I 2.1 Releasing Personnel Office of the Chancellor
TOTAL:		NONE	7 Days	



12. Waiver of Maximum Residency Rule (MRR)

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Chancellor endorsed by College Secretary 2. Endorsement from Office of the University Registrar 3. Endorsement from Office of the Vice Chancellor for Academic Affairs		1. College Secretary's Office 2. Office of the University Registrar 3. Office of the Vice Chancellor for Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of request with recommendations from the College Secretary, University Registrar and Office of the Vice Chancellor for Academic Affairs	1. Received letter of request with proper endorsements 1.1 Review the request letter 1.2 Approve	NONE	2 Days	1. Receiving personnel 1.1 University Extension Specialist IV 1.2 Chancellor Office of the Chancellor
2. Receive copy of approval from the Office of the Chancellor	2. Release approved request for waiver of the Maximum Residency Rule to Office of the University Registrar and copies to Requesting Party (student) and College	NONE	1 Day	2. University Extension Specialist IV 2.1 Releasing Personnel Office of the Chancellor
TOTAL:		NONE	3 Days	



13. Approval of late payment and registration

Request for the approval of the Chancellor on late payment and registration

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Chancellor endorsement by College Secretary and Office of the University Registrar		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of request with recommendations from the College Secretary and Office of the University Registrar	1. Receive letter of request 1.1 Review the request if in order 1.2 Approve	NONE	2 Days	1. Receiving Personnel 1.1 University Extension Specialist IV 1.2 Chancellor Office of the Chancellor
2. Receive approval of late payment and registration from the Office of the Chancellor	2. Release approval of late payment and registration to the Office of the University Registrar copy furnish to Requesting Party	NONE	1 Day	2. University Extension Specialist IV 2.1 Releasing Personnel Office of the Chancellor
TOTAL:		NONE	3 Days	



14. Approval of List of Due and Demandable Accounts Payable (LDDAP)

Request for the approval of the Chancellor on the List of Due and Demandable Accounts Payable

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LDDAP Form prepared and endorsed by Accounting and recommended by the Office of the Vice Chancellor for Planning and Development		Office of the Vice Chancellor for Planning and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit LDDAP Form to the Office of the Chancellor with endorsement/recommendation from Office of the Vice Chancellor for Planning and Development	1. Received LDDAP Form 1.1 review the LDDAP if in order 1.2 Approve	NONE	2 Days	1. <i>Receiving Personnel</i> 1.1 <i>Executive Assistant</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Received approved LDDAP Form through Diliman Accounting Office	2. Release approved LDDAP Form to Diliman Accounting Office	NONE	1 Day	2. <i>Executive Assistant</i> 2.1 <i>Releasing Officer</i> Office of the Chancellor
TOTAL:		NONE	3 Days	



15. Approval of Permission to Teach in Schools and Universities where UP has Memorandum of Agreement / Memorandum of Understanding with
 Request for the approval of the Chancellor to teach in other schools and universities where UP has a Memorandum of Agreement / Memorandum of Understanding with

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	Schools and Universities where UP has MOA/MOU with			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Chancellor from the requesting Institution 2. Recommendation from the Office of the Vice Chancellor for Academic Affairs		1. Requesting Party 2. Office of the Vice Chancellor for Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Request to the Office of the Chancellor	1. Received Letter request 1.2 Refer request to OVCAA 1.3 Release referral to OVCAA	NONE	1 Day	1. <i>Receiving Personnel</i> 1.2 <i>Executive Assistant/ Chancellor</i> 1.3 Releasing Personnel Office of the Chancellor
2. Wait for Chancellor's response	2.OVCAA submit recommendation including draft reply for the Chancellor's consideration.	NONE	Pause clock 5 Days	2. Releasing/receiving personnel Office of the Vice Chancellor for Academic Affairs



	<p>2.1 Received recommendation including draft letter response to requesting party from OVCAA</p> <p>2.2 Review the documents if it is in order</p> <p>2.3 Approve/ sign</p>	NONE	1 Day	<p><i>2.1 Receiving Personnel</i></p> <p><i>2.2 Executive Assistant</i></p> <p><i>2.3 Chancellor</i> Office of the Chancellor</p>
3. Received approval from the Office of the Vice Chancellor for Academic Affairs	3. Release approval/approved documents to the Office of the Vice Chancellor for Academic Affairs	NONE	1 Days	<p><i>3. Executive Assistant</i></p> <p><i>3.1 Releasing Personnel</i></p> <p>Office of the Chancellor</p>
TOTAL:		NONE	8 Days	



**Data Privacy Office
(DPO)
External Services**



1. Render advisory opinion

Render advisory opinions to UP Diliman Students

Office or Division:		Data Protection Office		
Classification:		Highly Technical		
Type of Transaction:		G2C (Government to Citizen)		
Who may avail:		UP Diliman Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written inquiry 1. Hard copy/printed format OR 2. Email		Requesting Party		
2. Supporting documents (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry, either through email or by sending the written request to the office	1. Acknowledge receipt of the inquiry 1. Record the inquiry in the tracking sheet	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	2. Senior Office Aide forwards inquiry to Data Protection Officer	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	3. Data Protection Officer receives the inquiry	None	30 minutes	<i>Data Protection Officer</i> Data Protection Office
	4. Data Protection Officer formulates and renders advisory opinion	None	11 days	<i>Data Protection Officer</i> Data Protection Office



	5. Data Protection Officer forwards Advisory Opinion to Senior Office Aide for sending to the requesting party	None	30 minutes	Data Protection Officer Data Protection Office
	6. Senior Office Aide receives Advisory Opinion and records the advisory in the tracking sheet	None	30 minutes	Senior Office Aide Data Protection Office
	7. Senior Office Aide sends out advisory opinion to requesting party	None	1 day	Senior Office Aide Data Protection Office
TOTAL:		None	12 days, 2 hours and 30 minutes	

2. Render advisory opinion (During Pandemic)

Render advisory opinions to UP Diliman Students

Office or Division:		Data Protection Office		
Classification:		Highly Technical		
Type of Transaction:		G2C (Government to Citizen)		
Who may avail:		UP Diliman Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written inquiry 1. Hard copy/printed format OR 2. Email		Requesting Party		
2. Supporting documents (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry, either through email or by sending the written request to the office	1. Acknowledge receipt of the inquiry	None	30 minutes	Senior Office Aide Data Protection Office



	1. Record the inquiry in the tracking sheet			
	2. Senior Office Aide forwards inquiry to Data Protection Officer	None	30 minutes	Senior Office Aide Data Protection Office
	3. Data Protection Officer receives the inquiry	None	30 minutes	Data Protection Officer Data Protection Office
	4. Data Protection Officer formulates and renders advisory opinion	None	11 days	Data Protection Officer Data Protection Office
	5. Data Protection Officer forwards Advisory Opinion to Senior Office Aide for sending to the requesting party	None	30 minutes	Data Protection Officer Data Protection Office
	6. Senior Office Aide receives Advisory Opinion and records the advisory in the tracking sheet	None	30 minutes	Senior Office Aide Data Protection Office
	7. Senior Office Aide sends out advisory opinion to requesting party	None	2 days	Senior Office Aide Data Protection Office
	TOTAL:	None	13 days, 2 hours and 30 minutes	



3. Investigate security incidents and personal data breaches

Investigate security incidents and personal data breaches and if necessary, exercise breach reporting procedures in coordination with Privacy Focal Persons.

Office or Division:		Data Protection Office		
Classification:		Highly Technical		
Type of Transaction:		G2C (Government to Citizen)		
Who may avail:		UP Diliman Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requesting party is student of UP Diliman Email of the incident with all information on hand both to the Data Protection Officer at securityincident@upd.edu.ph and the Privacy Focal Person having the jurisdiction over the unit involved		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the incident with all information on hand both to Data Protection Officer and the Privacy Focal Person having the jurisdiction over the unit involved within two (2) hours	1. Acknowledge the receipt of the email 1.1. Endorse the email to the Data Protection Officer	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	2. Data Protection Officer receives endorsed email from the Senior Office Aide Data Protection Officer coordinates with Privacy Focal Person Privacy Focal Person of the academic unit or administrative office concerned for categorization,	None	30 minutes 8 days	<i>Data Protection Officer</i> Data Protection Office <i>Data Protection Officer, Data Privacy Auditor</i> Data Protection Office



	investigation, and identification of incident			<i>Unit-Level Breach Response Team</i> of academic unit or administrative office concerned
	<p>1. Contain and Eradicate the cause of Security Incident or Personal Data Breach</p> <p>2. Restore the system or application to its working state</p> <p>3. Develop plans and actions for similar incidents in the future</p>	None	<p>(Pause Clock)</p> <p>2 Days</p>	<p><i>Unit-Level Breach Response Team</i> of academic unit or administrative office concerned and/or Computer Center, when applicable</p> <p><i>Unit-Level Breach Response Team</i> of academic unit or administrative office concerned and/or Computer Center, when applicable</p> <p><i>Data Protection Officer, Data Privacy Auditor</i> Data Protection Office</p>



	3. If applicable, report to the National Privacy Commission and notify the affected Data Subject/s	None	72 hours	Data Protection Officer Data Protection Office
	4. Update the status of the Security Incident or Personal Data Breach	None	23 hours	Data Protection Officer Data Protection Office
TOTAL:		None	14 days	

4. Conduct and facilitate Privacy and Security Trainings and Seminars

To educate UP Diliman and its units on data protection

Office or Division:		Data Protection Office		
Classification:		Complex		
Type of Transaction:		G2C (Government to Citizen)		
Who may avail:		UP Diliman Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for lecture on data privacy with preferred schedule, venue, participants' background/profile, and contact information		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting for lecture on Data Privacy	1. Acknowledge receipt of the request 1.1 Forward request to Data Privacy Resource	None	1 hour	Senior Office Aide Data Protection Office
	2. Data Privacy Resource receives and evaluates request	None	2 days	Data Privacy Resource Data Protection Office



	3. Requesting party is informed whether request is approved or denied	None	1 Day	<i>Data Privacy Resource Data Protection Office</i> <i>Senior Office Aide Data Protection Office</i>
	4. If approved, ensure that logistical and event requirements (e.g., venue reservation, food, technical set up, etc) have been arranged	None	PAUSE Clock (Max 3 Days)	<i>Data Protection Team</i>
	5. Conduct the lecture	Honorarium	1 Day	<i>Data Privacy Resource Data Protection Officer Data Protection Office</i>
2. Provide feedback	1. Conduct post-event evaluation	None	1 day	<i>Data Protection Team</i>
TOTAL:			7 Days	



Department of Military Science and Tactics (DMST)

External Services



1. Use of facilities

- a. Classroom 1, Peralta Hall, DMST Complex
- b. Classroom 2, Peralta Hall, DMST Complex
- c. Third Floor, Vanguard Building
- d. DMST Quadrangle

Office or Division:	Department of Military Science and Tactics (DMST)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Non-UP Units and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		DMST website (https://rotc.upd.edu.ph)		
2. Payment Order Form		DMST Admin Office		
3. Official Receipt		UP Diliman Cash Office		
4. Payment of Janitorial Services		Requesting party		
5. Permit to Use the Facility		DMST Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form to the DMST website.	1.1. Notify the client of the receipt of the request form. 1.2. Evaluate and process the request. 1.3. Decide on the request. 1.4. Notify the client of the decision and issue a Payment Order Form to the client via e-mail.	None	1 day and 4 hours	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 1.2. Administrative Officer 1.3. Commandant and Department Head 1.4. <i>Releasing Personnel</i> , Department of Military Science and Tactics
2. Download and print the Payment Order Form and proceed to the UP		See schedule of fees	Pause-Clock (To be accomplished by the client)	Requesting Party



Diliman Cash Office for payment.			within one working day)	
3. If the day of use of the facility will fall on a Sunday or a holiday, pay janitorial services to the admin office of the DMST.	3.1. Receive the payment. 3.2. Issue acknowledgement receipt and forward payment to the maintenance personnel.	See schedule of fees	1 Hour	3.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 3.2. Administrative Assistant
4. Upload the Official Receipt to the DMST website.	4.1. Note the receipt number 4.2. Issue Permit to Use the Facility to the client via e-mail.	None	1 hour	3.1. Administrative Assistant 3.2. <i>Releasing Personnel</i> , Department of Military Science and Tactics
5. Download and print the Permit to Use the Facility and then present it to the guard on duty on the day of use.	Escort the client to the facility to be used.		1 hour	Guard on Duty
TOTAL:		None	1 day and 3 hours	

Schedule of Fees

Classroom 1 (Capacity: 50 pax)

First four hours: PHP1,200.00 (w/o aircon) or PHP2,000.00 (w/ aircon)

Per succeeding hour or fraction thereof: PHP300.00 (w/o aircon) or PHP500.00 (w/ aircon)

Janitorial Services: PHP1,000.00

Classroom 2 (Capacity: 25 pax)

First four hours: PHP960.00 (w/o aircon) or PHP1,600.00 (w/ aircon)

Per succeeding hour or fraction thereof: PHP240.00 (w/o aircon) or PHP400.00 (w/ aircon)

Janitorial Services: PHP1,000.00

Third Floor, Vanguard Building (Capacity: 150 pax)



First four hours: PHP1,200.00
 Per succeeding hour or fraction thereof: PHP300.00
 Janitorial Services: PHP1,000.00

DMST Quadrangle

First four hours: PHP1,000.00
 Per succeeding hour or fraction thereof: PHP200.00

2. Release of Certifications or Documents

- a. Certification of ROTC Grades
- b. PE Exemption for Rayadillo and UP ROTC Band
- c. Certification of AFP Serial Number and Rank
- d. Extract of AFP Enlistment Order

Office or Division:	Department of Military Science and Tactics (DMST)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students or Graduates

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		DMST website (https://rotc.upd.edu.ph)		
2. Payment Order Form		DMST Admin Office		
3. Official Receipt		UP Diliman Cash Office		
4. Valid ID (Principal/Representative)		Requesting Party		
5. Special Power of Attorney (SPA) with Photocopy of the ID of Principal (Representative)		Requesting Party		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form to the DMST website.	1.1. Notify the client of the receipt of the request form.	None	1 hour	1.1. <i>Receiving Personnel,</i> Department of Military Science and Tactics



	1.2. Issue a Payment Order Form to the client via e-mail.			1.2. Administrative Assistant
2. Download and print the Payment Order Form and proceed to the UP Diliman Cash Office for payment.		See schedule of fees	Pause-Clock (To be accomplished by the client within one working day)	Requesting Party
3. Upload the Official Receipt to the DMST website.	<p>3.1. Note the receipt number</p> <p>3.2. Check and retrieve the records of the client.</p> <p>3.3. Prepare the certificate or document.</p> <p>3.4. Sign the certificate or document.</p> <p>3.5. Notify client that the certificate or document is ready for claiming.</p>	None	2 days	<p>3.1. Administrative Assistant</p> <p>3.2. Administrative Aide</p> <p>3.3. School Credits Evaluator</p> <p>3.4. Commandant and Department Head</p> <p>3.5. <i>Releasing Officer</i>, Department of Military Science and Tactics</p>
4. Present valid ID and SPA, if to be claimed by a representative, of the requesting party for claiming of the document or certificate.	Release the document or certificate to the client.	None	1 Hour	<i>Releasing Officer</i> , Department of Military Science and Tactics
TOTAL:		None	2 day and 2 hours	
Schedule of Fees				
PHP20.00 per document				



3. Provision of Manpower or Personnel

- a. Rayadillo Honor Guards
- b. Ushering
- c. Lecturers (Military Science)

Office or Division:	Department of Military Science and Tactics (DMST)
Classification:	Complex
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	Non-UP units and organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		DMST website (https://rotc.upd.edu.ph)		
2. Honoraria		Requesting Party		
3. Transportation Allowance (if outside UP Diliman)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form to the DMST website.	1.1. Notify the client of the receipt of the request form. 1.2. Evaluate and process the request. 1.3. Decide on the request. 1.4. Notify the client of the decision.	None	7 days	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 1.2. University Research Associate 1.3. Commandant and Department Head 1.4. <i>Releasing Personnel</i> , Department of Military Science and Tactics
2. Coordinate with the requested personnel for the performance of service.	Provide manpower and attend to the requested service.	None	Pause-Clock	<i>Requested Personnel</i> , Department of Military Science and Tactics



3. Pay the honoraria and the transportation allowance to the requested personnel upon performance of the service.	Receive payment of the honorarium and transportation allowance.	See schedule of fees	Pause-Clock	<i>Requested Personnel,</i> Department of Military Science and Tactics
TOTAL:		None	7 days	
Schedule of Fees				
<p>Honoraria</p> <p>Rayadillo Honor Guards: PHP750.00 per cadet</p> <p>Ushers: PHP1,000.00 per sponsor</p> <p>Lectures: PHP750.00 per pax</p> <p>Transportation allowance</p> <p>Reimbursement of the transportation cost</p>				



Diliman Gender Office (DGO)

External Services



1. Request for Counseling Services

The UP Diliman Gender Office offer interventions for students, faculty and workers in distressed such as psychosocial and legal counseling services.

Office or Division:	Counseling Program			
Classification:	complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All Students, student organizations, private sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ONLINE REQUEST - Client voluntarily asks for a psychosocial or legal counseling session.	Scheduled appointment for psychosocial or legal counseling	None	2 days	<i>Guidance Counselor</i> <i>Legal Consultant</i>
2. ONLINE REQUEST - Client send email or messages thru DGO's official FB account for psychosocial counseling.	Conducted intake counseling thru online	None	2 hours	<i>Guidance Counselor</i>
Total		None	2 days 2 hours	



2. Request for Gender Sensitivity Trainings / Gender Sensitivity Orientation (GST/GSO)

The Diliman Gender office offer trainings to develop consciousness that is gender sensitive, responsive, and promotive of gender equality and empowerment.

Office or Division:	Training Program			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All Students, student organizations, private sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Training needs assessment form		Diliman Gender Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE REQUEST: Submit letter of request for: Gender Sensitivity Training - 3 Module (GST); Gender Sensitivity Orientation – 3 Module (GSO); Gender Fair Language – 4 Module; SOGIE – 1 Module; Masculinity – 1 Module; GAD Tools Introduction – 6 Modules through DGO email account.	1.1 Received letter of request		2 days	Person's in-charge in DGO's email account
	1.2 Scheduled requested training	15,000.00		Training officer
		15,000.00		
		20,000.00		
	1.3 Asked requesting party to accomplish training needs assessment	5,000.00		Training officer
		5,000.00		
		30,000.00		
TOTAL		90,000.00	2 Days	



**Diliman Information Office
(DIO)
External Services**



1. Request for information through Email

Inquiries on University of the Philippines (UP) Diliman matters through the UP Diliman webmail

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Emailed request for information on UP Diliman matters		Requesting party's email to updio@upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request for information to updio@upd.edu.ph	1. Respond to relevant emails by providing information requested	None	1 Day	<i>Media Production Specialist III</i> UPDIO
TOTAL:		None	1 Day	

2. Request for inclusion in the “Upcoming Events”

Request for inclusion of University of the Philippines (UP) Diliman units' events in the “Upcoming Events” section of the UP Diliman website

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	UP Diliman Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (email preferred). 2. Text should not exceed 400 words and must contain the title of the event, venue, date and time of the activity, contact information of the organizing group and ticket		Requesting party provides UPDIO		



price (if applicable). Photos should be in jpeg format, 200 dpi.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Acknowledge receipt of the letter	None	1 Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on content which must be UP Diliman-related	None	1 Day	<i>UPDIO Director</i> UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3. If approved, coordinate with Multimedia Section for posting of events in the UPD website	None	1 Day	<i>3.1. Releasing Personnel</i> <i>3.2. Releasing Personnel</i> <i>3.3. Media & Public Relations Section Head;</i> <i>Multimedia Section Head</i> UPDIO
TOTAL:		None	3 Days	



3. Request for inclusion in the *What's UP?*

Request for inclusion of student organizations' events in *What's UP?*, University of the Philippines (UP) Diliman's Calendar of Events

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	UP Diliman Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (email preferred) . 2. Text should not exceed 400 words and must contain the title of the event, venue, date and time of the activity, contact information of the organizing group and ticket price (if applicable). Photos should be in jpeg format, 200 dpi.		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Acknowledge receipt of the letter	None	1 Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on content which must be UP Diliman-related	None	1 Day	<i>UPDIO Director</i> UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3. If approved and on deadline set by the Editorial Team, UPDIO will work on the lay out of <i>What's UP?</i> and uploading in the UP Diliman website	None	3 days	<i>Administrative Officer</i> <i>Administrative Officer</i> <i>Media & Public Relations Section Head; Multimedia Section Head</i> UPDIO
TOTAL:		None	5 Days	



4. Requests for UPDIO Materials

Requests for University of the Philippines (UP) Diliman Information Office current and archival files

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen/ Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Letter of Request (email preferred) addressed to the UPDIO Director stating:</p> <p>a. Purpose of request</p> <p>b. Date when article or image was published; or when the event was covered by the UPDIO</p> <p>c. Compliance to clause on giving UPDIO proper credit should the materials be used for printed or online publication</p> <p>2. Email address where the files will be sent</p>		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for UPDIO current and/or archival materials	1. Receive letter of request with complete requirements (No.1a-1c)	None	1 Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on intended use and availability of materials	None	1 Day	<i>UPDIO Director</i> UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied;	None	2 Days	<i>Administrative Officer</i> UPDIO



	3.2 If denied, communicate reason for regrets 3.3.If approved, access UPDIO archive, search for and compile materials needed by requesting unit.			
4.1. Receive files via email	4.1. Email files to requesting party	None	1 Day	<i>Administrative Officer</i>
TOTAL:		None	5-10 Days	

5. Request to post information on social media

Post relevant information and materials to the University of the Philippines (UP) Diliman's institutional social media accounts

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman student organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/email of request/official directive with: a. Image files formatted according to social media specifications b. Appropriate text for caption c. Reason for posting		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email/ Submit letter of request with complete materials	1. Acknowledge receipt of the letter	None	2 Hours	<i>UPDIO Social Media Account Managers</i>



				UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on content which must be UP Diliman-related	None	3 Hours	UPDIO Director UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3. If approved, materials are assessed for compatibility with house style/policy and edited as needed. 3.4. Materials are posted on institutional social media accounts	None	3 Hours	UPDIO Social Media Account Managers UPDIO
TOTAL:		None	8 Hours	

6. Request to enroll mobile numbers to Infocast

Request to enroll relevant mobile numbers of University of the Philippines (UP) Diliman constituents to Infocast database

Office or Division:	UP Diliman Information Office (UPDIO)
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	Currently enrolled UP Diliman undergraduate students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Voluntary submission of the following through email : a. mobile number b. full name c. name of unit through official channels		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit relevant details voluntarily	1. Acknowledge receipt of information provided 1.2. Edit information into format that can be accepted by the system 1.3. Enroll mobile numbers into the database according to subcategory.	None	1 Day	<i>UPDIO Infocast Administrator</i> UPDIO
TOTAL:		None	1 Day	



Office of Anti-Sexual Harassment (OASH)

External Services



1. Request for Case Investigation

The Office of Anti-Sexual Harassment (OASH) is the officially mandated unit in the University that investigate and proceed with cases of sexual harassment under Section 9 of the UP Anti-Sexual Harassment (ASH) Code of 2017. The ASH Code was approved by the Board of Regents last 26th January 2017.

Under the revised ASH Code, UP student organizations include “registered and not registered but conduct activities or operate within UP premises even if they have no physical presence or headquarters in the university (Section 3 (e))”.

And for the ‘new normal’ work set up, the OASH adopts *online* processes for swearing-in, submission of Complaint, Response, and other pertinent documents of the case/s, and for Clarificatory meetings or hearings.

Division or Office:	Office of Anti-Anti Sexual Harassment			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who May Avail:	All Students and Student Organizations (under Sec. 3, ASH Code 2017)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint signed by the aggrieved party		Complainant/s or Aggrieved Party		
2. Evidentiary requirements as deemed necessary (e.g. written testimonies of witnesses, screen shots of group chat, etc.)				
3. Response from the Person Complained of, duly signed and notarized		Person Complained of		
4. Position papers from complainant and person complained of, as agreed upon by the parties and Hearing Committee		Complainant and Person Complained Of		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Complaint (hard copy or oral or email) signed by the aggrieved party For <i>online</i> filing, complainant submit Complaint to oash.upd@up.edu.ph	1. Received Letter of Complaint 1.1 If Complaint is not notarized, aggrieved party is sworn to a Zoom room before an OASH staff	None	5 calendar days (see ASH Code Sec. 16 (c))	1. Receiving Personnel 1.1 University Extension Specialist



	<p>1.2 Advised aggrieved party to submit necessary evidences.</p> <p>1.3 Advised aggrieved party to wait for a Response from the Person Complained Of, 5 days upon receipt of Complaint.</p> <p>If Complaint was received thru phone, personnel note down complaint or incident, and encouraged aggrieved party to submit Complaint in writing</p> <p>1.5 Prepared Notice of Preliminary Investigation Report</p> <p>1.6 Sent a Notice of Preliminary Investigation to the Person complained of and affixed a data tracking system (DTS) number to the NPI</p>			<p><i>1.2 University Extension Specialist</i></p> <p><i>1.3 University Research Associate</i></p> <p><i>1.5 University Extension Specialist</i></p> <p><i>1.6 Administrative assistant</i></p> <p>Office of Anti-Sexual Harassment</p>
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<p>2. Client wait to be called to an ASH Council Clarificatory meeting or hearing</p> <p>For an <i>online</i> Clarificatory Hearing, parties are invited thru their UP email account via Zoom room. They are required to put their video on while being interviewed.</p>	<p>2. Anti-Sexual Harassment (ASH) Council will meet to determine if there is or there is no <i>prima facie</i> evidence for the Complaint filed; if there is <i>prima facie</i> evidence, a preliminary investigation report will be issued; if there is none, the case will be dismissed.</p>	<p>None</p>	<p>30 days (see also ASH Code Sec. 16 (e))</p>	<p><i>Anti-Sexual Harassment Council:</i></p> <p>(see ASH Code Sec 8)</p> <p>4 Vice-Chancellors; 1 Teaching representative; 1 Non-Teaching representative; 1 Student representative; Coordinator of the Diliman Gender Office; Coordinator of the OASH; representative from the Diliman Legal Office</p> <p>Office of Anti-Sexual Harassment</p>
<p>3. Client wait to be called for a Hearing Committee Clarificatory Hearing</p> <p>For <i>online</i> Clarificatory Hearing, parties are invited thru their UP email account via Zoom room. They are required to put their video on while being interviewed.</p>	<p>3. If a case will proceed, a Hearing Committee will be composed</p> <p>3.1 Hearing Committee will request for the attendance of both parties in a Clarificatory Hearing</p> <p>3.2 Hearing Committee will decide if there is or there is no sexual harassment based on the Position papers submitted and results of Clarificatory Hearing</p>	<p>None</p>	<p>60 days (see ASH Code, Sec. 20)</p>	<p><i>Hearing Committee (HC)</i> (see ASH Code Sec. 20): Chair of the HC (faculty): 1 representative each from the contending parties</p> <p>Office of Anti-Sexual Harassment</p>



<p>4. Client wait to be called regarding Decision of the case</p> <p>For <i>online</i> transmittal of the Decision, client will be invited thru their UP email account via Zoom room. They are required to put their video on while being talked to.</p>	<p>4. OASH Coordinator informed the client re: Decision of the case</p>	<p>None</p>	<p>1 day</p>	<p>4. OASH Coordinator</p> <p>Office of Anti-Sexual Harassment</p>
	<p>TOTAL</p>		<p>96 days</p>	



2. Request for Issuance of Case Filed

Under Section 9 (b.3) of the 2017 ASH Code, the Office of Anti-Sexual Harassment shall “formulate procedures...to elicit trust and confidence on the part of interested parties in resolving problems arising from cases or incidents of sexual harassment, including counseling and grievance management”. To uphold confidentiality of documents, only the direct parties involved are allowed to request for a document that states an administrative case of sexual harassment has been filed against a person/s.

Division or Office:		Office of Anti-Sexual Harassment		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who May Avail:		All Students and Student Organizations (see ASH Code Sec. 3)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request signed by the aggrieved party		Complainant or Aggrieved Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request duly signed by the requesting party For <i>online</i> request, they will submit it to oash.upd@up.edu.ph	1.1 Received Letter of Request 1.2 Prepared Certificate of Case Filed 1.3 Coordinator signed the Certificate of Case Filed	None	7 Hours	1.1 <i>Receiving Personnel</i> 1.2 <i>University Extension Specialist</i> 1.3 <i>OASH Coordinator</i> Office of Anti-Sexual Harassment
2. Receive Certificate of Case filed	2. Release Certificate of Case Filed to client	None	1 Hour	2. <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL			1 day	



3. Request for Issuance of Counseling Certificate

Under Section 13 of the 2017 ASH Code, the OASH “may refer to, and/or provide appropriate support services to both aggrieved party or person/complained of...Support services may include but are not limited to: counseling”, among other services. Also, under Section 23 (b) of the ASH Code, counseling is also listed as one of the corrective measures for the respondents. In this regard, the OASH, by virtue of Section 9 (b.3) of the Code issues counseling certificate as requested by both aggrieved party who have undergone such service, and particularly as evidence of fulfillment or compliance of corrective measures for the respondent.

Division or Office:		Office of Anti-Anti Sexual Harassment		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who May Avail:		All Students and Student Organizations (see ASH Code Sec. 3)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request duly signed by the requesting party For <i>online</i> request, they will submit it to oash.upd@up.edu.ph	1.1 Received Letter of Request 1.2 Prepared Certificate of Counseling 1.3 Guidance Counselor signed the Certificate	None	7 Hours	1.1 <i>Receiving Personnel</i> 1.2 <i>Registered Guidance Counselor</i> 1.3 <i>Registered Guidance Counselor</i> Office of Anti-Sexual Harassment
2. Client received Certificate of Counseling from OASH	2. Released Certificate of Counseling to client		1 Hour	2. <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL			1 day	



4. Request for *Online* Anti-Sexual Harassment Orientation

Section 30 of the UP Anti-Sexual Harassment (ASH) Code states that “All UP members of the UP community shall undergo an orientation on anti-sexual harassment, once every three (3) years. Anti-sexual harassment orientation and clearance shall henceforth be a component of student curriculum, personnel actions, such as hiring, tenure and promotion, and accreditation of service contractors, and partner entity engagements.”

Division or Office:		Office of Anti-Anti Sexual Harassment		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who May Avail:		All Students and Student Organizations (see ASH Code Sec. 30)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request or Invitation for an Orientation on Anti-Sexual Harassment signed by the Requesting Party 2. Duly accomplished Training Needs Assessment forms		Requesting Party		
CLIENT STEPS	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request or Invitation (hard copy or oral or email) signed by the requesting party For <i>online</i> request, they will submit it to oash.upd@up.edu.ph	1. Received Letter of Request or Invitation 1.1 Asked requesting party to fill up Training Needs Assessment Forms for the participants	None	1 Day	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist</i>
2. Submit (online or hard copy) duly accomplished Training Needs Assessment forms of the participants	2. Received duly accomplished training needs assessment forms 2.1 Training team will be composed and <i>online</i> Orientation will	None	2 Days	2. <i>University Extension Specialist</i>



	be scheduled via Zoom room 2.2 Informed requesting party of the date of <i>online</i> Orientation			2.1 <i>University Extension Specialist</i> 2.2 <i>University Extension Specialist</i> Office of Anti-Sexual Harassment
TOTAL			3 Days	

5. Request for Issuance of OASH Orientation Certificate

Section 30 of the UP Anti-Sexual Harassment (ASH) Code states that “All UP members of the UP community shall undergo an orientation on anti-sexual harassment, once every three (3) years.” This orientation serves as basis for the issuance of clearance for students and personnel hiring, tenure and promotion, as well as accreditation of service contractors, and other partner entities of the University. Thus, all UP constituents who have undergone an Anti-Sexual Harassment conducted by OASH may request from OASH a certificate of participation as evidence or compliance to that particular provision of the ASH Code.

Division or Office:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who May Avail:	All Students and Student Organizations (see ASH Code Sec. 3)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Listed name of the Requesting Party in the Attendance Sheet of ASH Orientation conducted (time and date of Orientation)		Unit/ Office which requested the Anti-Sexual Harassment Orientation Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Client submit Letter of Request duly signed by the requesting party</p> <p>For <i>online</i> request, they will submit it to oash.upd@up.edu.ph</p> <p>2. Client received Certificate of Anti-Sexual Harassment Orientation <i>online</i> via his/her email address or thru the email address of requesting party or unit</p>	<p>1.1 Received Letter of Request</p> <p>1.2 Prepared Certificate of Anti-Sexual Harassment Orientation</p> <p>1.3 Coordinator signed the Certificate of Anti-Sexual Harassment Orientation</p> <p>2. Released Certificate of Anti-Sexual Harassment Orientation</p>	<p>None</p>	<p>1 day</p>	<p><i>1. Receiving Personnel</i></p> <p>1.2 <i>University Research Associate</i></p> <p>1.3 <i>OASH Coordinator</i></p> <p><i>2. Releasing Personnel</i></p> <p>Office of Anti-Sexual Harassment</p>
<p>TOTAL</p>			<p>1 day</p>	



6. Request for Referral Service

Under Section 13 of the ASH Code, the Office of Anti-Sexual Harassment (OASH) “may...refer to, and/or provide appropriate services to both aggrieved party or person/complainants...Support services may include but are not limited to: temporary shelter, legal services, counseling, transportation, communication, safety and security measures and laboratory procedures.” Also, under Section 9 (b.3), the OASH “formulate procedures...to elicit trust and confidence on the part of interested parties in resolving problems arising from cases or incidents of sexual harassment...” Thus, OASH sees to it that it refers both parties which needs assistance or support to appropriate unit or service, inside and outside the University.

Division or Office:		Office of Anti-Anti Sexual Harassment		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who May Avail:		All Students and Student Organizations (see also ASH Code Sec. 3)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Referral Service duly signed by the requesting party		Aggrieved Party and Person Complained of (PCO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request duly signed by the requesting party For <i>online</i> request, they will submit it to oash.upd@up.edu.ph 2. Client received Referral letter from OASH thru his/her email or thru the email of the requesting party or unit	1. Received Letter of Request 1.1 Prepared referral letter 1.2 Coordinator signed the Referral Letter 2. Released Referral Letter to client	None	1 day	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist</i> 1.2 <i>OASH Coordinator</i> 2. <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL			1 Day	



Office for Initiatives in Culture and the Arts (OICA)

External Services



1. Approval of Application for OICA Financial Grant (External)

Issuance of approval of OICA Financial Grant Proposals/Applications from UPD student organizations. Includes posting a call for application on the OICA website and FB page

Office or Division:	Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (Student Organizations in UP Diliman)			
Who may avail:	Registered/recognized student organizations in UP Diliman who are eligible for the OICA Financial Grant as per program guidelines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. E-mailed copy of duly accomplished and signed Grant Proposal Form. E-mailed to grants_oica.upd@up.edu.ph with required attachments: 2. Brief profile of the organization 3. Updated copy of the organization's recognition/registration certificate issued by the OVCSA (for University-based organizations) or by their respective college (for College-based organizations) 4. Additional information such as mechanics, detailed program description, as needed		1. Requesting Party, with downloadable online blank template/form from link: http://www.oica.upd.edu.ph/grants/oica-grants-program/ 2. Requesting party 3. Requesting party 4. Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email Grant Application form to grants_oica.upd@up.edu.ph with the following requirements:	1. Accept grant application. Notify applicant via email of receipt	NONE	1 Day	<i>Receiving personnel, Office for Initiatives in Culture and the Arts (OICA)</i>
a. Accomplished and signed Grant Proposal Form	2. Review and screen grant proposal for completeness and correctness		2 Days	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
b. Brief profile of the organization c. Updated copy of the organization's recognition/registration certificate issued by the OVCSA (for University-based organizations) or by	Input grant application details in database and include in matrix & agenda for approval of		2 Days	<i>Grants Coordinator, Office for Initiatives in Culture and the</i>



their respective college (for College-based organizations) Additional information such as mechanics, detailed program description, as needed	the OICA Advisory Board			Arts (OICA) and OICA Director
3. Wait for approval of the OICA Advisory Board. If approved, applicant must wait for final approval from the Chancellor; If disapproved, applicant shall receive a notice of disapproval from OICA (via e-mail and hardcopy)	3.1 OICA Advisory Board approves/ disapproves the proposal during its meeting, which is scheduled once a month. In case there is no meeting, approval/disapproval will be done via referendum to OICA Advisory Board Members	NONE	1 Day	<i>OICA Advisory Board and secretariat, Office for Initiatives in Culture and the Arts (OICA)</i>
	3.2. If the application/proposal is disapproved by the board, the Grant Coordinator issues a formal notice of disapproval to the applicant via email and hardcopy to be picked-up by applicant	NONE	1 Day	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
4. Wait for approval of the UPD Chancellor	4.1. If proposal is approved by the OICA Advisory Board, it shall be included in the list of proposals to be submitted to the Chancellor for final approval 4.2. Submit list to the Chancellor via email		1 Day	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i> <i>Releasing Personnel/ Messenger, Office for Initiatives in Culture and the Arts (OICA)</i>



	4.3. Wait for the Chancellor's approval			
5. Wait for communication (via email and/or phone call) from grant coordinator re approval/disapproval of proposal	5. Upon receipt of the Chancellor's approval, the grant coordinator contacts the grant applicant via phone or email to inform him/her of the approval and for scheduling of orientation wherein there will be the issuance of formal notice of approval and issuance of grant contract form	NONE	1 Day	Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)
	TOTAL:	NONE	9 DAYS	

2. Orientation of Grantees and Issuance of Notice of Grant Approval and Contract for Financial Grant (External)

Conduct of orientation for grantees (UP Diliman Student Organizations) regarding grant requirements and processes. Includes issuance of Notice of Grant Approval and Grant Contract during the orientation

Office or Division:	Office for Initiatives in Culture and the Arts
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman Student Organizations whose grant application has been approved by the Chancellor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Schedule of orientation from OICA	Office for Initiatives in Culture and the Arts (OICA) (via email, phone, personal appearance)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept message regarding approval and schedule of the one-on-one grant orientation.	1. Contact applicant via email re approval of grant and schedule orientation of grantee within 7 days upon approval of grant	NONE	1 Day	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
2. Confirm attendance to the orientation	1. Wait for confirmation from grantee 2. Prepare notice of approval and grant contract	NONE	2 Days	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
3. Attend orientation and receive notice of approval of grant and grant contract form	1. Orient grantee on grant requirements and processes via online meeting 2. Give notice of grant approval and grant contract form to grantee (hard copy).	NONE	1 Day 3 Days	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA) and messenger</i>
TOTAL:		NONE	7 DAYS	



3. Processing of Voucher of OICA Financial Grant (External)

Completion and accomplishment of all necessary documents and submission of said documents to the budget office for processing of release of OICA financial grant to grantee (UP Diliman Student Organizations)

Office or Division:	Office for Initiatives in Culture and the Arts	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	OICA Grantee (UPD Student Organizations)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Completion of actual project funded by the OICA grant 2. Duly accomplished and signed Grant Contract 3. Duly accomplished and signed financial documents: <ol style="list-style-type: none"> 1. For payment of services: <ol style="list-style-type: none"> 1. Contract of Service with TIN and LandBank/Veterans/DBP Account No. or Student Number if student, 2. Certificate of Service 3. Photocopy of Form5 if payee is a UP Student 2. For direct payment to supplier <ol style="list-style-type: none"> 1. Inspection and Acceptance Report (IAR) 2. Billing Statement/Sales Invoice 3. Purchase Order (PO) 4. Three Price Quotations for transaction above P1,000, with actual payee having the lowest quote 5. Purchase Request (PR) 6. Venue Certification if the expense is for venue rental 3. For reimbursement of expenses: 	<ol style="list-style-type: none"> 1. Requesting party 2. Requesting party 3. Requesting party, with downloadable online blank template/form from link: http://www.oica.upd.edu.ph/grants/oica-grants-program/



<ol style="list-style-type: none"> 1. Official receipts/Sales invoices/cash invoices/ Reimbursement Expense Receipt (RER) of expenses with grant claimant as "Payee" 2. Inspection and Acceptance Report (IAR) 3. Purchase Order (PO) 4. Purchase Request (PR) 5. Venue Certification if the expense is for venue rental 6. Three Price Quotations for each transaction expense above P1,000, with the actual supplier purchased from having lowest quote <p>4. Accomplishment report, including copy of publicity materials, programs, video of program/event and photos</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete/Finish the project funded by grant	1. Wait for completion of project funded by grant	NONE		<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
2. Submit the following documents to OICA: Duly accomplished and signed financial documents:	2.1. Receive submitted required documents, check for completion and correctness 2.2. Update database/matrix and monitoring sheet of grant	NONE	3 Days	<i>Receiving Personnel, Office for Initiatives in Culture and the Arts (OICA)</i>



2.1. For payment of services:				
2.1.1. Contract of Service with TIN and LandBank/ Veterans/DBP Account No. or Student Number if student,				
2.1.2. Certificate of Service				
2.1.3. Photocopy of Form 5 if payee is a UP Student				
2.2. For direct payment to supplier				
<p>2.2.1 Inspection and Acceptance Report (IAR)</p> <p>2.2.2. Billing Statement/Sales Invoice</p> <p>2.2.3. Purchase Order (PO)</p> <p>2.2.4. Three Price Quotations for transaction above P1,000, with actual payee having the lowest quote</p> <p>2.2.5. Purchase Request (PR)</p> <p>2.2.6. Venue Certification if the expense is for venue rental</p>				



<p>3. For reimbursement of expenses:</p> <p>2.3.1 Official receipts/Sales invoices/cash invoices/ Reimbursement Expense Receipt (RER) of expenses with grant claimant as "Payee"</p>				
<p>2.3.2. Inspection and Acceptance Report (IAR)</p> <p>2.3.3. Purchase Order (PO)</p> <p>2.3.4. Purchase Request (PR)</p> <p>2.3.5. Venue Certification if the expense is for venue rental</p> <p>2.3.6. Three Price Quotations for each transaction expense above P1,000, with the actual supplier purchased from having the lowest quote</p> <p>2.4. Accomplishment report, including copy of publicity materials, programs, video of program/event and photos</p>				



<p>3. Wait for grant to be processed and released</p>	<p>3.1. Make the Disbursement Voucher (DV) and Budget Utilization Request (BUR) or Obligation Request (ObR), depending on the fund code, attach certified true copies of project proposal, grant contract, and budget approval.</p>	<p>NONE</p>	<p>5 Days</p>	<p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p>
	<p>3.2. Have the DV and BUR/ObR signed by the OICA Director.</p>		<p>1 Day</p>	<p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p>
	<p>3.3. Submit all documents above, together with the documents received from the requesting party, to the Budget office for processing. Keep a photocopy as file copy</p>		<p>1 Day</p>	<p><i>Releasing Personnel/ Messenger, Office for Initiatives in Culture and the Arts (OICA)</i></p>
	<p>3.4. Wait for completion of processing by Budget, Accounting, Supplies and Property Office and Cashier's office.</p>			<p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p>
<p>4. Receive notification from OICA that payment is ready (whether check or via bank ATM) Grantee informs payee regarding availability of payment</p>	<p>1. Upon getting confirmation from the cashier's office that payment is ready, OICA contacts grantee (via</p>	<p>NONE</p>	<p>2 Days</p>	<p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p>



Payee claims check payment at cashier's office or from ATM	phone or email) re availability of grant 2. Updates database/matrix of completed grants			
	TOTAL:	NONE	12 DAYS	

4. General Orientation of Student Performing Groups Regarding the Program: Honoric Awards for Student Performing Arts Group (HASPAG)

OICA conducts a general orientation for UP Diliman student performing groups/organizations who wish to apply for the HASPAG awards program. This orientation is done every three years before the beginning of every three-year award period.

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Student performing groups recognized/accredited with UP Diliman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Visit the OICA website or like the OICA FB page to access the announcement/call for application		1. UPD Office for Initiatives in Culture and the Arts Website and FB page		
2. Properly filled-up pre-registration form		2. Online registration link provided by the UPD Office for Initiatives in Culture and the Arts (OICA)		
3. Registration on site during orientation day		3. Registration site of the orientation venue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the OICA website or like the OICA FB page to access the announcement. Wait for OICA announcement	1. Release announcement regarding details of orientation and call for online pre-registration (thru FB page and website) Note: Call for pre-	NONE	1 Day	<i>HASPAG Coordinator, Office for Initiatives in Culture and the Arts</i>



regarding details of the orientation and call for online pre-registration.	registration is made at least 3 weeks before the scheduled orientation			
2.Fill-up and submit pre-registration form via online or submit to OICA office on or before set deadline of submission	1. Wait for submissions 2. Receive completed pre-registration form	NONE	1 Day	<i>Receiving Personnel, Office for Initiatives in Culture and the Arts</i>
3. Wait for notice of confirmation from OICA	3. Evaluate and approve accomplished pre-registration form	NONE	2 Days	<i>HASPAG Coordinator, Office for Initiatives in Culture and the Arts</i>
4. Receive confirmation email. Wait for scheduled orientation	4. Issue confirmation notice via email	NONE	2 Days	<i>HASPAG Coordinator, Office for Initiatives in Culture and the Arts</i>
5. Attend scheduled orientation. Register on-site	5.1. Administer on-site registration and giving out of orientation kits	NONE	1 Day	<i>HASPAG Coordinator, Office for Initiatives in Culture and the Arts</i>
	5.2. Conduct orientation			
	TOTAL:	NONE	7 DAYS	



5. Approval of HASPAG Application

OICA issues an announcement (thru social media, letter to college deans, the OVCSA, and identified student organizations) opening the application period for the HASPAG program. This call is made every three years after the previous 3-year award period and before the beginning of the next award period. HASPAG applications are subject to screening and deliberations by the OICA coordinator, screening committee, and OICA advisory board, before submitting the recommended candidates to the Chancellor and the Board of Regents (BOR) for approval.

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	All interested UP Diliman student performing arts groups	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Visit the OICA website or like the OICA FB page to access the announcement/call for application	1. UPD Office for Initiatives in Culture and the Arts website and FB page
	2. Submission via email: haspag_pasp_oica.upd@up.edu.ph of the following documents by the requesting party: <ul style="list-style-type: none"> 1. Duly accomplished and signed HASPAG Application Form 2. Supporting documents/files (project/production reports, photos, videos, certificates, proof of awards, citations) 3. Cover letter addressed to the UP Diliman Chancellor 4. Endorsement page duly signed by the College Dean (for college- based orgs) or the Vice Chancellor for Student Affairs (for Univ-based orgs) 5. Curriculum Vitae of Faculty Adviser and Artistic Director 	<ul style="list-style-type: none"> 1. Requesting Party, with downloadable online blank template/form from link: http://www.oica.upd.edu.ph/grants/honoric-award-for-student-performing-arts-groups-upd-haspag/ 2. Requesting Party 3. Requesting Party 4. Requesting Party, with downloadable online blank template/form from link: http://www.oica.upd.edu.ph/grants/honoric-award-for-student-performing-arts-groups-upd-haspag/ 5. Requesting party
	2. List of current members w/ their corresponding GWA duly certified by the Faculty Adviser and Artistic Director	



		Requesting Party, with downloadable online blank template/form from link: http://www.oica.upd.edu.ph/grants/honorific-award-for-student-performing-arts-groups-upd-haspag/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the OICA website or like the OICA FB page to access the announcement. Receive announcement from OICA via FB Page, OICA website, email, office memo	<p>1.1. Determine date and details of announcement/call for HASPAG application (upon constitution of screening committee and approval of budget for screening activity)</p> <p>1.2. Post announcement in OICA FB page, OICA website</p> <p>1.3. Email all colleges and identified student organizations</p> <p>1.4. Release office memo via email to all colleges and identified student organizations</p>	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
2. Applying group submits via email duly accomplished HASPAG application form and all other required documents to OICA on or before the deadline for submission	2. Receives application form and all required documents, checks for correctness and completion of submission	NONE	3 Days	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
3. Applicant waits for the completion of the screening process	3.1. HASPAG coordinator collates all applications and prepares documents for evaluation of the screening committee		5 Days	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
	3.2. Screening committee conducts evaluation and deliberations and prepares recommende	NONE	4 Days	<i>Screening committee (appointed by UPD-OICA) and secretariat, UPD</i>



	d list of awardees to the OICA Advisory Board			Office for Initiatives in Culture and the Arts
	3.3. OICA Board conducts regular meeting and reviews and approves the recommendation of the screening committee		1 Day	<i>OICA Advisory Board and secretariat</i> , UPD Office for Initiatives in Culture and the Arts
	3.4. Upon endorsement of the OICA Advisory Board, OICA Coordinator prepares letter of recommendation to the Office of the Chancellor for his approval and endorsement to the BOR		1 Day	<i>HASPAG Coordinator</i> , UPD Office for Initiatives in Culture and the Arts
	3.5. Submit recommendation to the Office of the Chancellor		1 Day	<i>Releasing Personnel/Messenger</i> , UPD Office for Initiatives in Culture and the Arts
	3.6. Chancellor reviews and endorse the recommendation to the UP Board of Regents (BOR)			<i>UP Diliman Chancellor</i> , Office of the Chancellor
	3.7. BOR reviews and approves the recommendation			UP Board of Regents and secretariat
4. Wait for notice of approval	4.1. OICA receives and reviews decision of the Chancellor and the BOR	NONE	2 Days	- <i>HASPAG Coordinator</i> , UPD Office for Initiatives in Culture and the Arts
	4.2. Prepares official notice of award or notice of disapproval			
5. Receive notice of award/disapproval	5.1. Releases notice of approval/			



	disapproval to applying group	NONE	1 Day	<i>Releasing Personnel/ Messenger, UPD Office for Initiatives in Culture and the Arts</i>
	5.2. Post announcement of list of HASPAG awardees in OICA website and FB Page	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
	TOTAL:	NONE	20 DAYS	

6. Conferment of HASPAG Awardees (Event)

OICA conducts a conferment ceremony for the HASPAG Awardees

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	HASPAG Awardees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal invitation letter		UPD Office for Initiatives in Culture and the Arts		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for formal invitation from OICA	1. Conferment budgeting, planning and preparation	NONE	9 Days	<i>HASPAG Coordinator and other support staff, UPD Office for Initiatives in Culture and the Arts</i>
	1.1 Prepare invitations (design and printing)		1 Day	



2. Accept invitation	2. Release/ Send out of invitations to the HASPAG Awardees (at least 2 weeks before the event)	NONE	1 Day	<i>HASPAG Coordinator and Releasing Personnel/ Messenger, UPD Office for Initiatives in Culture and the Arts</i>
3. Confirm attendance via phone call, online message/email (within 7 days after receipt of invitation)	3. Wait for confirmation Accept confirmation of attendance	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
4. Wait for scheduled event	4. Continue events preparation	NONE	7 Days	<i>HASPAG Coordinator and other support staff, UPD Office for Initiatives in Culture and the Arts</i>
5. Attend ceremony	5. Hold conferment ceremony	NONE	1 Day	<i>HASPAG Coordinator and other support staff, UPD Office for Initiatives in Culture and the Arts</i>
	TOTAL:	NONE	20 DAYS	



7. Orientation of HASPAG Awardees

Each representative/coordinator from the HASPAG awardee is given a brief orientation regarding the processes for the following award entitlements: HASPAG Creative Grant, OUR priority enlistment privilege, and PASP scholarship/stipend

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	HASPAG Awardees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Orientation schedule to be agreed upon by awardee and HASPAG coordinator		UPD Office for Initiatives in Culture and the Arts (OICA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HASPAG Awardee receives notification of orientation schedule from OICA (via phone or email)	1. Issues notice via email regarding mutually agreed schedule of orientation to HASPAG awardee (via phone or email)	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
2. HASPAG Awardee waits for scheduled orientation	2. Prepares documents for orientation. Waits for scheduled online orientation	NONE	5 Days	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
3. HASPAG Awardee representatives attend the scheduled orientation	3. Conducts online orientation	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	7 DAYS	



8. Approval of Application for HASPAG Creative Grant

OICA accepts and processes the HASPAG Awardees application/proposal for the HASPAG Creative Grant

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	HASPAG Awardees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Visit the OICA website or like the OICA FB page to access the announcement/call for application		1. UPD Office for Initiatives in Culture and the Arts Website and FB page		
2. Duly accomplished and signed Creative Grant Proposal Form		2. Requesting Party, with blank template/form from online form link: http://www.oica.upd.edu.ph/grants/honorific-award-for-student-performing-arts-groups-upd-haspag/		
3. Cover Letter addressed to the Chancellor		3. Requesting Party		
4. Concept Paper		4. Requesting Party		
5. Research Agenda		5. Requesting Party		
6. Production Schedule		6. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HASPAG awardee waits for notification from OICA (via email/phone) regarding the start and deadline of application for creative grant	1. Issues announcement regarding start and deadline of application for creative grant (via email/phone)	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
2. HASPAG Awardee submits to OICA via email, on or before the deadline, the following duly	2. Accepts proposal and all other required documents, check for	NONE	2 Days	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>



<p>accomplished and signed forms:</p> <ol style="list-style-type: none"> 1. Creative Grant proposal 2. Cover letter addressed to the Chancellor 3. Concept Paper 4. Research Agenda <p>Production schedule</p>	<p>correctness and completion</p>			
<p>3. Waits for notification from OICA to get HASPAG Creative Grant Contract</p>	<p>3.1. Prepare s documents for approval of the OICA Advisory Board</p>	<p>NONE</p>	<p>2 Days</p>	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
	<p>3.2. Waits for scheduled OICA Advisory Board Meeting or sends documents for approval via referendum</p>			
	<p>3.3. OICA Advisory Board approves the proposal (thru regular meeting or thru referendum)</p>		<p>1 Day</p>	<p><i>OICA Advisory Board and secretariat, Office for Initiatives in Culture and the Arts</i></p>
	<p>3.4. Prepare s HASPAG Creative Grant Contract signed by OICA Director</p>		<p>2 Days</p>	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
<p>4. Receives original Creative Grant Contract from OICA</p>	<p>4. Release original Creative Grant Contract to HASPAG</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>Releasing Personnel, UPD Office for Initiatives in Culture and the Arts</i></p>



	awardee for signing of the group's Faculty adviser and dean (for college-based orgs) or Vice-Chancellor for Student Affairs (for university-based orgs)			
5. Returns, within 7 days, the original Creative Grant Contract to OICA, signed by the group's faculty adviser and dean (for college-based organization) or Vice Chancellor for Student Affairs (for university-based organization)	5. Receives Creative Grant Contract with Faculty adviser and dean/vcsa signatures	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
6. Waits for Creative Grant Contract with Chancellor's signature from OICA	6. Forwards Creative Grant Contract to the Chancellor for signing	NONE	1 Day	<i>HASPAG Coordinator and Releasing Personnel/Messenger, UPD Office for Initiatives in Culture and the Arts</i>
7. Receives Creative Grant Contract with Chancellor's signature, for the group to have notarized	7.1. Receive duly signed Creative Grant Contract from the Chancellor's Office		1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
8. Submit duly notarized Creative Grant Contract to OICA	8. Receive duly notarized Creative Grant Contract. Issues requesting	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>



	1.1.5. Copy of Approved Budget 1.2. Submit documents to the Budget Office for processing 1.3. Wait for completion of processing by the Budget Office, Accounting, and Cashier's Office			
2. Receives notification via email and/or text message regarding availability of check payment at the Cashier HASPAG Group Faculty Adviser may claim check payment of 1 st tranche from the cashier	2. Upon verification from the Cashier's office regarding availability of payment, OICA notifies HASPAG awardee of availability of check payment for 1 st tranche of the Creative Grant via text message and/or email	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	7 DAYS	

10. Processing of HASPAG Creative Grant 2nd Tranche (remaining 40% of Grant Amount)

OICA processes release of the 2nd tranche to complete the release of the ASPAG Creative Grant to the HASPAG awardee

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	HASPAG Awardees		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%; text-align: center;">WHERE TO SECURE</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



<ol style="list-style-type: none"> 1. Accomplishment report/Production Report 2. Notarized Fund Utilization Report and proof of payments/expenses (receipts, etc) 3. Favorable review from External Evaluator (assigned by the HASPAG Group) 4. Favorable review from External Evaluator (assigned by UPD-OICA) 5. Copy of pubmats, videos, photos, and program 	<ol style="list-style-type: none"> 1. Requesting Party 2. Requesting Party 3. & 4. Requesting Party, with blank template/form to be emailed directly to the evaluators by OICA 5. Requesting Party 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. After completion of project, HASPAG awardee submits the following to OICA: <ol style="list-style-type: none"> 1.1. Accomplishment /Production report 1.2. Notarized Fund Utilization Report and proof of payments/expenses 1.3. Favorable review from External Evaluator (assigned by HASPAG Group) 1.4. Favorable review from External Evaluator (assigned by UPD-OICA) 1.5. Copy of pubmats, videos, photos, and program 	<ol style="list-style-type: none"> 1.1. Receives Accomplishment/ Production Report and all other requirements from HASPAG awardee Checks for correctness and completion 	<p>NONE</p>	<p>3 Days</p>	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
<ol style="list-style-type: none"> 2. Waits for completion of processing of 2nd tranche of creative grant 	<ol style="list-style-type: none"> 2.1. OICA shall prepare the following documents, duly accomplished and signed, for 		<p>4 days</p>	



	<p>submission to the Budget Office:</p> <p>2.1.1. Disbursement voucher for the 2nd tranche of the Creative Grant</p> <p>2.1.2. Budget Utilization Request (BUR) or Obligation Request (ObR)</p> <p>2.1.3. Copy of Creative Grant Contract</p> <p>2.1.4. Copy of Project Proposal</p> <p>2.1.5. Copy of notarized Budget Utilization Report</p> <p>2.1.6. Copy of 2 reviews from external reviewers</p> <p>2.1.7. Copy of program or brief/summary of production report</p> <p>2.1.8. Approved budget</p>	<p>NONE</p>		<p><i>HASPAG</i></p> <p><i>Coordinator, UPD</i> Office for Initiatives in Culture and the Arts</p>
	<p>2.2 Submit documents to the Budget Office for processing</p>		<p>1 day</p>	



	2.3 Wait for completion of processing by the Budget Office, Accounting, and Cashier's Office			
Receives notification of availability of check via email and/or text message HASPAG Group Faculty Adviser may claim check payment of 2 nd tranche from the cashier	3. Upon verification with the UPD Cashier's Office that the check is already available, notifies HASPAG awardee of availability of check payment for 2 nd tranche of the Creative Grant via text message and/or email	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
	TOTAL:	NONE	9 DAYS	

11. Approval of Application for the Performing Arts Scholarship/Stipend Program (PASP)

OICA issues announcement/call for application to the Performing Arts Scholarship/Stipend Program (PASP) for the student members of the HASPAG groups. OICA screens and approves application for PASP and requests OUR for enrollment tagging of approved students availing free tuition

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Qualified student members of HASPAG groups/awardees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Visit the OICA website or like the OICA FB page to access the announcement/call for application	1. UPD Office for Initiatives in Culture and the Arts website and FB page



2. Duly accomplished and signed PASP Application Form email to haspag_pasp_oica.upd@up.edu.ph	2. Requesting Party , with blank template/form from online form link: http://www.oica.upd.edu.ph/grants/up-diliman-performing-arts-scholarship-program-upd-pasp/
3. Cover letter addressed to the Chancellor	3. Requesting Party
4. Portfolio, list of projects of the HASPAG group that the applicant participated in, other proof of participation	4. Requesting Party
5. True Copy of Grades/TCG (original or certified true copy)	5. Requesting Party
6. Recommendation form duly accomplished and signed by the artistic director and faculty adviser of the HASPAG group where the applicant is a member	6. HASPAG group of requesting party, with blank template/form from online form link: http://www.oica.upd.edu.ph/grants/up-diliman-performing-arts-scholarship-program-upd-pasp/
7. Additional certifications if applicable/needed (e.g. Certification by College Secretary that the applicant is graduating; Letter of explanation for underloading, etc)	7. Requesting Party
8. Signed Data Privacy Agreement	8. Requesting Party, with blank template/form from online form link: http://www.oica.upd.edu.ph/grants/up-diliman-performing-arts-scholarship-program-upd-pasp/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for announcement/ notification via email to HASPAG Group.	1. Issues a notification/ announcement via email and via posting in OICA FB page regarding start and deadline for application for PASP Note: Call is made annually, beginning after the	NONE	1 Day	HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts



	last day of class of the 2nd semester			
<p>2. Applicant submits to his/her HASPAG Group coordinator the following complete requirements, duly accomplished and signed:</p> <p>2.1 PASP Application Form</p> <p>2.2 Cover letter addressed to the Chancellor</p> <p>2.3 Portfolio (indicating list of projects participated in, photos, certificates, other proofs)</p> <p>2.4 TCG (original or certified true copy)</p> <p>2.5 Additional certifications if applicable/ needed</p> <p>2.6 Signed Data Privacy agreement</p> <p>HASPAG GROUP COORDINATOR collates all individual applications and supporting documents and submits these via email to OICA</p>	<p>2.1. Receives PASP Recommendation Form and PASP Application Forms together with complete requirements</p> <p>2.2. Checks for correctness and completeness</p>	NONE	2 Days	<p><i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i></p>



<p>together with the PASP recommendation form duly signed by the artistic director and faculty adviser</p>				
<p>3. Waits for screening to be completed</p>	<p>3.1. Review and evaluate applications based on submitted documents</p> <p>3.2. Creates letter of recommendation indicating the list of approved applicants for: a) Scholarship, and b) for Stipend and forward to OICA Director and OICA Advisory Board for approval and signature Note: Applicants found to be unqualified based on the program guidelines shall be taken out of the list of recommendees</p>	<p>NONE</p>	<p>7 Days</p>	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
<p>4. Wait for approval of the Chacellor</p>	<p>4.1. Submit letter of recommendation w/ attached application forms of qualified applicant to the Chancellor for approval and for funding</p> <p>4.2. Wait for the Chancellors approval and for budget clearance</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts (Office of the Chancellor)</i></p>



<p>5. Requesting party waits for announcement of results from OICA (via email and website/FB)</p>	<p>5.1. Receive s list of recommende d with the Chancellor’s approval and with budget clearance</p> <p>5.2. Post announceme nt in FB page and OICA website indicating the list of approved PASP recipients</p> <p>5.3. Issue written notice to the HASPAG GROUP COORDINA TOR, Faculty Adviser, and Artistic Director re approved PASP recipients from their group (via email)</p>	<p>NONE</p>	<p>3 Days</p>	<p><i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i></p> <p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p> <p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
	<p>TOTAL:</p>	<p>NONE</p>	<p>14 DAYS</p>	

12. Issuance of PASP Special Assessment Form

OICA issues a Special Assessment Form to the PASP Recipient applying for scholarship, before he/she completes the assessment of fees of his/her school enrollment form (Form5)

<p>Office or Division:</p>	<p>UPD Office for Initiatives in Culture and the Arts (OICA)</p>
<p>Classification:</p>	<p>Simple</p>
<p>Type of Transaction:</p>	<p>Government to Citizen</p>
<p>Who may avail:</p>	<p>PASP Recipients who are applying for TUITION WAIVER/SCHOLARSHIP</p>
<p>CHECKLIST OF REQUIREMENTS</p>	<p>WHERE TO SECURE</p>
<p>1. Visit the OICA website or like the OICA FB page to access the announcement/call for application</p> <p>2. List of approved PASP Recommendees/Recipients duly received by the Office of the University</p>	<p>1. UPD Office for Initiatives in Culture and the Arts website and FB page</p> <p>2. UPD Office for Initiatives in Culture and the Arts</p>



Registrar (OUR) for tagging as scholars 3. Duly accomplished Special Assessment Form 4. Photocopy of Form 5a, duly checked and signed by enrollment adviser		3. Requesting Party, with blank form from UPD Office for Initiatives in Culture and the Arts (Office) 4. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for notice from OICA via email that the list of approved PASP recipients has been forwarded to the Office of the University Registrar (OUR) for tagging	1.1. Forward s a copy of the approved list of PASP Recipients to the OUR for tagging 1.2. Notifies HASPAG GROUP COORDINA TOR via email that the list has been forwarded to the OUR	NONE	1 Day	<i>Releasing Personnel/ Messenger, UPD Office for Initiatives in Culture and the Arts</i> <i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
2. PASP recipient who is vying for tuition waiver and not stipend , submits to OICA via email: 2.1 Duly accomplished Special Assessment Form 2.2 Photocopy of Form5a, duly checked and signed by enrollment adviser	2.1. Receive s Special Assessment Form and copy of Form5a via email 2.2. Checks for correctness and completeness	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>



3. Receive signed Special Assessment Form. Requesting Party may now proceed with the special assessment of his/her enrollment forms	1. Signs Special Assessment Form 2. Release Special Assessment form to PASP Recipient via email	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	3 DAYS	

13. Processing of Voucher for Stipend of PASP Recipients

OICA processes payment of stipend to PASP recipients/awardees

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	PASP Recipients applying for STIPEND			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Form5a, showing that enrollment has been completed		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PASP recipient who is applying for stipend , submits via email to OICA a copy of his/her Form5a showing completed enrollment	1. Receives via email a copy of the form5a of PASP recipient applying for stipend	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
2. Waits for completion of processing of stipend	2. Prepares the following documents: 2.1 Disbursement voucher per HASPAG Group 2.1.2 Budget Utilization Request (BUR) or Obligation Request (ObR)	NONE	3 Days	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>



	2.1.3 Copy of OC approved list of PASP Recipients with budget approval 2.1.4 Copy of form 5a of all PASP recipients per HASPAG Group			
	2.3. Submit above documents to the Budget Office for processing	NONE	1 Day	<i>Releasing Personnel / Messenger, UPD Office for Initiatives in Culture and the Arts</i>
	2.4. Waits for completion of processing by the Budget Office, Accounting Office, and Cashier			
3. Receives notification via email and/or text message that check for stipend is ready at the cashier's office *Requesting Party may now claim check payment for stipend at the Cashier's Office	3. Upon verification with the Cashier's office regarding availability of check for stipend, notifies PASP recipient of availability of check payment for stipend thru text message and/or email to his/her HASPAG GROUP COORDINATOR and Faculty Adviser	NONE	2 Days	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
	TOTAL:	NONE	7 DAYS	

14. Approval of Visual Arts and Cultural Studies Scholarship/Stipend Program (VACSSP) Application

OICA issues announcement/call for application to the Visual Arts and Cultural Studies Scholarship/Stipend Program (VACSSP) and screens and approves applications. OICA then requests OUR for enrollment tagging of approved VACSSP recipients who are availing free tuition/tuition waiver.



Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate students (at least 2 nd year level)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Visit the OICA website or like the OICA FB page to access the announcement/call for application 2. Duly accomplished and signed VACSSP Application Form Form 3. True Copy of Grades (TCG) 4. Recommendation letters 5. Cover letter addressed to the Chancellor 6. Portfolio of works 7. Signed Data Privacy Agreement	1. UPD Office for Initiatives in Culture and the Arts website and FB page 2. Requesting Party, with blank template/form in online form link: http://www.oica.upd.edu.ph/up-diliman-visual-arts-and-cultural-studies-scholarship-program-upd-vacssp/ 3.-7. Requesting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Like the OICA website and FB page to access the announcement from OICA re beginning and deadline of application for VACSSP	1. Post announcement re beginning and deadline of applications for VACSSP on OICA website and FB page 2. Send out letters to the college deans re beginning and deadline of applications for VACSSP, to be disseminated to their students Note: Call is made annually, beginning after the last day of class of the 2 nd semester	NONE	1 Day	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts



<p>2. Applicant submits to OICA via email the following complete requirements, duly accomplished and signed:</p> <p>2.1 VACSSP Application Form 2.2 TCG (original or certified true copy) 2.3 Recommendation letters 2.4 Cover letter addressed to the Chancellor 2.5 Portfolio (indicating list of projects, sample of works, certificates, others) 2.6 TCG (original or certified true copy) 2.7 Signed Data Privacy Agreement</p>	<p>2. Receive VACSSP Application Form together with complete requirements</p> <p>2.1 Checks for correctness and completeness</p>	<p>NONE</p>	<p>2 Days</p>	<p><i>Receiving Personnel</i> UPD Office for Initiatives in Culture and the Arts</p> <p>VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts</p>
<p>3. Applicant waits for the completion of the screening process</p>	<p>3.1. Wait for the deadline of submissions</p> <p>3.2. Collate all VACSSP applications and prepares documents for evaluation of the screening committee</p> <p>3.2. Wait for scheduled meeting</p>	<p>NONE</p>	<p>3 Days</p> <p>2 Days</p>	<p>VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts</p> <p>VACSSP Screening Committee and its</p>



	of the screening committee 3.3. Screening committee conducts evaluation and deliberations and prepares recommended list of awardees to the OICA Advisory Board			<i>secretariat</i> , UPD Office for Initiatives in Culture and the Arts
	3.4. Send letter with list of recommendees via referendum to OICA Advisory Board Members for their approval/disapproval	NONE	1 Day	<i>VACSSP Coordinator</i> , UPD Office for Initiatives in Culture and the Arts
	3.5. Wait for OICA Board approval/disapproval			
	3.6. Upon approval of the OICA Advisory Board, prepare letter of recommendation and budget proposal to the Office of the Chancellor for his approval		1 Day	<i>VACSSP Coordinator</i> , UPD Office for Initiatives in Culture and the Arts
	3.5. Submit recommendation letter and budget proposal to the Office of the Chancellor		1 Day	<i>Releasing Personnel/Messenger</i> , UPD Office for Initiatives in Culture and the Arts
	3.6. Chancellor reviews and approves the recommendation and budget proposal			
4. Wait for notice of approval	4.1. Receive list of recommendees with the Chancellor's approval, (including approval of budget) Prepare official notice of award or notice of disapproval	NONE	1 Day 2 Days	<i>Receiving Personnel</i> , UPD Office for Initiatives in Culture and the Arts <i>VACSSP Coordinator</i> , UPD



	for VACSSP applicants			Office for Initiatives in Culture and the
5. Receive notice of approval of VACSSP application	5.1. Post announcement of successful VACSSP applicants on OICA website and FB page 4.2. Inform via email all VACSSP applicants of approval/disapproval of their application	NONE	1 Day 1 Day	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts
	TOTAL:	NONE	16 DAYS	

15. Issuance of VACSSP Special Assessment Form

OICA issues a Special Assessment Form to the VACSSP Recipient applying for scholarship, before he/she completes the assessment of fees of his/her school enrollment form (Form5)

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	VACSSP Recipients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> List of approved VACSSP Recipients duly received by the Office of the University Registrar (OUR) for tagging as scholars Duly accomplished Special Assessment Form Photocopy of Form5a, duly checked and signed by enrollment adviser 		<ol style="list-style-type: none"> UPD Office for Initiatives in Culture and the Arts (OICA) Requesting Party, with blank template/form from OICA office Requesting Party 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Receives notice from OICA that the list of approved VACSSP recipients has been forwarded to the Office of the University Registrar (OUR) for tagging	1. Notifies VACSSP Recipient via email that he/she is included in the list submitted to the OUR for tagging for special assessment (tuition waiver)	NONE	1 Day	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts
2. VACSSP recipient who is applying for tuition waiver and not stipend , submits to OICA: 2.1. Duly accomplished Special Assessment Form 2.2. Photocopy of Form5a, duly checked and signed by enrollment adviser	1. Receives Special Assessment Form and copy of Form5a 2. Checks for correctness and completeness	NONE	1 Day	Receiving Personnel, UPD Office for Initiatives in Culture and the Arts VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts
3. Receive signed Special Assessment Form via email *Requesting Party may now proceed with the special assessment of his/her enrollment forms	1. Signs Special Assessment Form 2. Release Special Assessment form to VACSSP recipient via email	NONE	1 Day	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts
TOTAL:		NONE	3 DAYS	

16. Approval of Application for Creative/Critical Thesis Grant for the Arts, Culture, and Humanities (CCTGACH)

Processing, evaluation, and approval of UPD-CCTGACH Applications

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate, Graduate, Post-graduate students at least on their 2 nd Year



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Visit the OICA website or like the OICA FB page to access the announcement/call for application		1. UPD Office for Initiatives in Culture and the Arts website and FB page		
2. Duly accomplished and signed CCTGACH Application Form		2. Requesting Party, with blank template/form from online form link: http://www.oica.upd.edu.ph/grants/up-diliman-creative-critical-thesis-grant-in-the-arts-culture-and-humanities-upd-cctgach/		
3. True Copy of Grades (TCG)		3. Requesting Party		
4. Recommendation letters		4. Requesting Party		
5. Cover letter addressed to the Chancellor		5. Requesting Party		
6. Portfolio of works and proof of awards		6. Requesting Party		
7. Endorsement from the Deans of his/her respective college		7. Requesting Party, with blank template/form from online form link: http://www.oica.upd.edu.ph/grants/up-diliman-creative-critical-thesis-grant-in-the-arts-culture-and-humanities-upd-cctgach/		
8. Signed Data Privacy Agreement		8. Requesting Party, with blank template/form from online form link: http://www.oica.upd.edu.ph/grants/up-diliman-creative-critical-thesis-grant-in-the-arts-culture-and-humanities-upd-cctgach/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Like the OICA website and FB page to access the announcement from OICA re beginning and deadline of application for CCTGACH	1. Post announcement re beginning and deadline of application for CCTGACH on OICA website and FB page. 2. Send out letters to the college deans re beginning and	NONE	2 Days	CCTGACH Coordinator, UPD- Office for Initiatives in Culture and the Arts



	<p>deadline of applications for CCTGACH, to be disseminated to their students</p> <p>Note: Call is made annually, every December</p>			
<p>2. Submit to OICA the following complete requirements via email, duly accomplished and signed:</p> <p>2.1 Duly accomplished and signed CCTGACH Application</p> <p>2.2. True Copy of Grades (TCG)</p> <p>2.3. Recommendation letters</p> <p>2.4. Cover letter addressed to the Chancellor</p> <p>2.5. Portfolio of works and proof of awards</p> <p>2.6 Endorsement from the Deans of his/her respective college</p> <p>2.7 Signed Data Privacy Agreement</p>	<p>2.1 Receive CCTGACH Application Form together with complete requirements</p> <p>2.2 Checks for correctness and completeness</p>	NONE	1 Day	<p><i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i></p> <p><i>CCTGACH Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
<p>3. Wait for the completion of the</p>	<p>3.1. Wait for the deadline of submissions</p>	NONE	3 Days	<p><i>CCTGACH Coordinator, UPD Office for</i></p>



<p>screening process</p>	<p>3.2. Collate all CCTGACH applications and prepares documents for evaluation of the screening committee</p> <p>3.3. Wait for scheduled meeting of the screening committee</p> <p>3.4. Screening committee conducts evaluation and deliberations and prepares recommended list of awardees to the OICA Advisory Board</p> <p>3.5. Send letter with list of recommendees via referendum to OICA Advisory Board Members for their approval/disapproval</p>		<p>1 Day</p> <p>1 Day</p>	<p>Initiatives in Culture and the Arts</p> <p><i>CCTGACH Screening Committee and its secretariat, UPD Office for Initiatives in Culture and the Arts</i></p> <p><i>CCTGACH Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
	<p>3.6. Wait for OICA Board approval/ disapproval</p> <p>3.7. Upon approval of the OICA Advisory Board, prepare letter of recommendation and budget proposal to the Office of the Chancellor for his approval</p> <p>3.8. Submit recommendation letter and budget proposal to the Office of the Chancellor</p>		<p>1 Day</p> <p>1 Day</p>	<p><i>CCTGACH Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p> <p><i>Releasing Personnel/ Messenger, UPD Office for Initiatives in Culture and the Arts</i></p>
	<p>3.9. Chancellor reviews and approves the</p>			



	recommendation and budget proposal			
4. Wait for notice of approval	4.1. Receive list of recommendees with the Chancellor's approval, (including approval of budget)	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
4.2. Prepare official notice of award or notice of disapproval for CCTGACH applicants		2 Days	<i>CCTGACH Coordinator, UPD Office for Initiatives in Culture and the Arts</i>	
5. Receive notice of approval of CCTGACH application	1. Post announcement of successful CCTGACH applicants on OICA website and FB page Inform via email all CCTGACH applicants of approval/ disapproval of their application	NONE	1 Day 1 Day	<i>CCTGACH Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
	TOTAL:	NONE	15 DAYS	

17. Processing of voucher for Creative/Critical Thesis Grant for the Arts, Culture, and Humanities (CCTGACH) 1st Tranche

Conduct of orientation and processing of voucher for payment of 1st tranche of the grant

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	CCTGACH Awardees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed and Notarized Creative Grant Contract 2. Duly signed Line Item Budget		1. Requesting Party, with initial template from UPD Office for Initiatives in Culture and the Arts 2. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive notification of orientation schedule from OICA (via phone or email)	1. Issues notice regarding mutually agreed schedule of orientation to CCTGACH awardee (via phone or email)	NONE	1 Day	<i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i>
2. Wait for scheduled orientation	1. Prepares documents for orientation, including CCTGACH Contract. 2. Waits for scheduled orientation	NONE	1 Day	<i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i>
3. Attend the scheduled online orientation and signs contract (hardcopy)	1. Conducts one-on-one online orientation 2. Have the awardee sign the contract for CCTGACH (hardcopy)	NONE	2 Days	<i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i>
4. Wait for completion of signing of CCTGACH Contract by OICA Director, Dean of the awardee's respective college, and the Chancellor	1. Have the contract signed by OICA Director and send to the dean of the awardee's respective college for signing 2. Upon receipt of contract signed by the dean, submit contract	NONE	2 Days	<i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i> <i>Releasing Personnel/ Messenger, Office for Initiatives in Culture and the Arts</i>



	to the Chancellor for his signature			
5. Receive duly signed contract. Have it notarized.	<ol style="list-style-type: none"> 1. Upon receipt of contract, duly signed by the dean and the Chancellor, notify CCTGACH Awardee and release the contract to him/her for notarization 2. Wait for contract to be returned, duly notarized 	NONE	1 Day	<i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i>
6. Submit the following to OICA: <ol style="list-style-type: none"> 1. Notarized CCTGACH contract 2. Line Item Budget 	6. Receive Notarized CCTGACH Contract and Line Item Budget	NONE	1 Day	<i>Receiving Personnel, Office for Initiatives in Culture and the Arts</i>



<p>7. Wait for completion of processing of 1st tranche of CCTGACH Grant</p>	<p>1. Prepare the following documents:</p> <ol style="list-style-type: none"> 1. Disbursement Voucher for 1st Tranche of CCTGACH Grant 2. Budget Utilization Request (BUR) or Obligation Request (ObR) 3. Copy of notarized CCTGACH contract 4. Certified true copy of Line Item Budget 5. Copy of Budget Approval 6. Copy of Thesis Proposal 	<p>NONE</p>	<p>3 Days</p>	<p><i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i></p>
	<ol style="list-style-type: none"> 2. Submit documents to Budget Office for processing of payment 3. Wait for completion of processing by Budget Office, Accounting Office, and Cashier's Office 		<p>1 Day</p>	



8. Receive notification from OICA via email and/or text message regarding availability of check payment at the Cashier CCTGACH Awardee may claim check payment of 1 st tranche from the cashier	8. Upon confirmation from Cash Office, inform awardees that check payment for 1 st tranche of the CCTGACH grant is available for claiming at UPD Cash Office.	NONE	1 Day	<i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	13 DAYS	

18. Processing of Voucher for Creative/Critical Thesis Grant for the Arts, Culture, and Humanities (CCTGACH) 2nd Tranche

Processing of voucher for payment of 2nd tranche of the grant

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	CCTGACH Awardees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter or Certification from thesis adviser that student has passed his/her thesis defense Funds Utilization Report with proof of payments/ expenses (receipts, etc)		1. Requesting Party 2. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter/ Certification from thesis adviser that CCTGACH Awardee has passed his/her thesis defense and Funds Utilization Report with proof of payments/expense	1. Receive Certification by thesis adviser that CCTGACH Awardee has passed his/her thesis defence and FUR with proof of payments/expenses	NONE	1 Day	<i>Receiving Personnel, Office for Initiatives in Culture and the Arts</i>



S				
2. Wait for completion of processing of 2 nd tranche of CCTGACH Grant	<p>2.1. Prepare the following documents:</p> <p>2.1.1. Disbursement Voucher for 2nd Tranche of CCTGACH Grant</p> <p>2.1.2. Budget Utilization Request (BUR) or Obligation Request (ObR)</p> <p>2.1.3. Copy of notarized CCTGACH contract</p> <p>2.1.4. Letter or Certification from Faculty Adviser</p> <p>2.1.5. FUR with proofs of payment/ expenses</p> <p>2.1.6. Copy of BudgetAppr</p>	NONE	3 Days	<p><i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i></p>
	<p>2.2. Submit documents to Budget Office for processing of Payment</p> <p>2.3. Wait for completion of processing by Budget Office, Accounting Office, and Cashier's Office</p>	NONE	1 Day	<p><i>Releasing Personnel/ Messenger, Office for Initiatives in Culture and the Arts</i></p>



<p>3. Receive notification from OICA via email and/or text message regarding availability of check payment at the Cashier</p> <p>CCTGACH may claim check payment of 2nd tranche from the cashier</p>	<p>3. Upon confirmation from Cash Office, inform awardee that check payment for 2nd tranche of the CCTGACH grant is available for claiming at UPD Cash Office.</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i></p>
TOTAL:		NONE	6 DAYS	

19. Processing of Voucher for Creative/Critical Thesis Grant for the Arts, Culture, and Humanities (CCTGACH) 3rd Tranche

Processing of voucher for payment of 3rd tranche of the grant

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	CCTGACH Awardees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Cover letter (submission letter) addressed to the Chancellor 2. Printed and bound copy of the thesis as final report 3. Digital copy of the thesis 4. Funds Utilization Report (FUR) with proof of expenses/payments 		<p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. After completion of thesis, submit to OICA the following documents:</p> <p>1.1 Cover letter (submission letter) addressed to the Chancellor</p> <p>1.2 Printed and bound copy of the thesis as final report</p> <p>1.3 Digital copy of the thesis</p> <p>1.4 Notarized Funds Utilization Report (FUR) with proofs of payments/ expenses</p>	<p>1.1. Receiving cover letter addressed to the Chancellor and all other required documents.</p> <p>1.2. Check for completeness and correctness</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>CCTGACH</i> <i>Coordinator,</i> <i>Office for</i> <i>Initiatives in</i> <i>Culture and the</i> <i>Arts</i></p>
<p>2. Wait for completion of processing of 3rd tranche of CCTGACH Grant</p>	<p>2.1. Prepare the following documents:</p> <ol style="list-style-type: none"> 1. Disbursement Voucher for 3rd Tranche of CCTGACH Grant 2. Budget Utilization Request (BUR) or Obligation Request (ObR) 3. Notarized Funds Utilization Report (FUR) 4. Certified true copy of cover letter 5. Copy of notarize CCTGACH contract 	<p>NONE</p>	<p>3 Days</p>	<p><i>CCTGACH</i> <i>Coordinator,</i> <i>Office for</i> <i>Initiatives in</i> <i>Culture and the</i> <i>Arts</i></p>



	6. Copy of Budget Approval			
	2.2. Submit documents to Budget Office for processing of payment 2.3. Wait for completion of processing by Budget Office, Accounting Office, and Cashier's Office	NONE	1 Day	<i>Releasing Personnel/ Messenger, Office for Initiatives in Culture and the Arts</i>
3. Receive notification from OICA via email and/or text message regarding availability of check payment at the Cashier CCTGACH may claim check payment of 3 rd tranche from the cashier	3. Upon confirmation from Cash Office, inform awardee that check payment for 3 rd tranche of the CCTGACH grant is available for claiming at UPD Cash Office	NONE	1 Day	<i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	6 DAYS	

20. Issuance of payment slip/billing statement for purchase of OICA publications (for External Clients)

Payment Slip is issued to clients purchasing OICA publications. After the 'external' buyer settled the payment at UP Diliman Cashier Office the client may claim the purchased item at the OICA office.

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Verbal request (personal or phone call) or Written request (letter or email) from the client/buyer 2. Duly accomplished Payment Slip		1. Requesting Party 2. UPD Office for Initiatives in Culture and the Arts		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request thru letter, phone call, email or personal visit. Indicate the specific OICA publication and quantity to be purchase.	1. Receive the request via phone call, email, letter or verbal and the specific detail of OICA publication purchased by the client	NONE	1 Day	<i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i>
2. Fill out Payment Slip and submit to OICA	2.1. Receive filled-out Payment Slip via email 2. Digital sign the payment slip. 3. Give Payment Slip to requesting party/buyer via email, keep one copy for the office	NONE	1 Day	<i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i>
	4. Wait Release the purchased OICA publication to the client	(Payment should be settled at the UP Cashier Office)		
3. Present Payment Slip and pay for items at the UPD Cashier		Pasyal 2 nd Ed - PhP120.00 Pasyal Art Trail - PhP250.00 Florante at Laura- PhP350.00		(UPD Cashier's Office)



4. Present the Official Receipt to OICA and receive purchased item/s	1. Photocopy Official Receipt presented by Buyer/Requesting Party 2. Release purchased item/s to Buyer/ Requesting Party	NONE	1 Day	<i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	3 DAYS	

21. Processing and Action of Request for Posting of Events in OICA Website and FB Page (External Clients)

OICA shares in its official FB Page and OICA Website (WhatsUP Calendar) events by **UP Diliman Student Organizations** upon request

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman officially recognized/accredited student organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request from student organization (written or verbal) to post publicity material/announcement in OICA Website WhatsUP Calendar and/or FB Page 2. Digital copy of pubmats (poster, others)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The student organization, thru its representative, requests OICA to share publicity mats (posters, other info) in OICA's FB page and website. Request can be written or verbal. Provide digital copy of pubmats (poster, others) thru email	1. Receives verbal and/or written request and digital copy of the publicity materials	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
2. See posting of event in OICA Website WhatsuP Calendar of Activities and/or FB Page	2. OICA shares post in its website (WhatsUP calendar) and/or FB Page	NONE	1 Day	<i>Media Production Specialist I, UPD Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	2 DAYS	

22. Issuance of certificate of grants/awards (External Clients)

OICA may issue certification for **UP Diliman student/alumni/student organizations** for: a) Financial Grants, b) HASPAG awardee, c) PASP/VACSSP/CCTGACH recipient, upon special request and for legal purposes

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	UP Diliman students/alumni and officially recognized/accredited student organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request from group/individual (written or verbal) for certification for either: as Grantee, as HASPAG awardee, as PASP/VACSSP/ CCTGACH recipient		Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Group/individual submits a written/verbal request for certification to OICA, indicating purpose for the said certification	1. Receive request for certification for either: as Grantee, as HASPAG awardee, as PASP/VACS SP/ CCTGACH recipient	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
2. Wait for certification	2. Creates certification, signed by OICA Director or AO-II (as applicable)	NONE	1 Day	<i>Program Coordinator for either Financial Grant, HASPAG & PASP, VACSSP, or CCTGACH, UPD Office for Initiatives in Culture and the Arts</i>
3. Receives certification	3. Releases certification to requesting party	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	3 DAYS	



Ugnayan ng Pahinungod Diliman (Pahinungod)

External Services



1. Processing of Volunteer Application

Office or Division:	UPD Ugnayan ng Pahinungod			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Volunteer Agreement Form		UPD Ugnayan ng Pahinungod		
Volunteer Data Form		UPD Ugnayan ng Pahinungod		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the volunteer data and volunteer agreement forms	1. Provide volunteer data and volunteer agreement forms	None	10 minutes	<i>Junior Project Associate</i>
2. Submit the required volunteer forms	2. Receive the accomplished volunteer forms	None	5 minutes	<i>Junior Project Associate</i>
	2.1 Provide information on the schedule of program orientation	None	5 minutes	<i>Junior Project Associate</i>
	2.2 Provide information on the status of application	None	5 minutes	<i>Junior Project Associate</i>
3. Follow-up / Attend orientation (May vary depending on the preferred program)	3. Conduct orientation	None	30 minutes	<i>Junior Project Associate</i> UP Diliman Ugnayang Pahinungod
Total			55 minutes	



2. Receiving and Processing of Requests for Meeting and Partnerships

Office or Division:	UPD Ugnayan ng Pahinungod			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Alumni, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request letter addressed to the UPD Ugnayan ng Pahinungod Director (Prof. Jocelyn T. Caragay, RSW)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit format request to the physical office or through the official email of Pahinungod (pahinungod.upd@up.edu.ph)	1. Receive request letter or acknowledge receipt of email	None	5 minutes	<i>Junior Project Associate</i>
	1.1 Endorse the request letter to the office director	None	3 days	<i>Junior Project Associate</i>
	1.2 Review request (Approve/Decline/Comment)	None	5 days	<i>Director</i>
	1.3 Send update regarding the request	None	1 day	<i>Junior Project Associate</i>
2. Follow up via email/phone call/office visit	2. Provide update on the status of the request activity / program	None	5 minutes	<i>Junior Project Associate</i>
3. Received approval from UP Diliman Ugnayang Pahinungod	4. If request is approved, coordinate with the stakeholders for the implementation of the requested	None	1 day	<i>Junior Project Associate</i>
	Total:	10 Days and 10 minutes		



		(Excluding the subsequent actions after the approval of request)		
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3. Request for Online Psychosocial Peer Support Services (Psychological First Aid)

Office or Division:	UPD Ugnayan ng Pahinungod			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email (with brief description of concern) - Use the email subject "Support Service Seeker"		Requesting party		
Informed Consent Form		UPD Ugnayan ng Pahinungod		
Support Seeker Information Form		UPD Ugnayan ng Pahinungod		
Data Processing Consent Form		UPD Ugnayan ng Pahinungod		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a brief explanation of the case/concern to the official email address of the Psychosocial Support Program (PSP) (psppahinungod.upd@up.edu.ph)	1. Acknowledge receipt of email	None	2 days	Senior Office Assistant
	1.1 Provide initial instructions and link to required forms	None		Senior Office Assistant
2. Complete required forms (informed consent form, support seeker information form,	2. Receive required forms	None	3 days	Senior Office Assistant
	2.1 Assign the support seeker to	None		Senior Office Assistant



and data processing consent form)	a Peer Support Volunteer (PSV)/Refer case to other agencies/ services (May vary depending on the case)			
3. Follow-up (Optional)	3. Provide updates on the status of the request for service	None	5 minutes	Senior Office Assistant UP Diliman Ugnayang Pahinungod
	Total:	None	5 Days and 5 minutes	

4. Request for Orientation-Workshop on Psychological First Aid (PFA)

Office or Division:	UPD Ugnayan ng Pahinungod			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Student/alumni organizations in the University of the Philippines (UP) and other groups, organizations, and institutions outside UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request letter addressed to the UPD Ugnayan ng Pahinungod Director (Indicate the purpose of request, who are the target participants, no. of participants, and projected date of activity)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit format request to the physical office or through the official email of Pahinungod (pahinungod.upd@up.edu.ph)	1. Receive request letter or acknowledge receipt of email	None	5 minutes	Senior Office Assistant
	1.1 Endorse the request letter to	None	3 days	Senior Office Assistant



	the Psychosocial Support Team			
	1.2 Review request (Approve/ Decline/ Comment)	None	7 days	<i>Director, Junior Project Associate, and Senior Office Assistant</i>
	1.3 Send update regarding the request	None	2 day	<i>Senior Office Assistant</i>
2. Follow up via email/phone call/office visit/Received approval from the UPD Ugnayang Pahinungod	2. Provide update on the status of the request	None	5 minutes	<i>Senior Office Assistant</i>
	2.1 If request is approved, coordinate with the stakeholders for the implementation of the requested activity/program	None	1 day	<i>Senior Office Assistant</i> <i>UP Diliman Ugnayang Pahinungod</i>
Total			13 Days and 10 minutes	(Excluding the subsequent actions after the approval of request)



Sentro ng Wikang Filipino (SWF)

External Services



1. Processing of Requests for:

- a) Sponsorships
- b) Speakers
- c) Consignments
- d) Complimentary books
- e) Certificates
- f) Copyright permissions
- g) Internships
- h) Tie-ups and Partnerships

Office or Division:	Sentro ng Wikang Filipino			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request signed by the requesting party.		To be secured by the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attachments to upswfdiliman@gmail.com .	1.1 Receive letter of request with complete attachments via email/online. 1.2 Acknowledge receipt of email. If found in order, process the request. 1.3 Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2. Wait for Office of Sentro ng Wikang Filipino's action/decision.	2. Evaluate request for action. (approval/disapproval)	None	1 Day	<i>Personnel In-Charge</i> Office of Sentro ng Wikang Filipino
3. Received decision/ action via email/online from SWF.	3. Release of decision/relay action via email/online.	None	1 Day	<i>Releasing Personnel</i> Office of Sentro ng Wikang Filipino
TOTAL:		None	3 Days	



2. Processing of Requests for:

- a) Publications
- b) Research projects
- c) Journals

Office or Division:	Sentro ng Wikang Filipino			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Filled out manuscript submission form and author's form. 2. Letter of Intent addressed to the Director. 3. Bionote 4. Manuscript 		Details on the submission can be found in our website, www.swfupdiliman.org , along with manuscript submission form and the downloadable author's form. Other requirements are to be secured by the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out manuscript submission form and author's form found in the website and submit complete with needed information and attachments through the submission portal.	<ol style="list-style-type: none"> 1.1 Received letter of request with complete attachments. 1.2 Sending of acknowledgment email by the assigned staff of SWF, listing the files received. 1.3 Track and record letter of request. 	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2. Wait for Office of Sentro ng Wikang Filipino's action/decision.	2.1 Evaluate request for action. (approval/disapproval)	None	1 Day	<i>Research Extension and Professional Staff (REPS)</i> Office of Sentro ng Wikang Filipino
	2.2 Process of request.	None	17 Days	<i>Research Extension and Professional Staff (REPS)</i> Office of Sentro ng Wikang Filipino



3. Receive decision/ action via email/online from SWF.	3. Release of decision/relay action via email/online.	None	1 Day	<i>Releasing Personnel Office of Sentro ng Wikang Filipino</i>
TOTAL:		None	20 Days	

3. Processing of Requests for Translation

Office or Division:	Sentro ng Wikang Filipino			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request signed by the requesting party. 2. Document to be translated in MS Word format.		To be secured by the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request complete with attachments to upswfdiliman@gmail.com .	1.1 Received letter of request with complete attachments. 1.2 Sending of acknowledgment email by the assigned staff of SWF, listing the files received. 1.3 Track and record letter of request.	None	1 Day	<i>Receiving Personnel Office of Sentro ng Wikang Filipino</i>
2. Wait for Office of Sentro ng Wikang Filipino's action/ decision.	2.1 Evaluate request for action. (approval/disapproval)	None	1 Day	<i>Research Extension and Professional Staff (REPS) Office of Sentro ng Wikang Filipino</i>
	2.2 Translation process	None	17 Days	<i>Research Extension and Professional Staff (REPS)</i>



				Office of Sentro ng Wikang Filipino
3. Receive translated document via email/online from SWF	3. Translated document to be released to the requesting party via email/online.	Please see attached 3.1 Translation Fees	1 Day	<i>Releasing Personnel</i> Office of Sentro ng Wikang Filipino
TOTAL:		As agreed upon	20 Days	

3.1 TRANSLATION FEES

Sentro ng Wikang Filipino – University of the Philippines, Diliman (SWF-UPD)

Translation Rules for Private or Personal Requests

(Translates only English-language documents into Filipino)

Process: Requires emailing the Director through upswfdiliman@gmail.com a letter of request to translate the document from English to Filipino. A copy of the said document (MS Word) must be included in the email. Wait for the answer.

Translation Period: It takes two to three weeks to translate a document with one to ten pages. If it exceeds ten pages, a longer translation period is required. In cases where translators have concurrent activity or project, the translation time of the document may be adjusted, and clients will be promptly informed through email. Translated documents are reviewed by the director before it is released. Multiple revisions may affect the due date of the translation.

Translation Certificate: SWF-UPD provides translation certification upon request.

Translation Format: Times New Roman style with font size 12, double-spaced and with page size of 8.5 x 11 inches.

Translation Service Value: Translation requests from the private or personal sectors are chargeable. SWF-UPD charges five hundred pesos (P500.00) per page of the translated version (Filipino), following the translation format mentioned above.

Note: All transactions will be sent in formal message via email so that the office has documentation on any of its responsibilities.



4. Processing of Requests for Complimentary Books

Office or Division:	Sentro ng Wikang Filipino			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request signed by the requesting party.		To be secured by the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attachments to upswfdiliman@gmail.com	1.1 Receive letter of request with complete attachments via email/online. 1.2 Acknowledge receipt of email. If found in order, process the request. 1.3 Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2. Wait for Office of Sentro ng Wikang Filipino's action/decision.	2. Evaluate request for action. (approval/disapproval)	None	1 Day	<i>Administrative Assistant V (AA V)</i> Office of Sentro ng Wikang Filipino
3. Receive decision/action via email/online from SWF	5. Release decision/relay action via email/online.	None	1 Day	<i>Releasing Personnel</i> Office of Sentro ng Wikang Filipino
TOTAL:		None	3 Days	



5. Processing of Requests for Consignment of Books

Office or Division:	Sentro ng Wikang Filipino			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request signed by the requesting party.		To be secured from the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attachments to upswfdiliman@gmail.com	1.1 Receive letter of request with complete attachments via email/online. 1.2 Acknowledge receipt of email. If found in order, process the request. 1.3 Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2. Wait for Office of Sentro ng Wikang Filipino's action/decision.	2. Evaluate request for action. (approval/disapproval)	Please see attached 5.1 Price List for Consignment of Books	1 Day	<i>Administrative Assistant V (AA V)</i> Office of Sentro ng Wikang Filipino
3. Receive decision/ action via email/online from SWF	3. Release decision/ relay action via email/online.	As agreed upon.	1 Day	<i>Releasing Personnel</i> Office of Sentro ng Wikang Filipino
TOTAL:		As agreed upon.	3 Days	



5.1 PRICE LIST FOR CONSIGNMENT OF BOOKS

Client: walk in/general public

Operating days/Hours : Monday – Friday/8:00am – 5:00pm

Step	Activity/Procedure		Duration of Activity	Person Responsible	Fees	Forms Required
	Client	Service Provider				
1	Presents list of choice book to be consigned.	Check availability of books.	1 minute	Public Circulation Officer/Administrative Assistant		List of books.
2		Make a list of available books for consignment.	3 minutes	Public Circulation Officer/Administrative Assistant		Consignment form
3		Compute total amount of books to be consigned.	3 minutes	Public Circulation Officer/Administrative Assistant	10% discount on catalogue price	
4		Prepares books to be consigned.	5 minutes	Public Circulation Officer/Administrative Assistant		
5		Client and Service provider Sign the consignment form	1 minute	Public Circulation Officer/Administrative Assistant		
6		Dispenses books to be consigned; signed Consignment form	1 minute	Public Circulation Officer/Administrative Assistant		Consignment form
END OF TRANSACTION						



5.2 PRICE LIST OF BOOKS

SENTRO NG WIKANG FILIPINO-UP Diliman

	PAMAGAT NG LIBRO	HALAGA	KOPYA
1	Abreganas	200.00	618
2	Adyenda sa Saliksik Wika	150.00	835
3	Agham Kompyuter	100.00	417
4	Agham Teknolohiya at Lipunan (Babasahin sa STS)	330.00	910
5	Agham Pangkalikasan I	160.00	archive copy
6	Agham Pangkalikasan II	200.00	archive copy
7	Agsursurotayo	150.00	930
8	Alice sa Daigidg ng Hiwaga	150.00	750
9	Angkan ni Socrates	200.00	235
10	Angkan ni Socrates: Gabay sa Panimulang Talakayan	0.00	archive copy
11	Apat na Siglo ng Pagsasalin	250.00	144
12	Babasahin sa Agham Panlipunan I (rev. ed.)-Mga	250.00	927
13	Batayang Alhebra	165.00	archive copy
14	Batayang Biyolohiya	250.00	archive copy
15	Batayang Kemistri	250.00	archive copy
16	Batayang Pisika	300.00	archive copy
17	Batayang Proseso sa Prod. Ng Isda	250.00	295*
18	Biyolohiya II: Manwal Panlaboratoryo	175.00	435
19	Biyolohiya II: Talaan-Gawain	175.00	(550)256
20	Botanikang Pangkabuhayan (big)	75.00	(240)121
21	Botanikang Pangkabuhayan (small)	0.00	archive copy
22	Botanikang Panlaboratoryo	250.00	660
23	Buena Mano	200.00	414
24	Cofradia de San Jose	350.00	407
25	Contigo	120.00	archive copy
26	Developmental Biology ng Vertebrata	200.00	707
27	Disenyo sa Logic at Digital Computer Circuit-Mga	200.00	786
28	Diyos ng Maliliit na Bagay	275.00	out of print
29	Embriolohiya ng Vertebrata	250.00	247
30	Entolomolohiya Medikal	200.00	620*
31	Filipino sa Siglo 21	80.00	85
32	Gawaing Reference at Impormasyon	175.00	689
33	Gramar ng Filipino	220.00	
34	Heometriya	250.00	246
35	Hispanismo sa Filipino-Mga	300.00	753
36	Histolohiya ng Hayop: Manwal Panglaboratoryo	150.00	archive copy
37	Histolohiya: Konsepto at Proseso	175.00	666
38	Histolohiya ng Hayop (small)	0.00	archive copy
39	Husay sa Pakikinig	200.00	683
40	Ilahas sa Tropiko	175.00	330
41	Insekto sa Pilipinas	220.00	300*
42	Intro sa Agham Computer	220.00	880
43	Intro sa Organisasyon ng Computer at Low-Level Programming	150.00	560*
44	Kasaysayan ng Filipinas at mga Institusyong Filipino	300.00	1270



45	Katutubo vs Banyaga	300.00	200
46	Kemistri I (big)	150.00	582
47	Kemistri I (small)	0.00	archive copy
48	Kemistri ng Carbon	500.00	206
49	Labindalawang Kuwento ni Vicente Sotto	150.00	150*
50	Los Hispanismo En Los Medios De Comunicacion Social Filipinos	300.00	365
51	Manwal para sa mga Community-Based Rehabilitation Worker (CBR)	150.00	archive copy
52	Maraming Katanungan lilang Kasagutan	250.00	250
53	Mariano Ponce (soft) Cartas Sobre La Revolucion	400.00	572
54	Mariano Ponce (hard) Cartas Sobre La Revolucion	500.00	79
55	Mataas na Alhebra	100.00	archive copy
56	Mataas na Matematika	200.00	84
57	Matanda at ang Dagat	150.00	111
58	Matematika para sa Pangkalahatang Edukasyon, Green, 1997	185.00	133
59	Matematika para sa Pangkalahatang Edukasyon (rev. ed.), Blue, 2002	200.00	332
60	Mga Talulot ng Dugo	250.00	358
61	Mikrobiolohiya ng Pagkain	280.00	395
62	Minanga (new): Mga Babasahin sa Varayti at Varyasyon ng Filipino	200.00	out of print
63	Minanga (old)	0.00	archive copy
64	Morpolohiya at Pisyolohiya ng Ngipin	200.00	780*
65	Nalandangan	240.00	
66	Pag-aaruga sa mga Taong May-edad na	100.00	460*
67	Paggawa ng mga Bagong Produkto Mula sa Pagkaing Dagat	150.00	370*
68	Pagkakatalog at Klasipikasyon	175.00	644
69	Pagkatao at Teknolohiya	175.00	664
70	Paglilitis kay Rizal (soft)	200.00	803
71	Paglilitis kay Rizal (hard)	300.00	19
72	Palisi sa Wika	0.00	archive copy
73	Pagkahaba-haba	400.00	
74	Pagkain at Kalayaan ng Bayan	100.00	archive copy
75	Pag-oorganisa	280.00	
76	Pagpoproseso ng Pagkain	200.00	(820)1995
77	Pagsulat ng Iskrip sa Radyo	200.00	archive copy
78	Pambansang Balagtasan 2008	250.00	360
79	Pamimilosopiya	150.00	810
80	Pangkalahatang Agham	0.00	archive copy
81	Pangkalahatang Matematika	0.00	archive copy
82	Panimulang Kemistri	250.00	451
83	Patolohiya ng Halaman	250.00	720*
84	Pilosopiya: Lohika at Pangangatwiran sa Panahon ng Computer	220.00	108
85	Poetikang Tagalog	200.00	204
86	Produktong Gubat at Agham Kahoy-Ang	100.00	300*
87	Rebolusyong Filipino	600.00	180
88	Sangguniang Gramatika sa Wikang Filipino	150.00	out of print
89	Selebrasyon at Lamentasyon	250.00	(300)118
90	Si Santo Tomas de Aquino	200.00	399
91	Sining at Lipunan	160.00	500
92	Sining at Lipunan, rev	220.00	



93	Sining ng Sineng Filipino	300.00	out of print
94	Suerte	200.00	189
95	Tala, mga Panaginip at Bulaklak sa Libingan ng Daga-Ang	180.00	out of print
96	Tandang Basio Macunat-Si	200.00	356
97	Teorya ng Batas-Mga	250.00	303
98	Tradisyon at Wikang Filipino	150.00	out of print
99	Tumbasang Differential	175.00	755*
100	Urbana at Feliza-Pagsusulatan ng Dalawang Binibini na Sina	200.00	322
101	Urbana at Feliza-Pagsusulatan ng Dalawang Binibini na Sina(old)	0.00	archive copy
102	Vamos a Ver	200.00	archive copy
103	Viva Filipinas	120.00	386
104	Daluyan Tomo VI, Blg. 1-4 1995	75.00	2
105	Daluyan Tomo VII, Blg. 3 1996	75.00	4
106	Daluyan Tomo VII, Blg. 3-4 1996	75.00	25
107	Daluyan Tomo VIII, Blg. 1-2 1997	75.00	252
108	Daluyan Tomo VIII, Blg. 3 1997	75.00	24
109	Daluyan Tomo VIII, Blg. 4 1997	75.00	201
110	Daluyan Tomo IX, Blg. 1-4 2000	150.00	711
111	Daluyan Tomo X, Blg. 1-4 2001	200.00	31
112	Daluyan Tomo XI, Blg. 1 2002	200.00	305
113	Daluyan Tomo XII, Blg. 1 2004	200.00	411
114	Daluyan Tomo XII, Blg. 2 2004	200.00	320
115	Daluyan Tomo XII, Blg. 1 -2 2006	100.00	625
116	Daluyan Tomo XII, Blg. 1 2007	200.00	418
117	Daluyan Tomo XIV, Blg.2 2007	300.00	113
118	Daluyan Tomo XV, Blg.1-2 2009	300.00	223
119	Daluyan Tomo XVI, Blg.1 2010	250.00	166
120	Daluyan Tomo XVII, Blg.1-2 2011	250.00	120
121	Diksyunaryong Hiligaynon-Fil	500.00	480
122	English-Filipino Legal Dictionary (old ed.)	195.00	archive copy
123	English-Filipino Legal Dictionary (rev. ed.)	250.00	537
124	Glosari sa Edukasyon	220.00	134
125	Glosaring Pang-Administrasyon	100.00	177
126	Glosari sa Pagpaplano	150.00	
127	Lawas	70.00	247
128	UP Diksyunaryong Filipino (softbound)	950.00	0
129	UP Diksyunaryong Filipino (hardbound)	1,800.00	SWF copy
130	Kilusang Pambansa-Demokratiko sa Wika	120.00	325
131	E-mahinasyon at E-salin	200.00	270
132	Filipino sa Siglo 21	80.00	86
133	Gabay sa Editing	60.00	archive copy
134	Gabay sa Ispeling	90.00	out of print
135	Gramatikang Tagalog/Filipino-Mga	120.00	5
136	Kartilya ng Wikang Filipino bilang Wika ng Edukasyon	20.00	96
137	Pambansang Direktoryo ng mga Alagad ng Wika	250.00	188
138	Pagpaplanong Pangwika Tungo sa Modernisasyon;Karanasan ng Malaysia, Indonesia at Pilipinas	200.00	65
139	Papel ng UP sa Kilusan Para sa Wikang Pambansa-Ang	120.00	181



140	Wikang Filipino Atin Ito (new)-Ang	100.00	290
141	Wikang Filipino Atin Ito (old)-Ang	80.00	4
142	Wikang Filipino sa Loob at Labas ng Akademya't Bansa (Sangfil SB I)	300.00	0
143	Filipino at Pagpaplanong Pangwika (Sangfil SB II)	350.00	93
144	Salin-Suri (Sangfil SB III)	400.00	572
145	UP Katalogo Filipino	0.00	260
146	Katalogo 2002	0.00	260
147	Ang Kodigo Sibil ng Pilipinas	300.00	76
148	Ang Kodigo ng Pamilya ng Pilipinas	50.00	14
149	Kami sa Lahat ng Masama	0.00	0
150	Gramatikang Pedagogikal ng Wikang Filipino	100.00	42
151	Lupang Tinubuan	0.00	29
152	Mantala Vol 1 No.2 1997	200.00	408
153	Mantala Vol 1 No.1 1997	200.00	72
154	Memoria	260.00	16

6. Processing of Requests for Booksales

Office or Division:	Sentro ng Wikang Filipino			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request signed by the requesting party.		To be secured by the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attachments to upswfdiliman@gmail.com.	1. Receive letter of request with complete attachments via email/online. 1.2 Acknowledge receipt of email. If found in order, process the request. 1.3 Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
	2. Evaluate request	None	1 Day	<i>Administrative</i>



2.Wait for Office of Sentro ng Wikang Filipino's action/decision.	for action. (approval/disapproval)			<i>Assistant V (AA V)</i> Office of Sentro ng Wikang Filipino
3.Receive decision/action via email/online from SWF.	3. Release decision/relay action via email/online.	None	1 Day	<i>Releasing Personnel</i> Office of Sentro ng Wikang Filipino
TOTAL:		None	3 Days	

7. Selling of Available Books (Pick-up or Delivery)

Office or Division:	Sentro ng Wikang Filipino			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inquiry via email or FB Messenger Duly filled out Statement of Account (SOA) Scanned copy of payment confirmation		To be secured by the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability of books to upswfdiliman@gmail.com or Facebook Messenger (Sentro ng Wikang Filipino-UP Diliman). 2. Indicate if your order is for pick up or via courier. Provide shipping details	1. Acknowledge receipt of inquiry via email/online. 2. Check availability and current price.	None	1 Day	<i>Publications Circulations Officer I (PCO I)</i> Office of Sentro ng Wikang Filipino



<p>if necessary.</p> <p>3. Fill out Bill for Payment/ Statement of Account</p>	<p>3. If available, send Bill for Payment /Statement of Account (SOA) to client.</p>			
<p>4. Receive Bills for Payment/ Statement of Account (SOA) and Process payment using Landbank Linkbitz or direct bank deposit/transfer to UPD Landbank Account.</p>	<p>4. Prepare books.</p>	<p>Book Cost</p>	<p>1 Day</p>	<p><i>Publications Circulations Officer I (PCO I)</i> Office of Sentrong Wikang Filipino</p>
<p>5. Email scanned copy of the validated bank deposit slip or Linkbiz Confirmation Slip together with the duly filled out bill/SOA. Copy furnish the UPD Cash Office @cashoffice.upd@up.edu.ph</p>	<p>5. Validate payment.</p>	<p>None</p>	<p>7 days</p>	<p><i>Publications Circulations Officer I (PCO I)</i> Office of Sentrong Wikang Filipino and UPD Cash Office</p>
<p>6. Wait for confirmation.</p>	<p>6. 1 Email order confirmation.</p> <p>6.2 Provide pick-up or shipping instructions.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Publications Circulations Officer I (PCO I)</i> Office of Sentrong Wikang Filipino</p>



7. Receive books.	7. Confirm receipt or books.	None	3 Days	<i>Releasing Personnel</i> Office of Sentro ng Wikang Filipino
TOTAL:		Books Cost	13 Days	

8. Receiving and Processing of Requests for:

- a) Meetings
- b) Interviews
- c) Event participations
- d) Tie-ups and Partnerships

Office or Division:	Sentro ng Wikang Filipino			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request signed by the requesting party.		To be secured by the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attachments to upswfupdiliman@up.edu.ph	1.1 Received letter of request with complete attachments via email/online. 1.2 Acknowledge receipt of email, if found in order, process the request. 1.3 Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino



2. Wait for Office of Sentro ng Wikang Filipino's action/decision .	2. Evaluate request for action. (approval/ disapproval)	None	5 Days	<i>Personnel In-Charge</i> Office of Sentro ng Wikang Filipino
3. Receive decision/ action via email/ online from SWF.	3. Release decision/ relay action via email/online.	None	1 Day	<i>Releasing Personnel</i> Office of Sentro ng Wikang Filipino
TOTAL:		None	7 Days	



UP Computer Center (UPCC)

External Services



1. Processing of Requests for DILNET Account for Students

Creation, Update, or Recovery of DILNET Account for currently enrolled University of the Philippines Diliman Students

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Student to University Computer Center)			
Who may avail:	All currently enrolled University of the Philippines Diliman Students, including Cross-Registrants and Exchange			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Form 5 2 Screenshot of CRS Dashboard if available/applicable		CRS website (crs.upd.edu.ph)		
3 University ID or any Government issued ID with photo 4 Selfie with above provided ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email requirements to helpdesk@upd.edu.ph	1. Receive and review presented documents	None	2 Days	<i>Receiving Personnel:</i> DILNET HelpDesk University Computer Center
2. Receive account Details via email	2a. Create account or update records as applicable	None	5 Minutes	<i>Releasing Personnel:</i> Technical Staff University Computer Center
Optional: 3. Change Password and Set-up Account Recovery via accounts.upd.edu.ph		None	3 Minutes	
TOTAL:		None	2 Days, 5 minutes	



2. Processing of Requests for UP Mail Account for Students

Creation or Recovery of UP Mail account for currently enrolled University of the Philippines Diliman Students

Office or Division:	University Computer Center			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Student to University Computer Center)			
Who may avail:	All currently enrolled University of the Philippines Diliman Students, including Cross-Registrants and Exchange			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Form 5 2 Screenshot of CRS Dashboard if available/applicable		CRS website (crs.upd.edu.ph)		
3 University ID or any Government issued ID with photo 4 Selfie with above provided ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email requirements to helpdesk@upd.edu.ph	1. Receive and review presented documents	None	2 Days	<i>Receiving Personnel:</i> DILNET HelpDesk University Computer Center
2. Receive details via email	2a. FOR NEW ACCOUNT: Forward request details to UP Information Technology Development Office	None	2 Days	<i>Releasing Personnel:</i> Technical Staff University Computer Center
	OR 2b. FOR ACCOUNT RECOVERY: Recover account	None	5 minutes	
TOTAL:		None	4 Days, 5 minutes	



UP Theater Complex (UPTC)

External Services



1. Request to use the Main Hall of the University Theater for a Performance.

Request of offices (government or business) to use the Main Hall of the theater for a performance.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Production Schedule (Event's Schedule of Activities) 3. FINAL List of Technical Requirements for the event			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to rent the Main Hall of the University Theater for a performance, at least one (1) month prior the event.	1. 1 Receive letter of request (via email / physical delivery) with complete attachments. 1. 2 Evaluate request and endorse the letter of request to the Office of the President. 1.3 Forward request to the Office of the President for clearance. 1.4 Get clearance from the Office of the President. 1.5 Forward clearance to Theater Complex. 1.6 Coordinate with the client regarding Projected Summary of Charges.	None	Pause-Clock (7 Days) This would depend on how quick or lagged does the OP acted on the request.	<i>1.1 Receiving personnel</i> <i>1.2 Director</i> <i>1.3 Receiving personnel</i> Office of the Secretary of the University <i>1.4 President</i> Office of the President <i>1.5 Receiving personnel</i> Office of the Secretary of the University <i>1.6 College Business Manager</i> Theater Complex



<p>2. Request the Billing Statements for reservation and security deposit fees from the Theater Office. Client to settle reservation and security deposit fees.</p>	<p>2.1 Receive the payment for the security and reservation fees.</p> <p>2.2 Call for a production meeting (virtual / face to face meeting) between the Theater administration and the client's supplier & management team to finalize details of event.</p>	<p>Refundable Security Deposit: PHP50,000</p> <p>Reservation Fee Deductible to Total Charges: PHP50,000</p>	<p>2 Days</p>	<p>2.1 <i>Receiving personnel</i> Diliman Cashier's Office</p> <p>2.2 <i>College Business Manager</i></p> <p>Theater Complex</p>
<p>3. Receive (via email) the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via bank transfer/deposit).</p>	<p>3. Prepare and release Final Billing Statement.</p>	<p>Fee varies depending on the duration of a show:</p> <p>Standard Rental: PHP300,000 (12 hours set-up; 3 hours show & 3 hours egress)</p> <p>Rental beyond the 3- hour show: PHP10,000 per hour</p> <p>Charge beyond the 3-hour egress: PHP1,000 per hour</p> <p>Personnel Fees beyond Office hours:</p>	<p>1 Day</p>	<p><i>Billing Officer</i></p> <p>Theater Complex</p>



		<p>A. Weekday (ex. 12:01am- 9:00pm): PHP36,4 92.64*</p> <p>B. Weekend (ex. 12:01am- 9:00pm): PHP43,8 27.80*</p> <p>Personnel Fees beyond the 3-hour show :</p> <p>A. Weekday : PHP2,22 6.42* per hour</p> <p>B. Weekend : PHP 2,674.51* per hour *This represent s the 19 technical and administr ative staff.</p>		
<p>4. Submit original copy of Security Deposit Official Receipt to the theater's Administrative Officer (via email / face to face delivery) *This must be processed a day after the event for the Theater to assess if there are damage/s in the space used.</p>	<p>4.1 Receive the original copy of Security Deposit Official Receipt. Prepare Security Deposit Refund Voucher to be forwarded to the Diliman Budget Office.</p> <p>4.2 Budget Clearance</p>	None	Pause-Clock (3 Days)	<p>4.1 Receiving Personnel Theater Complex</p> <p>4.2 Budget Officer Diliman Budget Office</p>



	4.3 Accounting Clearance			4.3 Accounting Officer Diliman Cash Office
5. Receive security deposit check refund	5. Release Security Deposit Check	None	2 Days	Releasing Personnel Diliman Cash Office
TOTAL		PHP 336,492.64 (based on the standard schedule above)	15 Days	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 336,492.64	MAIN HALL RENTAL FEE Inclusive of: 12 hours set – up 3 hours program 3 hours egress	PHP 300,000.00
	PERSONNEL FEES	
	(1) Admin Assistant	PHP 127.66 x 13hours x1 = PHP 1,659.58
	(1) Business Manager	PHP 238.52 x 13hours x1 = PHP 3,100.76
	(3) Admin Aide V	PHP 99.48 x 21hours x3 = PHP 6,267.24
	(3) Admin Aide III	PHP 88.54 x 21hours x3 = PHP 5,578.02
	(1) Junior Design Specialist	PHP 176.88 x 13hours x1 = PHP 2,299.44
	(1) Senior Office Aide	PHP 142.82 x 13hours x1 = PHP 1,856.66
	(3) Senior Utility Worker	PHP 126.54 x 21hours x3 = PHP 7,972.02
	(1) Document Dispatcher	PHP 100.24 x 13hours x1 = PHP 1,303.12
	(4) Custodian	PHP 83.90 x 13hours x4 = PHP 4,362.80
	(1) Security Personnel	PHP 161.00 x 13hours x1 = PHP 2,093.00
		PHP 336,492.64



2. Request to use the Main Hall Lobby of University Theater for a performance.

Request of offices (government or business) to use the Main Hall Lobby of the theater for a performance.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Production Schedule (Event's Schedule of Activities) 3. FINAL List of Technical Requirements for the event			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to use the Main Hall Lobby of the Theater for a performance, at least one (1) month prior the event.	1.1 Receive letter of request (via email / physical delivery) with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting (virtual / face to face meeting) between the Theater administration and the client's supplier & management team to finalize details	None	3 Days, 5 minutes	1.1 Receiving Personnel 1.2 Director 1.3 College Business Manager Theater Complex



	of the event			
2. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via bank transfer/deposit).	2. Prepare Final Billing Statement	<p>Fee varies depending on the duration of a show:</p> <p>Rental Fee: PHP30,000.00 (Inclusive of 2 hours set-up; 3 hours show and 1 hour egress only)</p> <p>Refundable Security Deposit: PHP5,000.00</p> <p>Reservation Fee Deductible to Total Charges: PHP5,000</p> <p>Rental fee beyond the 3-hour show (per hour): PHP5,000.00</p> <p>Personnel Fees beyond Office Hours based on the standard schedule: PHP3,678.24* (weekday)</p> <p>Personnel Fees beyond Office hours:</p> <p>A. Weekday: PHP613.04* per hour</p> <p>B. Weekend: PHP738.46* per hour</p> <p>*This represents the 4 technical and 1 security personnel.</p>	1 Day	<i>Billing Officer</i> Theater Complex



<p>3. Submit original copy of Security Deposit Official Receipt to Theater's Administrative Officer (via email / physical delivery) *This must be processed a day after the event for the Theater to assess if there are damage/s in the space used.</p>	<p>3.1 Receive the original copy of Security Deposit Official Receipt. Prepare Security Deposit Refund Voucher to be forwarded to the Diliman Budget Office.</p> <p>3.2 Budget Clearance</p> <p>3.3 Accounting Clearance</p>		<p>Pause-Clock (4 Days)</p>	<p><i>3.1 Receiving Personnel</i></p> <p>Theater Complex</p> <p><i>3.2 Budget Officer</i> Diliman Budget Office</p> <p><i>3.3 Accounting Officer</i> Diliman Accounting Office</p>
<p>4. Receive security deposit check refund</p>	<p>4. Release Security Deposit Check</p>	<p>None</p>	<p>3 Days</p>	<p><i>Releasing Personnel</i> Diliman Cash Office</p>
<p>TOTAL</p>		<p>PHP33,678.24 (based on the standard schedule above)</p>	<p>11 Days, 5 minutes</p>	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
<p>PHP 33,678.24</p>	<p>MAIN HALL LOBBY RENTAL FEE</p>	<p>PHP 30,000.00</p>
	<p>PERSONNEL FEES</p>	
	<p>(2) Admin Aide V</p>	<p>PHP 99.48 x 6 hours x2 = PHP 1,193.76</p>
	<p>(2) Senior Utility Worker</p>	<p>PHP 126.54 x 6 hours x2 = PHP 1,518.48</p>
	<p>(1) Security Personnel</p>	<p>PHP 161.00 x 6 hours x1 = PHP 966.00</p>
		<p>PHP 33,678.24</p>



3. Request to use the Main Hall Stage of the University Theater for a performance.

Request of offices (government or business) to use the Main Hall Stage of the theater for a performance.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Production Schedule (Event's Schedule of Activities) 3. FINAL List of Technical Requirements for the event		Requesting Party		
AGENCY ACTION	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to use the Main Hall Stage of Theater for a performance, at least one (1) month prior the event.	1.1 Receive letter (via email / physical delivery) of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting (virtual / face to face meeting) between the Theater administration and the client's supplier & management team to finalize details of the event	None	3 Days, 5 minutes	1.1 Receiving personnel 1.2 Director 1.3 College Business Manager
				Theater Complex
2. Get the final Billing Statement at the Theater Office then settle the indicated	2. Prepare Final Billing Statement.	Fee varies depending on the	1 Day	<i>Billing Officer</i> Theater Complex



<p>amount (may be paid via bank transfer/deposit).</p>		<p>duration of a show:</p> <p>Rental Fee: PHP 30,000.00 (Inclusive of 2 hours set-up; 3 hours show and 1 hour egress only)</p> <p>Refundable Security Deposit: PHP 5,000.00</p> <p>Reservation Fee Deductible to Total Charges: PHP 5,000</p> <p>Rental fee beyond the 3-hour show (per hour): PHP 5,000.00</p> <p>Charges beyond the 1-hour egress: PHP 1,000.00</p> <p>Personnel Fees beyond Office hours based on</p>		
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		<p>the standard schedule: PHP 2,712.24*</p> <p>Personnel Fees beyond Office hours:</p> <p>A. Weekday: PHP 452.04* per hour B. Weekend: PHP 542.46* per hour</p> <p>*This represents the 4 technical personnel.</p>		
<p>3. Submit original copy of Security Deposit Official Receipt to Theater's Administrative Officer (via email / physical delivery) *This must be processed a day after the event for the Theater to assess if there are damage/s in the space used.</p>	<p>3.1 Receive the original copy of Security Deposit Official Receipt. Prepare Security Deposit Refund Voucher to be forwarded to the Diliman Budget Office.</p> <p>3.2 Budget Clearance</p> <p>3.3 Accounting Clearance</p>		<p>Pause-Clock (4 Days)</p>	<p>3.1 Receiving Personnel</p> <p>3.2 Budget Officer Diliman Budget Office</p> <p>3.3 Accounting Officer Diliman Accounting Office</p>
<p>4. Receive security deposit check refund</p>	<p>4. Release Security Deposit Check</p>	<p>None</p>	<p>3 Days</p>	<p>Releasing Personnel Diliman Cash Office</p>
TOTAL		<p>PHP 32,712.24</p>	<p>11 Days, 5 minutes</p>	



	(based on the standard schedule above)		
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COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 32,712.24	MAIN HALL STAGE RENTAL FEE: 2 hours set up 3 hours show 1 hours egress	PHP 30,000.00
	PERSONNEL FEES	
	(2) Admin Aide V	PHP 99.48 x 6 hours x2 = PHP 1,193.76
	(2) Senior Utility Worker	PHP 126.54 x 6 hours x2= PHP1,518.48
		PHP 32,712.24

4. Request to use the Main Hall Lobby of the University Theater for a rehearsal.

Request of offices (government or business) to use the Main Hall Lobby of theater for a rehearsal.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Rehearsal Schedule 3. FINAL List of Technical Requirements for the event		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to use the	1.1 Receive letter of request (via	None	2 Days, 5 minutes	1.1 Receiving Personnel



<p>Main Hall Lobby of Theater for a rehearsal, at least one (1) week prior the event.</p>	<p>email / physical delivery) with complete attachments.</p> <p>1.2 Evaluate and approve the request.</p> <p>1.3 Call for a production meeting (virtual / face to face) between the Theater administration and the client's management team.</p>			<p>Theater Complex</p> <p><i>1.2 Director</i> Theater Complex</p> <p><i>1.3 College Business Manager</i> Theater Complex</p>
<p>2. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via bank transfer/deposit).</p>	<p>2. Prepare Final Billing Statement.</p>	<p>Fee varies depending on the duration of a rehearsal:</p> <p>Rental Rate: PHP 5,000.00 per hour</p> <p>Personnel Fees beyond Office hours:</p> <p>A. Weekday: PHP 309.92* per hour</p> <p>B. Weekend: PHP 371.92* per hour</p> <p>*This represents the 2 technical and 1 custodian personnel.</p>	<p>1 Day</p>	<p><i>Billing Officer</i> Theater Complex</p>
<p>3. Submit a photocopy of the Official Receipt to the Theater Office (via email / physical delivery).</p>	<p>3. Receive the Official Receipt from the client.</p>		<p>1 Day</p>	<p><i>Receiving Personnel</i> Theater Complex</p>
<p>TOTAL</p>		<p>PHP 5,309.92 (per hour on a weekday)</p>	<p>4 Days, 5 minutes</p>	



COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 5,309.92	MAIN HALL LOBBY RENTAL FEE	PHP 5,000.00
	PERSONNEL FEES	
	Admin Aide V	PHP 99.48
	Senior Utility Worker	PHP 126.54
	Custodian	PHP 83.90
		PHP 5,309.92

5. Request to use the Main Hall Stage of the University Theater for a rehearsal.

Request of offices, government or business, to use the Main Hall Stage of the theater for a rehearsal.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Rehearsal Schedule 3. FINAL List of Technical Requirements for the event		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to use the Main Hall Lobby of UP Theater for a rehearsal, at least one (1) week prior the event.	1.1 Receive letter (via email / physical delivery) of request with complete attachments. 1.2 Evaluate and approve the request. 1.3. Call for a production meeting	None	2 Days, 5 minutes	1.1 <i>Receiving Personnel</i> 1.2 <i>Director</i> 1.3 <i>College Business Manager</i>



	(virtual / face to face) between the Theater administration and the client's management team.			
2. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via bank transfer/deposit).	2. Prepare Final Billing Statement	<p>Fee varies depending on the duration of a show:</p> <p>Rental Fee: PHP 5,000.00 per hour</p> <p>Personnel Fees beyond Office hours: A. Weekday: PHP 452.04* per hour B. Weekend: PHP 542.46* per hour</p> <p>*This represents the 4 technical personnel.</p>	1 Day	<p><i>Billing Officer</i></p> <p>Theater Complex</p>
3. Submit a photocopy of the Official Receipt to the Theater Office (via email / physical delivery).	3. Receive the Official Receipt from the client.		1 Day	<p><i>Receiving Personnel</i></p> <p>Theater Complex</p>
TOTAL		PHP 5,452.04 (per hour on a weekday)	4 Days, 5 minutes	



COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 5,452.04	MAIN HALL STAGE RENTAL FEE	PHP 5,000.00
	PERSONNEL FEES	
	(2) Admin Aide V	PHP 99.48 x2 = P 198.96
	(2) Senior Utility Worker	PHP 126.54 x2= P 253.08
		PHP 5,452.04

6. Request to use the Aldaba Recital Hall of the University Theater for a Performance

Request of offices (government or business) to use the Aldaba Recital Hall for a performance.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Production Schedule (Event's Schedule of Activities) 3. FINAL List of Technical Requirements for the event		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to rent the Aldaba Recital Hall for a performance, at least one (1) month prior the event.	1.1 Receive letter (via email / physical delivery) of request with complete attachments. 1.2 Evaluate and approve the request.	None	1 Day, 5 minutes	1.1 <i>Receiving Officer</i> 1.2 <i>Director</i> Theater Complex



<p>2. Get the Billing Statements for reservation and security deposit fees from the Theater Office. Client to settle reservation and security deposit fees.</p>	<p>2.1 Receive the payment for the security and reservation fees.</p> <p>2.2 Call for a production meeting (virtual / face to face) between the Theater administration and the client's supplier & management team to finalize details of event.</p>	<p>Refundable Security Deposit: PHP 5,000</p> <p>Reservation Fee Deductible to Total Charges: PHP 5,000</p>	<p>1 Day</p>	<p>2.1 <i>Receiving personnel</i></p> <p>Diliman Cashier's Office</p> <p>2.2 <i>College Business Manager</i></p> <p>Theater Complex</p>
<p>3. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via bank transfer/deposit).</p>	<p>3. Prepare the final Billing Statement.</p>	<p>Fee varies depending on the duration of a show:</p> <p>PHP 30,000.00 (Inclusive of 2 hours set-up; 3 hours show and 1 hours egress only)</p> <p>Refundable Security Deposit: PHP 5,000.00</p> <p>Rental fee beyond the 3-hour show: PHP 5,000.00 per hour</p> <p>Charge beyond the 1-hour egress: PHP 1,000.00</p> <p>Personnel Fees beyond Office hours</p>	<p>1 Day</p>	<p><i>Billing Officer</i> Theater Complex</p>



		<p>based on standard schedule: PHP 2,825.52*</p> <p><u>Personnel Fees beyond Office hours:</u></p> <p>A. Weekday: PHP 470.92* per hour</p> <p>B. Weekend: PHP 567.92* per hour</p> <p>*This represents the 2 technical, 1 custodian and 1 security personnel.</p>		
<p>4. Submit original copy of Security Deposit Official Receipt to the Theater's Administrative Officer (via email / physical delivery). *This must be processed a day after the event for Theater administration to assess if there are damage/s in the space used.</p>	<p>4.1 Prepare Security Deposit Refund Voucher to be forwarded to the Diliman Budget Office.</p> <p>4.2 Budget Clearance</p> <p>4.3 Accounting Clearance</p>	None	Pause-Clock (4 Days)	<p><i>4.1 Billing Officer</i> Theater Complex</p> <p><i>4.2 Budget Officer</i> Diliman Budget Office</p> <p><i>4.3 Accounting Officer</i> Diliman Accounting Office</p>
<p>5. Receive security deposit check refund</p>	<p>5. Release Security Deposit Check</p>	None	3 Days	<p><i>Releasing Personnel</i> Diliman Cash Office</p>
TOTAL		PHP 32,825.52 (standard)	10 Days, 5 minutes	



	schedule on a weekday)		
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COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP32,825.52	ALDABA HALL RENTAL FEE Inclusive of 2 hours set up 3 hours program 1 hour egress	PHP 30,000.00
	PERSONNEL FEES	
	(1) Admin Aide V	PHP 99.48 x 6hours = PHP 596.88
	(1) Senior Utility Worker	PHP 126.54 x 6hours = PHP 759.24
	(1) Custodian	PHP 83.90 x 6hours = PHP 503.40
	(1) Security Personnel	PHP 161.00 x 6hours = PHP 966.00
		PHP32,825.52

7. Request to use the Aldaba Recital Hall for a rehearsal.

Request of offices (government or business) to use the Aldaba Recital Hall for a rehearsal.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Rehearsal Schedule 3. FINAL List of Technical Requirements for the event		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to use the	1.1 Receive letter (via email / physical)	None	2 Days, 5 minutes	1.1 Receiving Personnel Theater Complex



<p>Aldaba Recital Hall for a rehearsal, least one (1) week prior the event.</p>	<p>delivery) of request with complete attachments.</p> <p>1.2 Evaluate and approve the request.</p> <p>1.3 Call for a production meeting (virtual / face to face) between the Theater administration and the client's supplier & management team to finalize details of the rehearsal.</p>			<p>1.2 Director Theater Complex</p> <p>1.3 College Business Manager Theater Complex</p>
<p>2. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via bank transfer/deposit).</p>	<p>2. Prepare Final Billing Statement</p>	<p>Fee varies depending on the duration of a rehearsal:</p> <p>Rental Rate: PHP 5,000.00 per hour</p> <p>Personnel Fees beyond Office hours:</p> <p>A. Weekday: PHP 470.92* per hour</p> <p>B. Weekend: PHP 567.92* per hour.</p>	<p>1 Day</p>	<p>Billing Officer Theater Complex</p>



		*This represents the 2 technical, 1 custodian and 1 security personnel.		
3. Submit a photocopy of the Official Receipt to UP Theater (via email / physical delivery).	3. Receive photocopy of the Official Receipt from the client.		1 Day	<i>Receiving Personnel</i> University of the Philippines Theater Complex
TOTAL		PHP 5,470.92 (per hour on a weekday)	4 Days, 5 minutes	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 5,470.92	ALDABA HALL RENTAL FEE	PHP 5,000.00
	PERSONNEL FEES	
	(1) Admin Aide V	PHP 99.48
	(1) Senior Utility Worker	PHP 126.54
	(1) Custodian	PHP 83.90
	(1) Security Personnel	PHP 161.00
		PHP 5,470.92



8. Request to use the 3rd Floor Rehearsal Hall of the University Theater for a rehearsal.

Request of offices (government or business) to use the 3rd Floor Rehearsal Hall for a rehearsal.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Rehearsal Schedule 3. FINAL List of Technical Requirements for the event		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to use the 3 rd Floor Rehearsal Hall, least one (1) week prior the event.	1.1 Receive letter (via email / physical delivery) of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting (virtual / face to face) between the Theater administration and the client's supplier & management team to finalize details of the rehearsal.	None	2 Days, 5 minutes	1.1 <i>Receiving Personnel</i> Theater Complex 1.2 <i>Director</i> Theater Complex 1.3 <i>College Business Manager</i> Theater Complex
2. Get the final Billing Statement at the Theater Office then settle the indicated amount	2. Prepare Final Billing Statement	Fee varies depending on the duration of a rehearsal:	1 Day	<i>Billing Officer</i> University of the Philippines Theater Complex



(may be paid via bank transfer/deposit).		Rental Rate: PHP 3,500.00 first three (3) hours PHP 500.00 succeeding hours Personnel Fees beyond Office hours: A. Weekday: PHP 126.54* per hour B. Weekend: PHP 151.85* per hour *This represents 1 technical personnel		
3. Submit a photocopy of the Official Receipt to UP Theater (via email / physical delivery).	3. Receive the photocopy (via email / physical delivery) of the Official Receipt		1 Day	<i>Receiving Personnel</i> University of the Philippines Theater Complex
TOTAL		PHP 3,626.54 (per hour on weekday)	4 Days, 5 minutes	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 3,626.54	3RD FLOOR REHEARSAL HALL RENTAL FEE	PHP 3,500.00
	PERSONNEL FEES	
	1 Senior Utility Worker	PHP 126.54
		PHP 3,626.54



9. Request to use the Mini Studio Hall of UP Theater for a rehearsal.

Request of offices (government or business) to use the Mini Studio Hall of UP Theater for a rehearsal.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Schedule 3. FINAL List of Technical Requirements for the event		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to use the Mini Studio Hall, least one (1) week prior the event.	1.1 Receive letter (via email / physical delivery) of request with complete attachments.	None	2 Days, 5 minutes	<i>1.1 Senior Office Aide Theater Complex</i>
	1.2 Evaluate and approve the request.			<i>1.2 Director Theater Complex</i>
	1.3 Call for a production meeting between the Theater administration and the client's supplier & management team to finalize details of the rehearsal.			<i>1.3 College Business Manager Theater Complex</i>
2. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via bank transfer/deposit).	2. Prepare Final Billing Statement	Fee varies depending on the duration of a rehearsal: Rental Rate: PHP 4,500.00 first three (3) hours	1 Day	<i>Billing Officer Theater Complex</i>



		PHP 300.00 succeeding hours Personnel Fees beyond Office hours: A. Weekday: PHP 210.44* per hour B. Weekend: PHP2 52.24 * per hour *This represents 1 technical and 1 custodian personnel.		
3. Submit a photocopy of the Official Receipt to UP Theater (via email / physical delivery)	3. Receive the photocopy of the Official Receipt from the client.		1 Day	<i>Receiving Personnel</i> Theater Complex
TOTAL		PHP 4,710.44 (per hour on weekday)	4 Days, 5 minutes	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 4,710.44	MINI STUDIO HALL RENTAL FEE	PHP 4,500.00
	PERSONNEL FEES	
	1 Senior Utility Worker	PHP 126.54
	1 Custodian	PHP 83.90
		PHP 4,710.44



10. Request to use the Washington SyCip Garden of Native Trees for Commercial Purposes

Request of offices (government or business) to use the Washington SyCip Garden of Native Trees for Commercial Purposes.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Letter of Request addressed to the director of the University of the Philippines Theater Complex FINAL Production Schedule FINAL List of Technical Requirements for the event Storyboard for video/film shooting Waste Disposal Plan 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of request to use the Washington SyCip Garden of Native Trees for Commercial Purposes, least one (1) month prior the event.	<ol style="list-style-type: none"> Receive letter (via email / physical delivery) of request with complete attachments. Evaluate and approve the request. Call for a production meeting (virtual / face to face) between Theater administration and the client's supplier & management team to finalize details of the rehearsal. 	None	2 Days, 5 minutes	<ol style="list-style-type: none"> Receiving Personnel Director College Business Manager Theater Complex
2. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via	2. Prepare Final Billing Statement	Fee varies depending on the duration of a rehearsal: Rental Rate:	1 Day	<i>Billing Officer</i> Theater Complex



<p>bank transfer/deposit).</p>		<p>PHP 20,000.00 first three (3) hours PHP 2,000.00 succeeding hours</p> <p>Personnel Fees beyond Office hours:</p> <p>A. Weekday : PHP 1,318.40 * per hour</p> <p>B. Weekend : PHP 1,583.23 * per hour</p> <p>*This represents the 8 technical, 1 administrati ve and 4 custodian personnel</p>		
<p>3. Submit a photocopy of the Official Receipt to UP Theater (via email / physical delivery).</p>	<p>3. Receive the photocopy of the Official Receipt from the client.</p>		<p>1 Day</p>	<p><i>Receiving Personnel Theater Complex</i></p>
<p style="text-align: right;">TOTAL</p>		<p>PHP 23,955.20 (standard schedule on a weekday)</p>	<p>4 Days, 5 minutes</p>	



COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 23,955.20	WASHINGTON SYCIP GARDEN OF NATIVE TREES RENTAL FEE	PHP 20,000.00
	PERSONNEL FEES	
	(3) Admin Aide V	PHP 99.48 x 3hours x3 = PHP 895.32
	(2) Admin Aide III	PHP 88.54 x 3hours x2 = PHP 531.24
	(3) Senior Utility Worker	PHP 126.54 x 3hours x3 = PHP 1,138.86
	(1) Admin Assistant	PHP 127.66 x3hours x1 = PHP 382.98
	(4) Custodian	PHP 83.90 x3hours x4 = PHP 1,006.80
		PHP 23,955.20

11. Request to use the Washington SyCip Garden of Native Trees for Non-Commercial / Personal Use

Request of offices (government or business) to use the Washington SyCip Garden of Native Trees for Non- Commercial / Personal Use.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Schedule 3. UPAA Membership ID for UP Alumni		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of request to use the Washington SyCip Garden of Native Trees for Non-	1.1 Receive letter (via email / physical delivery) of request with	None	2 Days, 5 minutes	1.1 Receiving Personnel Theater Complex 1.2 Director Theater Complex



<p>Commercial / Personal Use (for University of the Philippines Alumni and clients using the Theater's Main Hall), at least one (1) week prior the event.</p>	<p>complete attachments.</p> <p>1.2 Evaluate and approve the request.</p> <p>1.3 Call for a production meeting (virtual / face to face) between the Theater administration and the client's supplier & management team to finalize details of the rehearsal.</p>			<p>1.3 College Business Manager Theater Complex</p>
<p>2. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via bank transfer/deposit).</p>	<p>2. Prepare Final Billing Statement (for personnel services)</p>	<p>Fee varies depending on the duration of a shoot/event:</p> <p>Personnel Fees beyond Office hours:</p> <p>A. Weekday: PHP1,318.40* per hour</p> <p>B. Weekend: PHP1,583.23* per hour</p> <p>*This represents the 8 technical, 1 administrative and 4 custodian personnel.</p>	<p>1 Day</p>	<p>Billing Officer Theater Complex</p>



3. Submit a photocopy of the Official Receipt to UP Theater (via email / physical delivery).	3. Receive the photocopy of the Official Receipt from the client.		1 Day	<i>Receiving Personnel Theater Complex</i>
TOTAL		PHP 1,318.23 (per hour on a weekday)	4 Days, 5 minutes	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 1,318.40	WASHINGTON SYCIP GARDEN OF NATIVE TREES	
	PERSONNEL FEES	
	(3) Admin Aide V	PHP 99.48 x3 = PHP 298.44
	(2) Admin Aide III	PHP 88.54 x2 = PHP 177.08
	(3) Senior Utility Worker	PHP 126.54 x3 = PHP 379.62
	(1) Admin Assistant	PHP 127.66 x1 = PHP 127.66
	(4) Custodian	PHP 83.90 x4 = PHP 335.60
		PHP 1,318.40



12. Request to use the Carillon Plaza for Non-Commercial / Personal Use

Request of offices (government or business) to use the Carillon Plaza for Non-Commercial events / personal use.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Schedule 3. University of the Philippines Alumni Association Membership ID for Alumni		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of request to use the Carillon Plaza for Non-Commercial / Personal Use (University of the Philippines Alumni), at least one (1) week prior the event.	1.1 Receive letter (via email / physical delivery) of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting (virtual / face to face) between the theater administration and the client's supplier & management team to finalize details of the rehearsal.	None	2 Days, 5 minutes	1.1 <i>Receiving Personnel</i> Theater Complex 1.2 <i>Director</i> Theater Complex 1.3 <i>College Business Manager</i> Theater Complex
2. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be paid via bank transfer / deposit).	2. Prepare Final Billing Statement (for personnel services)	Fee varies depending on the duration of a shoot/event: Personnel Fees beyond	1 Day	<i>Billing Officer</i> Theater Complex



		Office hours: A. Weekday: PHP1,318. 40* per hour B. Weekend: PHP1,583. 23* per hour *This represents the 8 technical, 1 administrative and 4 custodian personnel		
3. Submit a photocopy of the Official Receipt to UP Theater (via email / physical delivery).	3. Receive the photocopy of the Official Receipt from the client		1 Day	<i>Receiving Personnel</i> Theater Complex
TOTAL		PHP 1,318.40 (per hour on a weekday)	4 Days, 5 minutes	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 1,318.40	CARILLON PLAZA for Non Commercial Use/Personal Use	
	PERSONNEL FEES	
	(3) Admin Aide V	PHP 99.48 x3 = PHP 298.44
	(2) Admin Aide III	PHP 88.54 x2 = PHP 177.08
	(3) Senior Utility Worker	PHP 126.54 x3 = PHP 379.62
	(1) Admin Assistant	PHP 127.66 x1 = PHP 127.66
	(4) Custodian	PHP 83.90 x4 = PHP 335.60
		PHP 1,318.40



13. Request to use the Carillon Plaza for Commercial Purposes.

Request of offices (government or business) to use the Carillon Plaza for commercial purposes.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the director of the University of the Philippines Theater Complex 2. FINAL Production Schedule 3. FINAL List of Technical Requirements for the event 4. Storyboard for video/film shooting 5. Waste Disposal Plan		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of request to use the Carillon Plaza for Commercial Purposes, at least one (1) month prior the event.	1.1 Receive letter (via email / physical delivery) of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting (virtual / face to face) between the Theater administration and the client's supplier & management team to finalize details of the rehearsal.	None	2 Days, 5 minutes	<i>1.1 Receiving Personnel</i> Theater Complex <i>1.2 Director</i> Theater Complex <i>1.3 College Business Manager</i> Theater Complex
2. Get the final Billing Statement at the Theater Office then settle the indicated amount (may be	2. Prepare Final Billing Statement (for personnel services)	Fee varies depending on the duration of a shoot/event: Rental Rate:	1 Day	<i>Billing Officer</i> Theater Complex



paid via bank transfer / deposit).		PHP 30,000.00 first six (6) hours PHP 3,000.00 succeeding hours Personnel Fees beyond Office hours: A. Weekday: PHP1,318.40* per hour B. Weekend: PHP1,583.23* per hour *This represents the 8 technical, 1 administrative and 4 custodian personnel		
3. Submit a photocopy of the Official Receipt to UP Theater (via email or physical delivery).	3. Receive the photocopy of the Official Receipt from the client		1 Day	<i>Receiving Personnel</i> Theater Complex
TOTAL		PHP37,910.40 (based on standard schedule on a weekday)	4 Days, 5 minutes	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 37,910.40	CARILLON PLAZA for Commercial Purposes	PHP 30,000.00
	PERSONNEL FEES	
	(3) Admin Aide V	PHP 99.48 x 6hours x3 = PHP 1,790.64
	(2) Admin Aide III	PHP 88.54 x 6hours x2 = PHP 1,062.48
	(3) Senior Utility Worker	PHP 126.54 x 6hours x3 = PHP 2,277.72
	(1) Admin Assistant	PHP 127.66 x 6hours x1 =



		PHP 765.96
	(4) Custodian	PHP 83.90 x 6hours x4 = PHP 2,013.60
		PHP 37,910.40

14. Request to use the Main Hall of Bulwagan ng Dangkal University Heritage Museum for an Exhibit

Request of offices (government or business) or individuals to use the Main Hall of the Bulwagan ng Dangkal University Heritage Museum for an exhibit.

Office or Division:	Bulwagan ng Dangkal University Heritage Museum (University of the Philippines Theater Complex)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the curator of the Bulwagan ng Dangkal University Heritage Museum 2. Exhibit Proposal 3. Proposed Schedule of Activities		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter of request and exhibit proposal, at least one (1) month before the proposed exhibit ingress	1.1 Receive letter (via email / physical delivery) of request with complete attachments. 1.2 Evaluate request and check current schedule of exhibits	None	2 Days, 5 minutes	1.1 <i>Receiving Personnel</i> Bulwagan ng Dangkal University Heritage Museum 1.2 <i>Curator</i> Bulwagan ng Dangkal University Heritage Museum
2. Meet the curator (virtual / face to face) to discuss the project.	2. Meet with potential exhibitor/client (virtual / face to face) to discuss terms of reference for exhibit		1 Day	<i>Curator</i> Bulwagan ng Dangkal University Heritage Museum



<p>3. Meet with the curator and museum specialist (virtual / face to face) for the finalization of the Terms of Reference.</p>	<p>3.1 Prepare terms of reference and have them signed by the exhibitor.</p> <p>3.2 Endorse and forward terms of reference and exhibit proposal to University of the Philippines Theater Complex for signing and billing.</p> <p>3.3 Sign terms of reference</p> <p>3.4 Prepare billing statement</p> <p>3.5 Forward billing statement to the Bulwagan ng Dangal University Heritage Museum</p>		<p>9 Days</p>	<p>3.1 <i>Junior Museum Specialist</i> Bulwagan ng Dangal University Heritage Museum</p> <p>3.2 <i>Curator and Junior Museum Specialist</i> Bulwagan ng Dangal University Heritage Museum</p> <p>3.3 <i>Director</i> Theater Complex</p> <p>3.4 <i>Billing Officer</i> Theater Complex</p> <p>3.5 <i>Billing Officer</i> Theater Complex</p>
<p>4. Get the final Billing Statement at the Bulwagan ng Dangal Office then settle the indicated amount (may be paid via bank transfer/deposit).</p>	<p>4. Prepare and release the Billing Statement.</p>	<p>Fee varies depending on the duration of a show:</p> <p>PHP 20,000 per month</p> <p>Personnel Fees beyond office hours:</p> <p>A. Weekday: PHP 80.00* per hour</p> <p>B. Weekend: PHP 90.00* per hour</p>	<p>1 Day</p>	<p><i>Billing Officer</i> Theater Complex</p>



		*This represents 1 custodian.		
5. Submit a photocopy of the Official Receipt to the Bulwagan ng Dangal Office (via email / physical delivery).	5. Receive the photocopy of the settled amount from the client.		1 Day	<i>Junior Museum Specialist</i> Bulwagan ng Dangal University Heritage Museum
6. Meet the curator (virtual / face to face) for the final details of the event.	6. Meet with the exhibitor to arrange final schedule of activities, including ingress and egress dates.		1 Day	<i>Curator</i> Bulwagan ng Dangal University Heritage Museum
TOTAL:		PHP 20,000 (rental fee only)	15 days, 5 minutes	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 20,000.00	MAIN HALL OF THE BULWAGAN NG DANGAL RENTAL FEE PER MONTH	PHP 20,000.00



15. Request to use the Atelyer Gallery of Bulwagan ng Dangkal University Heritage Museum for an Exhibit

Request of offices (government or business) or individuals to use the Atelyer Gallery of the Bulwagan ng Dangkal University Heritage Museum for an exhibit.

Office or Division:	Bulwagan ng Dangkal University Heritage Museum			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the curator of the Bulwagan ng Dangkal University Heritage Museum 2. Exhibit Proposal 3. Proposed Schedule of Activities		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter of request and exhibit proposal, at least one (1) month before the proposed exhibit ingress	1.1 Receive letter (via email / physical delivery) of request with complete attachments. 1.2 Evaluate request and check current schedule of exhibits	None	2 Days, 5 minutes	1.1 <i>Receiving Personnel</i> Bulwagan ng Dangkal University Heritage Museum 1.2 <i>Curator</i> Bulwagan ng Dangkal University Heritage Museum
2. Meet the curator (virtual / face to face) to discuss the project.	2. Meet with potential exhibitor/client to discuss terms of reference for exhibit		1 Day	<i>Curator</i> Bulwagan ng Dangkal University Heritage Museum
3. Meet with the curator and museum specialist (virtual / face to face) for the finalization of the Terms of Reference.	3.1 Prepare terms of reference and have them signed by the exhibitor.		9 Days	<i>3.1 Junior Museum Specialist</i> Bulwagan ng Dangkal University Heritage Museum



	<p>3.2 Endorse and forward terms of reference and exhibit proposal to University of the Philippines Theater Complex for signing and billing</p> <p>3.3 Sign terms of reference</p> <p>3.4 Prepare billing statement</p> <p>3.5 Forward billing statement to the Bulwagan ng Dangal University Heritage Museum</p>			<p>3.2 <i>Curator and Junior Museum Specialist</i> Bulwagan ng Dangal University Heritage Museum</p> <p>3.3 <i>Director</i> Theater Complex</p> <p>3.4 <i>Billing Officer</i> Theater Complex</p> <p>3.5 <i>Billing Officer</i> Theater Complex</p>
<p>4. Get the final Billing Statement at the Bulwagan ng Dangal Office then settle the indicated amount (may be paid via bank transfer/deposit).</p>	<p>4. Prepare and release the Billing Statement.</p>	<p>Fee varies depending on the duration of a show:</p> <p>PHP 20,000 per month</p> <p>Personnel Fees beyond office hours:</p> <p>C. Weekday: PHP 80.00* per hour</p> <p>D. Weekend: PHP 90.00* per hour</p> <p>*This represents 1 custodian.</p>	<p>1 Day</p>	<p><i>Billing Officer</i> Theater Complex</p>
<p>5. Submit a photocopy of the Official Receipt to the Bulwagan ng Dangal Office</p>	<p>5. Receive the photocopy of the settled amount from the client.</p>		<p>1 Day</p>	<p><i>Junior Museum Specialist</i> Bulwagan ng Dangal</p>



(via email / physical delivery)				University Heritage Museum
6. Meet the curator (virtual / face to face) for the final details of the event.	6. Meet with the exhibitor to arrange final schedule of activities, including ingress and egress dates.		1 Day	Curator Bulwagan ng Dangkal University Heritage Museum
TOTAL:		PHP 10,000 (rental fee only)	15 days, 5 minutes	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 10,000.00	ATELYER GALLERY OF BULWAGAN NG DANGAL RENTAL FEE PER MONTH	PHP 10,000.00



Office of the Vice Chancellor for Administration (OVCA)

External Services



Diliman Accounting Office (DAO)

External Services



1. Issuance of certification for lost receipts for students/ suppliers/ contractors

Issuance of certification for lost receipts for students/ suppliers/ contractors

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP students, Private Citizen, Supplier, Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		UPD Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form	1. Receive Request Form	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Verify in the database if there is payment made. If payment was made, requesting party to pay the corresponding fee	PHP 30	10 Minutes (post clock)	<i>Admin. Assistant</i>
2. Present the Official receipt	2. Print certification	None	5 Minutes	<i>Admin. Assistant</i>
	2.1. Sign certification	None	5 Minutes	<i>Accountant</i>
3. Receive certification and sign in the logbook	3. Release certification	None	1 Minute	<i>Admin. Assistant</i>
TOTAL:		PHP 30	22 Minutes	



2. Issuance of reply to all forms of communication/correspondence

Replying to all forms of communication/correspondence received by the office

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Other Government Agencies, Private Citizen, Suppliers, Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter, correspondence		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter	1. Receive letter/correspondence	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Record letter/correspondence for monitoring	None	2 Minutes	<i>Admin. Assistant</i>
	1.2. Forward letter/correspondence to concerned Section Head	None	1 Minute	<i>Admin. Assistant</i>
	1.3. Act on the letter/correspondence, make a reply and submit to the Director	None	1 Day	Section Head
	1.4. Approval of letter reply	None	1 Day	<i>Director</i>
	1.5. Send letter reply to the concerned party thru email or registered mail	None	15 Minutes	<i>Messenger</i>
TOTAL:		None	2 Days, 19 Minutes	



3. Issuance of photocopy of paid vouchers and other documents

Provide request for photocopy of paid vouchers and other documents

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Business/ Government to Citizen			
Who may avail:	UP suppliers/contractors/ Private Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1.1. Receive letter request	None	1 Minute	<i>Receiving Personnel</i>
	1.2. Record letter request for monitoring	None	2 Minutes	<i>Admin. Assistant</i>
	1.3. Forward letter to Administrative & Records Section	None	1 Minute	<i>Admin. Assistant</i>
	1.4. Look for the needed documents and provide photocopy	None	10 Minutes	<i>Records Assistant</i>
	1.5. Release photocopy of documents	None	1 Minute	<i>Admin. Assistant</i>
TOTAL:		None	15 Minutes	



Diliman Cash Office (DCO)

External Services



1. Releasing of Check(s) to Individual

Releasing of checks to individual as payment for Services, Stipends, Allowances, Honoraria to Non-UP Contractual/Job Order, etc.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Non-UP Contractual, Job Order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If the Check/s will be claimed by the Payee: 1. UP Identification Card (ID) or any Government Issued ID		GSIS, SSS, Pag-IBIG, LTO, DFA, BIR, Post Office, Professional Regulation Commission and UP OUR		
If the check/s will be claimed by a representative: 1. Authorization Letter to claim check duly signed by the payee or Special Power of Attorney (SPA) 2. ID of Payee (Original & photocopy) 3. ID of Authorized Representative (Original & photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If claimant is the Payee: Presents valid Identification Card (ID) 1.1. If claimant is not Payee: Presents requirements	1. Reviews and verifies documents / Identification 1.1. Releasing staff pulls out check/s from the check bin. 1.2. Pulls out Warrant Registry & Disbursement Voucher (DV) if still available.	None	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing
2. Payee/Authorized representative signs on Warrant Registry and Disbursement Voucher (DV) if still available 2.1. Receives check(s)	2. Presents appropriate Warrant Registry and Disbursement Voucher (DV) (if still available) to payee / authorized representative for signature on the "Received by" portion.	None	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing



	2.1 Releases Check(s) to the payee / authorized representative			
TOTAL:		None	10 Minutes	

2. Releasing of Check(s) to Suppliers and Contractors/Stakeholders

Releasing checks as payment for Services and Goods delivered by Suppliers/Stakeholders

Office or Division:	UP Diliman Cash Office (UPDCO)		
Classification:	Simple		
Type of Transaction:	Government to Government / Government to Business		
Who may avail:	Government Agencies, LGU's, GOCC's and other Government / Private Instrumentalities, Stakeholders, etc.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>If the Check/s will be claimed Owner/Co-Owner/Incorporators</p> <ol style="list-style-type: none"> 1. Department of Trade & Industry (DTI) or Securities & Exchange Commission (SEC) (front page and list of incorporators only) or Business Permit 2. Government Issued or Company Identification Card (ID) (Original & photocopy) 3. Official/Collection Receipt 		Company	
<p>If the check/s will be claimed by Authorized collector</p> <ol style="list-style-type: none"> 1. Duly signed Authorization Letter / Special Power of Attorney (SPA) (valid until the end of the year unless terminated) 2. Original and photocopy of ID of Authorizing Person (Owner/Co-Owner/Incorporators) 3. ID of Collector (Original & photocopy) 4. Official/Collection Receipt 5. Business Permit / SEC / DTI 		Owners/Co-Owner/Incorporators	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Owner/Co-Owner/Incorporators/ Authorized Representative Submits requirements	1.Receives and verifies documents for completeness	None	5 Minutes	<i>Check Releasing Personnel Check Releasing</i>
2. Owner/Co-Owner/Incorporators /Authorized representative acknowledges receipts by signing on Warrant Register & DV and indicates Official/Collection Receipt No. and date.	2.Presents appropriate Warrant Registry and Disbursement Voucher (DV) (if still available) to payee / authorized representative for signature on the "Received by" portion.	None		<i>Check Releasing Personnel Check Releasing</i>
3. Issues Official / Collection Receipt (Payee, Address, Amount, Check Details, etc.).	3. Reviews Acknowledgement Signatures and receives & verifies duly accomplished Official/Collection Receipt (OR/CR).	None	5 Minutes	<i>Check Releasing Personnel Check Releasing</i>
4. Receives check(s)	4. Releases Check/s to the payee / authorized representative.	None		<i>Check Releasing Personnel Check Releasing</i>
	5. Attaches OR/CR to the DV.	None		<i>Check Releasing Personnel Check Releasing</i>
TOTAL:		None	10 Minutes	



3. Cancellation / Replacement of Checks (Next of Kin)

Process request for replacement of check/s originally payable to a deceased payee to be change to the designated Next of Kin.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Non-UP Contractual, All Individual, Next of Kin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Cancellation and Replacement of Check		1. Requesting Party		
2. Copy of Designation of Next of Kin		2. From the Office of the Chancellor – UP Diliman		
3. Photocopy of Waiver of Quit Claim		3. From the other bona-fide beneficiaries.		
4. Actual Check(s) to be replaced		4. UPD Cash Office Check Releasing Section / Payee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request and other documents required.	1. Receives letter request together with the original check. 1.1 Verifies and checks documents if complete. Informs Payee of the Process of Replacement involving Accounting Office. 1.2. Prepares file copy and forward documents to Accounting Office for processing of replacement.	None	10 Minutes	<i>Check Releasing Personnel</i> Check Releasing
TOTAL:		None	10 Minutes	



4. Replacement of Stale Check(s)

Process request for reissuance/replacement of staled (6 months old outstanding) check/s.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	Government Agencies, LGU's, GOCC's and other Government /Private Instrumentalities, Student, Non-UP Contractual, Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Actual Stale Check if the check is with the Payee.		1.UPD Cash Office Check Releasing Section / Payee		
2.Letter of Request for Replacement if the check was already reported & submitted to UPD Accounting Office/COA (Letter Request)		2.Requesting Party		
3. Check Replacement Form (CRF)		3.UPD Cash Office Check Releasing Section		
4. Official Receipt for Php 50.00 check replacement fee.		4.UPD Cash Office Collection Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. If the check is with the payee Present Actual Stale Check and Letter Request for replacement. 1.b..If the check is not with the payee Request for photocopy of the corresponding Report of Stale Checks and Letter Request for replacement.	1. Receives stale check/s, OR and Letter Request if any or photocopy of the corresponding Report of Stale Checks, submitted to UPD Accounting Office / COA if the check was not claimed by the payee. Provides payee with the Check Replacement Form (CRF). Informs the payee to fill-out the form.	PHP 50.00 for the check replacement fee.	10 Minutes	<i>Check Releasing Personnel</i> Check Releasing
2. Fill out Check Replacement Form and secure Official	2. Receives duly accomplished CRF, OR informs payee of	None	10 Minutes	<i>Check Releasing Personnel</i>



Receipt (OR) by paying Php50.00 as check replacement fee.	<p>the Process of Replacement involving Accounting Office.</p> <p>2.1. Prepares receiving copy of CRF and forwards it together with the original stale check (or certified photocopy of Report of Stale Check), OR to UPD Accounting Office.</p> <p>2.2. Files CRF.</p>			Check Releasing
TOTAL:		PHP 50.00	20 Minutes	

5. Facilitates Request for Stop Payment & Process Replacement for Lost/Un-Negotiated Check

Facilitates requests for Stop-Payment and process requests for reissuance/replacement of Lost/Un-Negotiated check(s).

Office or Division:	UP Diliman Cash Office (UPDCO)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business		
Who may avail:	Government Agencies, LGU's, GOCC's and other Government / Private Instrumentalities, Stakeholders, Student, Non UP Contractual.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Affidavit of Loss		1. Attorney (Notary public)	
2. Letter Request for Stop Payment and Replacement (Letter Request)		2. Requesting Party	
3. Official Receipt (Php50.00 Payment for Check Replacement)		3. UPD Cash Office Payment Counters	



4. Payment of Php200.00 for check Stop Payment		4. Landbank of the Philippines		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. Submits Letter Request, Affidavit of Loss and Official Receipt 1.b. Secure Official Receipt (OR) by paying Php50.00 as check replacement fee.	1. Receives and verifies documents and OR. 1.1. Prepares Stop Payment Form (SPF).	PHP 50.00 for the check replacement fee.	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing
	1.2. Director signs SPF.	None	2 Minutes	<i>Director</i> UPDCO
	1.3. Forwards SPF to OVCA for counter signature	None	2 days	<i>Administrative Aide III</i> UPDCO
	1.4. Vice Chancellor for Administration signs SPF	None		<i>Vice Chancellor for Administration</i> OVCA
	1.5. OVCA forwards the same documents back to Cash Office	None		<i>Administrative Aide III</i> UPDCO
2. Pay Stop Payment Fee to the bank.	2. Informs Payee to Pay Stop Payment Fees to the bank.		2 Minutes	<i>Check Releasing Personnel</i> Check Releasing
3. Receives OR for the Bank Stop Payment Fee	3. Prepares receiving copy together with the payments and forwards the said documents to the bank. Bank issues Official Receipt (OR) for the Stop Payment fee		10 Minutes	<i>Check Releasing Personnel</i> Check Releasing



	Cash Office forwards OR to payee. Informs Payee of the Process			
	3.2. Bank Process Stop Payment Request and verifies if check/s were negotiated or not. Bank Validates and certifies then return to Cash Office for check replacement	None	5 days	<i>Bank Personnel Authorized Depository Bank</i>
	3.3. Receives validated SPF, OR, Letter of Request for Replacement & Affidavit of Loss	None	1 Minute	<i>Check Releasing Personnel Check Releasing</i>
	3.4. Prepares receiving copy of validated /verified SPF and forwards it together with other documents to Accounting Office for processing	None	5 Minute	<i>Check Releasing Personnel Check Releasing</i>
TOTAL:		PHP 50.00	7 days, 25 Minutes	

6. Process requests for Change of Name (Supplier) Misspelled Name indicated on the DV

Process requests for cancellation and replacement of check (to correct or change Payee's/Supplier's/Stakeholder's/Contractor's name).

Office or Division:	UP Diliman Cash Office (UPDCO)
Classification:	Simple
Type of Transaction:	Government to Government / Government to Business
Who may avail:	Government Agencies, LGU's, GOCC's and other Government Instrumentalities, Suppliers/Stakeholders/Contractors/Units/College
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Letter of Request for Replacement of Name and Replacement of Check(s)		1. Requesting Party		
2. Actual Check if the check is with the Payee.		2. UPD Cash Office Check Releasing Section / Payee		
3. Official Receipt (Php50.00 Payment for Check Replacement)		3. UPD Cash Office Payment Counters		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Request for Correction of Name from the Originating Unit/College together with the original check.	1.Receives & verifies Letter of Request for Cancellation and Letter request for Replacement of the cancelled check 1.2. Informs Payee of the processing involving Accounting Office	PHP 50.00 for replacement Fee	10 Minutes	<i>Check Releasing Personnel</i> Check Releasing
	1.3. Updates Warrant Registry to effect and records the cancellation			
	1.4. Prepares file copy of the document and forwards to Accounting Office for reprocessing of DV together with the original copies of the supporting papers.	None	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing
TOTAL:		PHP 50.00	15 Minutes	



7. Collection of Enrollment Related Fees through Computerized Registration System (CRS)

Collection of payment of Tuition Fee (UP Form 5) / Change of Matriculation (UP Form 26) / Dropping (UP Form 26A / Leave of Absence (LOA Form) of UP students

Office or Division:	UP Diliman Cash Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Student or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Modes of Payment - Cash - Manager's/Cashier's Check - Debit Card (Point of Sale) for payment of Tuition and Change of Matriculation only		Requesting Party		
2. Duly assessed Student's, Dean's/College, OUR's & Cashier's/Accounting's Copy of any of the following Forms: UP Form 5 for payment of tuition UP Form 26 for payment of Change Matriculation UP Form 26A for payment of Dropping LOA Form for payment of Leave of Absence (UP Form)		College concerned for Regular Students Office of University Registrar(OUR) for Special/Non-Degree Students		
3. <u>Additional Requirement for Payment after Registration Period</u> Duly approved Letter Request - Appeal for Late Payment with endorsement from College concerned and Office of University Registrar (OUR)		Office of the Chancellor (OC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to UPD Cash Office and presents duly assessed UP Form	1. Receives duly assessed UP Form. Verifies completeness of information and signatures and provides feedback.		5 Minutes	Cashier Collection and Deposit Section



2. Pay the amount indicated on the UP Form.	2. Receives payment, counts monies and /or verifies cheques. Provide feedback.	Assessed Amount	5 Minutes	Cashier Collection and Deposit Section
3. Receives student's copy of the validated UP Form, verifies if the printed validation tallies with the actual amount paid and counts change if any, before leaving the counter.	3. Enters bar code on the Computerized Registration System. 3.1 Prints validation on the UP Form (OR No., Date and Amount) and issues validated student's copy of UP Form together with the change, if any. 3.2 Retains Cashier's/ Accounting's and OUR's copy of UP Form for submission to UPD Accounting Office and OUR.		5 Minutes	Cashier Collection and Deposit Section
TOTAL:		Assessed Amount	15 Minutes	

8. Validation of UP Form 5 (Tuition Fee) / UP Form 26A (Change of Matriculation) during General Registration Period for payment made through the Authorized Depository Bank

Validation of UP Form 5/26A paid by UP Student through authorized depository bank.

Office or Division:	UP Diliman Cash Office (UPDCO)	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Student or Authorized Representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly assessed Student's, Dean's/College's, OUR's & Cashier's/Accounting's Copy of any of the following Forms: UP Form 5 for payment of tuition		College concerned for Regular Students Office of University Registrar(OUR) for Special/Non-Degree Students



UP Form 26 for payment of Change Matriculation				
2. Deposit Slip with bank validation		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to UPD Cash Office and presents: a) Duly assessed UP Form b) Validated Deposit Slip.	1. Receives duly assessed UP Form and bank validated Deposit Slip. Verifies completeness of information and signatures and provides feedback. 2. Verifies validated Deposit Slip	None	10 Minutes	<i>Cashier</i> Collection and Deposit Section
2. Receives student's copy of the validated UP Form, verifies if validation printed on the UP form tallies with the deposit slip presented.	3. Enters bar code on the Computerized Registration System. 3.1 Prints validation on the UP Form (O.R. No., Date and Amount) issues validated student's copy of UP Form. 3.2 Retains copy of deposit slip, Cashier's/ Accounting's and OUR's copy of UP Form for submission to UPD Accounting Office and OUR.	None	5 Minutes	<i>Cashier</i> Collection and Deposit Section
TOTAL:		None	15 Minutes	



9. Collection of Fees – Miscellaneous Fees paid through the Diliman Cash Office Collection System

Collection of payment for Miscellaneous related fees and Extension Services of units/colleges covered by Bills/Statement of Account (SOA)/Order of Payment.

Office or Division:	UP Diliman Cash Office (UPDCO)	
Classification:	Simple	
Type of Transaction:	Government to Citizen, Government to Business, Government to Government	
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government / Private Individual Instrumentalities / Student or Authorized Representative / Lecturers / Concessionaire	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Modes of Payment - Cash - Manager's/Cashier's Check	Requesting Party
	2. Duly assessed and accomplished respective Form stated below:	
	2.1 Utilities (Electricity and Water) – Statement of Account (SOA) Bill/Order of Payment	Office of the Vice Chancellor for Planning and Development (OVCPD)
	2.2 Board and Lodging – Bill/Order of Payment	Residence Hall and/or Dorm's concerned
	2.3 Car Sticker/Police Clearance Bill/Order of Payment	Office of the Vice-Chancellor for Community Affairs (OVCCA)
	2.4 Replacement of Stale Checks – Stale Checks Replacement Form	Diliman Cash Office
	2.5 Certification of Lost Receipt – Bill/Order of Payment	Diliman Accounting Office
	2.6 Extramural Classes – Bill/Order of Payment	College of Social Sciences and Philosophy (CSSP)/ College of Arts and Letters (CAL)
	2.7 ID Fee – Validated Form 5 for the Current Semester for College Student /Application Form for ID for UP Integrated School Student	Requesting Party
	2.8 Book Fines – Bill/Order of Payment	College Library Concerned
	2.9 Tuition Loan and Short Term Cash Loan – Statement of Loan Balance	Office of Scholarships and Grants(OSG)
	2.10 Donations/Scholarships and Grants – Bill/Order of Payment	Office of Scholarships and Grants(OSG)/College/Unit /Office concerned
	2.11 Under Assessment of Tuition and other Fees – Bill/Order of Payment	Office of the University Registrar (OUR)
	2.12 Transcript of Records(TOR) Certificate of Graduation(COG) Authentication(Diploma/TOR) School Verification	Office of the University Registrar(OUR)



Transfer Credentials Clearance/Certifications University Graduation Fee – Bill/Order of Payment					
2.13	Application Fee for Late Graduation – Letter of Application for Late Graduation with endorsement from College/Unit	Office of the University Registrar(OUR)			
2.14	Sale of Bidding Documents and Performance/Bidder’s Bond – Bill/Order of Payment	Supply and Property Management Office(SPMO)			
2.15	Rental Fee/Use of Facilities and Equipment Requested by Students and/or Students Organizations – Bill/Order of Payment	College/Unit/Office concerned			
2.16	Rental Fee – Housing/Office Space/Lot/Facilities/Equipment/Vehicles /Accommodation Fees – Statement of Account(SOA) /Bill/Order of Payment				
2.17	Analysis Fee, Testing Fee and other Service Fees – Bill/Order of Payment				
2.18	Payment for services rendered by Income Generating Units/Colleges – Bill/Order of Payment				
2.19	True Copy of Grade (TCG)/Certification and Evaluation Fee – Bill/Order of Payment				
2.20	Seminar / Training Fees – Bill/ Order of Payment				
2.21	Tuition Fees of UPIS, Child Development Care and Kalinga Day Care Center – Bill/Order of Payment				
2.22	Application for Re-admission from Absence Without Leave (AWOL) – Application Form approved by the College Secretary/Dean				
2.23	Application Fees for Graduate and Non-Graduate Programs, Transfer Students – Application Form – Filipino/Foreign Applicant				
2.24	Completion/Removal –Application Form approved and/or signed by the Instructor and/or College Secretary/Dean				
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to UPD Cash Office and presents duly accomplished		1. Receives accomplished Statement of Account (SOA)/Bill/Order of Payment. Verifies		5 Minutes	Cashier Collection and Deposit Section



Statement of Account (SOA) Bill/Order of Payment (Form)	completeness of information and signatures. Provides feedback.			
2. Pays the amount indicated on the Form.	2. Receives payment, counts monies and /or verifies cheques. Provides feedback.	Assessed Amount	5 Minutes	<i>Cashier</i> Collection and Deposit Section
3. Receives original copy of Official Receipt, verifies if data and amount printed in the OR tallies with the actual transaction and amount paid and counts change if any before leaving the counter.	3. Enters data on the Collection System. 3.1 Prints and issues original copy of Official Receipt to the payee together with the change, if any. 3.2 Retains Cashier's and COA's copies of the OR for submission to COA through the UPD Accounting Office.		5 Minutes	<i>Cashier</i> Collection and Deposit Section
TOTAL:		Assessed Amount	15 Minutes	



Human Resource Development Office (HRDO)

External Services



1. Issuance of certified copies of document from 201 files

a. Online

Office or Division:	Information Management Section, Human Resources Planning and Research Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Inactive UP Personnel; Courts and other Administrative bodies with quasi-judicial investigative functions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid identification card 2. Letter of authorization		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit thru email the following: a. letter of request b. authorization letter from the concerned personnel	1. Receive and acknowledge email	None	3 Minutes	Records Officer
	1.2 Retrieve the 201 files, search for the requested documents, scan (if no electronic copy) or extract from electronic file	None	20 Minutes	Records Officer
2. Receive the reply	2. Send email reply and attached the requested document	None	2 Minutes	Records Officer
TOTAL:		None	25 Minutes	



b. Manual or Walk In

Office or Division:	Information Management Section, Human Resources Planning and Research Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Inactive UP Personnel; Courts and other Administrative bodies with quasi-judicial investigative functions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid identification card 2. Letter of authorization		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid Identification (ID) Card/Letter of authorization	Validate identity of the client and the authenticity of the authorization letter	None	3 minutes	Records Officer
2. Request for the specific documents and wait while the documents are being retrieved	Retrieve the 201 files, search for the requested documents and print/ photocopy	None	25 minutes	Records Officer
3. Receive the documents requested	Release the requested documents and have the client sign in the logbook	None	2 minutes	Records Officer
TOTAL:		None	30 Minutes	



2. Response to employment verification/queries (online)

Office or Division:	Information Management Section, Human Resources Planning and Research Division			
Classification:	Simple			
Type of Transaction:	Government to Government/Government to Business			
Who may avail:	BPOs, Telecommunications, Financial Institutions, Government Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Authorization letter of the concerned employee		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit thru email the following: a. letter of request b. authorization letter from the concerned personnel	Receive and acknowledge email	None	3 minutes	IMS Personnel
	Review, verify/validate/ provide the needed information	None	20 minutes	IMS Personnel
2. Receive the reply	Send email reply	None	5 minutes	IMS Personnel
TOTAL:		None	28 Minutes	



3. Processing of Service Record (SR)

Eligible employees in the University may request for Service Record, subject to the guidelines and other conditions that the government and the University may prescribe.

a. Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Digital copy of HRDO Request Slip Form		Benefits Section; HRDO website: http://hrdo.upd.edu.ph/services ; https://api.ovca.upd.edu.ph/hrdo/files/documents/5e8bdc70b9943437d4346804.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for Service Record (SR) to benefits_hrdo.upd@upd.edu.ph and/or analyst in-charge	1. Receive e-mail request, evaluate completeness of information		30 minutes	Section Head/Analyst Benefits Section
To secure acknowledgment receipt of submitted application or notification of lacking information.	2. Acknowledgement receipt of e-mail and/or notification of lacking information. Forward to analyst in-charge		30 minutes	Section Head/Analyst Benefits Section
	2.1 Receive request and verify status of LWOP, for posting in draft SR. Encode in SR Printing google sheet.		1 hour	Analyst Benefits Section
	2.2 Forward request to authorized personnel/HR Appointment Section for verification and updating of status of appointment,		1 day	Appointment Section



	salary adjustments and step increment			
	2.3 Uploading of SR for Final Printing		30 minutes	Appointment Section
	2.4 Print SR for signature		30 minutes	Analyst Benefits Section/Phoebe/JL
	2.5 Secure Approval of Authorized Signatory		1 day	HRDO Director
Received processed request	3. Record and E-mail processed request to requesting personnel.		30 minutes	Analyst Benefits Section/Pam
TOTAL:		None	2 Days, 3 Hours and 30 Minutes	

b. Manual or Walk In

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO Request Slip Form		Benefits Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/5e8bdc70b9943437d4346804.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished HRDO request slip form for Service Record	1. Receive request and verify status of LWOP, for posting in draft SR		1 day	Receiving Officer/ Assigned Analyst Benefits Section
	1.1 Forward request to HR Appointment Section for verification and updating of status of appointment, salary a		30 minutes	Releasing Officer Benefits Section



	adjustments and step increment			
	1.2 HR Appointment Section for verification and updating of status of appointment, salary adjustments and step increment		1 day (pause clock)	Appointment Section
	1.3 SR for Final Printing		1 day (pause clock)	Appointment Section
	1.4 Secure Approval of Authorized Signatory		1 day (pause clock)	HRDO Director
2. Received processed request	2. Record and release the request to requesting personnel.		30 minutes	Administrative Section
TOTAL:		None	4 Days 1 Hour	

4. Processing of Request for Performance Rating Certification

Performance Ratings of an individual is a reflection on how well he/she was able to carry out the responsibility of his/her function. One of the uses of the performance rating of an individual is the performance-based awards, for promotion and a requirement for finishing a degree.

a. Online

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All Separated UP Diliman Employees (Resigned, Retired)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Online request Form, properly accomplished		Monitoring and Evaluation Section (MES) front desk, HRDO and/ or HRDO website (hrdo.upd.edu.ph)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the fully accomplished request form to performance_hrd o. upd@up.edu.ph	<p>1. Receives fully accomplished request form; Evaluates completeness of request</p> <p>1.1. Verify records and prepare the certification and forward to MES Section Chief for signature</p> <p>1.2. Reviews and evaluates the request; and email to HRPRD Division head for signature</p>	None	10 minutes	<i>Receiving/Releasing</i> MES Staff
	1.3. Reviews the request and sign the certification and return to MES staff for release	None	4 hours	HRPRD Division Chief
2. Receive the PR certification	2. Send the e-copy of the PR certification to the requesting employee	None	5 minutes	<i>Receiving /Releasing</i> MES Staff
TOTAL:		None	(4hours and 15 minutes)	

b. Manual

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All Separated UP Diliman Employees (Resigned, Retired)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form, properly accomplished		Monitoring and Evaluation Section (MES) front desk, HRDO and/ or HRDO website (hrdo.upd.edu.ph)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished request form	1. Receives fully accomplished request form; Evaluates completeness of request	None	5 minutes	<i>Receiving/Releasing</i> MES front desk staff
	1.2. Verify records and prepare the certification and forward to MES Section Chief for signature	None	15 minutes	Receiving/Releasing MES front desk staff
	1.3. Reviews and evaluates the request; indicate initials and forward to HRPRD Division head for final signature	None	15 minutes	MES Section Chief
	1.4. Reviews the request and sign the certification and return to MES staff for release	None	10 minutes	HRPRD Division Chief
2. Receives the PR certification	2. Release to the requesting employee	None	2 minutes	<i>Receiving / Releasing</i> MES front desk staff
TOTAL:		None	(47 minutes)	



5. Processing of Request for certified photocopy of Performance Rating

a. Online

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Separated UP Diliman Employees (Resigned, End of Contract)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online request Form, properly accomplished		Monitoring and Evaluation Section (MES) front desk, HRDO and/ or HRDO website (hrdo.upd.edu.ph)		
2. If represented, authorization letter with UP Diliman ID		From the requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the fully accomplished request form to performance_hrdo.upd@up.edu.ph	1. Receives fully accomplished; Evaluates completeness of request 1.2 Verify records and upload a copy of the Performance Rating requested; stamping of the PR and forward to Section head for endorsement.	None	20 minutes	<i>Receiving/Releasing</i> MES front desk staff
	Reviews the request and sign the copy of performance rating and email to the requesting employee the PDF copy with CTC signature	None	10 minutes	MES Section Chief
2. Receives the certified PDF copy of	2. Release to the requesting employee or representative	None	5 minutes	<i>Receiving/Releasing</i>



performance rating from HRDO				MES front desk staff
TOTAL:		None	(35 minutes)	

b. Manual

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All UP Diliman Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form, properly accomplished	Monitoring and Evaluation Section (MES) front desk, HRDO and/ or HRDO website (hrdo.upd.edu.ph)
2. If represented, authorization letter with UP Diliman ID	From the requesting employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished request form	1. Receives fully accomplished; Evaluates completeness of request 1.2 Verify records and print copy of the Performance Rating requested; stamping of the PR and forward to Section head for endorsement	None	15 minutes	<i>Receiving/Releasing</i> MES front desk staff
	1.3. Reviews the request and sign the copy of performance rating and forward to MES front desk staff for release	None	10 minutes	MES Section Chief



2. Receive the certified photocopy of the Performance rating from HRDO	Release to the requesting employee or representative	None	5 minutes	Receiving / Releasing MES front desk staff
TOTAL:		None	(35 minutes)	



Supply and Property Management Office (SPMO)

External Services



1. Sale of Auction Documents

The SPMO conducts auction of unserviceable property at least three times a year. Bidders who will participate in the auction must secure a bidding document in order to be eligible to submit their bid offer.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Prospective Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral form for sale of bidding document – (1 copy)		SPMO – Inventory and Disposal Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prospective Bidder secures referral form	1. Issues referral form Issues Bill for Payment/Statement of Account or secure electronically	None	5 Minutes	Disposal Staff Disposal Section SPMO
2. Prospective Bidder proceeds to Cash Office to pay for the bidding documents and return to SPMO to present the Official Receipt of payment Prospective Bidder deposits the amount to UP bank account and send, thru e-mail or any other electronic means, a copy of the deposit slip/ bank transfer to SPMO *	2. Verifies the Official Receipt submitted by the Prospective Bidder; answers queries, if any, and releases bidding document Verifies the validated deposit slip submitted by the Prospective Bidder; and releases bidding document physically to the Prospective Bidder's representative (pick-up) or by sending it thru e-mail	PHP 500.00	30 Minutes (Pause-Clock)	Disposal Staff Disposal Section SPMO
TOTAL:		PHP 500.00	35 Minutes	

* - adapted during the covid-19 pandemic



2. Processing of Refund of Bidder's Bond

The bidder who won in the auction requests refund of the bidder's bond once all the unserviceable property and equipment are hauled within the prescribed period stated in the Notice of Award. Failure to do so shall result to forfeiture of the posted bidder's bond.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Winning Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to head of the office – (1 copy) Letter request addressed to head of the office submitted either physically or thru other electronic means (e-mail)– (1 copy)*		Requesting Party		
2. Original Official Receipt – (1 copy) Copy of validated Bank deposit slip or proof of bank transfer (1 copy)		Diliman Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Winning Bidder submits letter request to SPMO Winning Bidder submits letter request to SPMO either physically or thru electronic means (e-mail)*	1. Receives letter Receives letter (if physical submission) or acknowledge receipt of the e-mailed request*	None	5 Minutes	Receiving Personnel Administrative Section SPMO
	1.1 Checks if Winning Bidder finished hauling the unserviceable property and equipment within the allotted time.	None	15 Minutes	Disposal Staff Disposal Section SPMO
	1.2 Prepares Disbursement Voucher (DV) if not subject for forfeiture. If	None	45 Minutes	Disposal Staff Disposal Section SPMO



	subject for forfeiture, Disposal staff prepares letter informing the Winning Bidder of the forfeiture.			
	1.3 Signs DV if not subject to forfeiture or signs letter if subject to forfeiture.	None	5 Minutes	<i>Head of Office</i> SPMO
	1.4 Forwards DV to Accounting Office and inform the Winning Bidder that refund shall be claimed at the Diliman Cash Office or release the letter to Winning Bidder if subject for forfeiture.	None	30 Minutes	<i>Administrative Staff</i> Administrative Section SPMO
TOTAL:		None	1 Hour, 40 Minutes	

* - adapted during the covid-19 pandemic



Utilities Management Team/PABX Office (UMT/PABX)

External Services



1. Processing of Load Survey

Request for electricity consumption of private concessionaire.

Office or Division:	UMT-PABX Group			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request indicating the dates of events with approval from the OVCCA or request form from OVCCA.		OVCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form from the Office of the Vice Chancellor for Community Affairs.	1. Receive request form with approval from the OVCCA.	None	5 Minutes	<i>Administrative Assistant V</i> UMT
2. Submit request form with approval to the UMT office.	2. Visit event and conduct load survey.	None	2 Hours	<i>Meter Reader II</i> UMT
	2.1. Compute load survey result.	None	1 Hour	<i>Administrative Assistant V</i> UMT
	2.2. Forward request to the Office of the Vice Chancellor for Planning and Development.	None	30 Minutes	<i>UMT Liaison</i> UMT
TOTAL:		None	3 Hours, 30 Minutes	



2. Processing of Contractor's Consumption/Billing

Request of contractor's utility consumption for their Projects requirement based on their installed sub-meters.

Office or Division:	UMT-PABX Group			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request with Notice to Proceed or Notice of award from the Office of the Campus Architect and/or Project Management Office. 2. Installed sub-meters.		OCA and/or Project Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with Notice to Proceed or Notice of award.	1. Receive letter of request with complete attachments.	None	5 Minutes	<i>Administrative Assistant V</i> UMT
	1.1. Read consumptions based on the installed sub-meters.	None	4 Hours	<i>Meter Reader II</i> UMT
	1.2. Compute consumptions submitted by the meter readers.	None	2 Hours	<i>Administrative Assistant</i> UMT
	1.3. Forward consumptions to the Office of the Vice Chancellor for Planning and Development.	None	30 Minutes	<i>UMT Liaison Staff</i> UMT
	TOTAL:	None	6 Hours, 35 Minutes	



3. Processing of installation for new local phone/VoIP

Office or Division:	UMT-PABX Group			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	UP Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Make a request letter for installation of new local phone/VoIP indicating the purpose, location of the phone and feature whether normal or direct inward dialing (DID)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1. Receive the request letter	None	2 Minutes	<i>Adm Assistant PABX</i>
	1.1 Prepare scheduling for dispatch	None	15 Minutes	<i>Helpdesk PABX</i>
	1.2 Ocular inspection the request if possible	None	1 Day	<i>Technicians PABX</i>
	1.3 Endorse the request letter to the Technical Coordinator on Telephone Services at University Computer Center (UCC)	None	1 Day	<i>Head of Unit PABX</i>
	1.4 Recommendation for OVCA approval noted by the PABX Unit	None	1 Day	<i>UCC Technical Coordinator on Telephone Services</i>
	1.5 Evaluation and endorse the recommendation to VCA.	None	1 Day	<i>OVCA Staff</i>
	1.6 Approval of OVCA	None	2 Days	<i>VCA</i>
	1.7 Returning approval back to PABX Unit	None	1 Day	<i>Messenger PABX</i>



	1.8 Inform Technical Coordinator on Telephone Services	None	1 Hour	Helpdesk PABX
	1.9 Configuration of dial tone	None	2 Hour	UCC Technical Coordinator on Telephone Services
	1.10 Implementation of the request	None	2 Days	Technicians PABX
TOTAL:		None	9 Days, 3 Hours, 17 Minutes	

4. Processing of repairing for no dial tone and grounded local phone/VoIP

Office or Division:	UMT- PABX Group			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	UP, Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report local phone/VoIP through phone, letter & email.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report local phone/VoIP to PABX Helpdesk number 2077 or send letter of request	1. Log in to the logbook	None	2 Minutes	Helpdesk PABX
	1.1 Prepare scheduling for dispatch	None	15 Minutes	Helpdesk PABX
	1.2 Troubleshooting of local phone	None	2 Hours	Technicians PABX
TOTAL:		None	2 Hours, 17 Minutes	



5. Transferring of local phone/VoIP

Office or Division:	UMT-PABX Group			
Classification:	Complex			
Type of Transaction:	Government to Business			
Who may avail:	UP, Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Make a request letter with specific location and phone number		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive request letter	None	2 Minutes	<i>Adm Assistant PABX</i>
	1.1 Endorse to UCC Technical Coordinator on Telephone Services	None	10 Minutes	<i>Head of Unit PABX</i>
	1.2 Inform the helpdesk for the possibility	None	15 Minutes	<i>UCC Technical Coordinator on Telephone Services</i>
	1.3 Prepare scheduling for dispatch	None	15 Minutes	<i>Helpdesk PABX</i>
	1.4 Ocular inspection	None	2 Hours	<i>Technicians PABX</i>
	1.5 Configuration of dial tone if transfer to another building	None	1 Day	<i>UCC Technical Coordinator on Telephone Services</i>
	1.6 Lay out of inside wiring if no cable structure	None	2 Days	<i>Technicians PABX</i>
	1.7 Transfer of local phone	None	4 Hours	<i>Technicians PABX</i>
TOTAL:		None	3 Days, 6 Hours, 42 Minutes	



6. Rerouting incoming calls and assisting caller's inquiry

Office or Division:	UMT-PABX Group			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incoming Calls		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial UP Trunkline 9818500 or '0'	1. Receive incoming calls			
	1.1. Transferring without inquiry	None	3 Seconds	<i>Telephone operators PABX</i>
	1.2. Transferring with inquiry	None	10 Seconds	<i>Telephone operators PABX</i>
TOTAL:		None	13 Seconds	



Office of the Vice Chancellor for Academic Affairs (OVCAA)

External Services



**OVCAA Central Office
(OVCAA-Central)
External Services**



1. Student Requests: Cross Register/Enrollment

Processing of student request to cross register and enroll in other UP units or university.

Office or Division:	OVCAA Central Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the student endorsed by the Adviser, Department Chair, College Secretary and Dean or Director;		1. Requesting party		
2. Invitation letter from the host university informing the student of the award (if to cross register abroad);		2. Host institution		
3. Certification of year standing issued by the student's home unit		3. College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents duly endorsed.	1. the required document and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> OVCAA CO
	1.1 Check and process the request			
	1.2 Review and initial the request for endorsement, if found in order.	None	1 Hour	<i>URA II assigned on Curricular and Student Matters</i> OVCAA CO
	1.3 Endorses request for approval of the Chancellor	None	8 Hours	<i>Vice Chancellor for Academic Affairs</i> OVCAA
	1.4 Forwarded to OC through DTS for approval	None	30 Minutes	Releasing personnel OVCAA CO
	1.5 For approval of request			<i>Chancellor</i> OC
TOTAL:		None	1 Day, 1 Hour and 45 Minutes	



2. Student Requests: Readmission and extension of MRR Status, request to credit CWTS and other courses from different colleges and other special student request.

Processing of student requests for readmission, extension of MRR, credit of CWTS and other courses from taken from outside institution/school/university and all other student requests

Office or Division:	OVCAA Central Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request endorsed by the Department Chair/Dean		1.1 Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request duly endorsed by the Department Chair and College Dean	1. Receive the request and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> OVCAA CO
	1.1 Check and process the request	None	2 Hours	<i>URA II Assigned for Curricular and Student Matters</i> OVCAA CO
	1.2 Review and initial the request for endorsement if found in order and/or approval at the VCAA level			
	1.3 Endorses request favorably for approval if for Chancellor's action	None	8 Hours	<i>Vice Chancellor for Academic Affairs</i> OVCAA
	1.4 Forwarded to OC through DTS for approval	None	30 Minutes	<i>Releasing personnel</i> OVCAA CO
TOTAL:		None	1 Day, 2 Hours and 45 Minutes	



General Education Center (GEC)

External Services



1. Request/ Appeal for crediting of GE course/s

a. Online

Pursuant to Memorandum No. OVCAA-ECA 19-480 dated 6 November 2019, the University Council Committee on Student Admissions, Progress and Graduation affirms its resolution to delegate the authority to process requests/ appeals of students concerning GE courses to GEC effective first semester of AY 2019-2020. Most of the requests/ appeals of students pertain to crediting of GE course/s which need approval by the UPD GE Committee.

Office or Division:	General Education Center (GEC)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with narrative and justification addressed to the Department Chair/ Institute Director or Dean, together with the following supporting documents: - Curriculum checklist - Student's records with grades - Copy of syllabus of GE course (requested to be credited) 2. Justification letter by the Department Institute Director endorsed by the College Secretary and Dean		Requesting Party Student Records Evaluator Student Records Evaluator GE Offering Unit Department Chair/ Institute Director, College Secretary and Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Department Chair/ Institute Director	1. Receive the required documents endorsed by the	None	15 Minutes	<i>Receiving personnel</i> GEC



<p>through the SRE, for endorsement of the College Secretary and Dean and submission to GEC via email at gec_ovcaa.upd@up.edu.ph</p>	<p>Dean via email and encode in the Office Document Tracking System</p>			
	<p>1.2 Review the required documents, research pertinent provisions and/ or precedent cases and prepare preliminary evaluation report for GEC Director's consideration</p> <p>1.2.1 Prepare a request letter to concerned GE Offering Unit</p>	<p>None</p>	<p>1 Day</p>	<p><i>University Research Associate II</i> GEC</p>
	<p>1.3. Review the preliminary evaluation report, provide comments and sign the request letter or affix e-signature</p> <p>1.3.1 Refer to concerned GE Offering Unit via email for evaluation and recommendation</p>	<p>None</p>	<p>1 Day</p>	<p><i>Director</i> GEC</p> <p><i>Junior Office Associate</i> GEC</p>
	<p>1.4 Review, evaluate and recommend</p> <p>1.4.1 Prepare and send a recommendation letter to GEC via email</p>	<p>None</p>	<p>5 Days</p>	<p>Concerned GE Offering Unit</p>



	<p>1.5 Receive the recommendation letter via email and encode in the Office Document Tracking System</p> <p>1.5.1 Refer to the UPD GE Committee via email for final decision and approval</p>	None	1 Hour	<p><i>Junior Office Associate</i></p> <p>GEC</p>
	<p>1.6. Review and evaluate the required documents and recommendation by the concerned GE Offering Unit (via ad referendum or face-to-face/ Zoom meeting) for final decision</p> <p>- <i>If in order, approve the request/ appeal</i></p> <p>- <i>If there is a need for additional info or strong justification, send back to requesting party</i></p>	None	<p>5 Days</p> <p><i>Note: There is no Regular UPD GE Committee Meeting. It is scheduled as the need arises and depends on the required quorum.</i></p>	<p>UPD GE Committee</p>
	1.7 Prepare a letter regarding the decision of the UPD GE Committee	None	4 Hours	<p><i>Junior Office Associate</i></p> <p>GEC</p>
	1.8 Review and sign the letter or affix e-signature	None	2 Days	<p><i>Director</i></p> <p>GEC</p> <p>VCAA</p>



				OVCAA
2.	2. Release the letter via email	None	15 Minutes	<i>Releasing personnel</i> GEC
TOTAL:		None	14 Days, 5 Hours and 15 Minutes	

b. Manual

Pursuant to Memorandum No. OVCAA-ECA 19-480 dated 6 November 2019, the University Council Committee on Student Admissions, Progress and Graduation affirms its resolution to delegate the authority to process requests/ appeals of students concerning GE courses to GEC effective first semester of AY 2019-2020. Most of the requests/ appeals of students pertain to crediting of GE course/s which need approval by the UPD GE Committee.

Office or Division:	General Education Center (GEC)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with narrative and justification addressed to the Department Chair/ Institute Director or Dean, together with the following supporting documents: Curriculum checklist Student's records with grades Copy of syllabus of GE course/s (requested to be credited) Justification letter by the Department Chair/ Institute Director endorsed by the College Secretary and Dean		Requesting Party Student Records Evaluator Student Records Evaluator GE Offering Unit Department Chair/ Institute Director, College Secretary and Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Department Chair/ Institute Director through the SRE, for endorsement of the College Secretary	1. Receive the required documents endorsed by the Dean and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC



and Dean and submission to GEC				
	<p>1.1 Review the required documents, research pertinent provisions and/ or precedent cases and prepare preliminary evaluation report for GEC Director's consideration</p> <p>1.1.1 Prepare a request letter to concerned GE Offering Unit</p>	None	1 Day	<p><i>University Research Associate II</i> GEC</p>
	<p>1.2 Review the preliminary evaluation report, provide comments and sign the request letter or affix e-signature</p> <p>1.2.1 Refer to concerned GE Offering Unit for evaluation and recommendation</p>	None	1 Day	<p><i>Director</i> GEC</p> <p><i>Junior Office Associate</i> GEC</p>
	<p>1.3 Review, evaluate and recommend</p> <p>1.3.1 Prepare and send a recommendation letter to GEC</p>	None	5 Days	<p>Concerned GE Offering Unit</p>
	<p>1.4 Receive the recommendation letter and encode in the Office Document Tracking System</p> <p>1.4.1 Refer to the UPD GE Committee for final decision and approval</p>	None	2 Hours	<p><i>Receiving personnel</i> GEC</p> <p><i>Junior Office Associate</i> GEC</p>
	<p>1.5 Review and evaluate the required documents and</p>	None	5 Days	<p>UPD GE Committee</p>



	<p>recommendation by the concerned GE Offering Unit (via ad referendum or face-to-face/ Zoom meeting) for final decision</p> <p><i>- If in order, approve the request/ appeal</i></p> <p><i>- If there is a need for additional info or strong justification, send back to requesting party</i></p>		<p><i>Note: There is no Regular UPD GE Committee Meeting. It is scheduled as the need arises and depends on the required quorum.</i></p>	
	1.6 Prepare a letter regarding the UPD GE Committee's action	None	4 Hours	<i>Junior Office Associate GEC</i>
	1.7 Review and sign the letter or affix e-signature	None	2 Days	<i>Director GEC</i> <i>VCAA OVCAA</i>
2. Receive the letter	2. Release the letter re: UPD GE Committee's action	None	4 Hours	<i>Releasing personnel GEC</i>
TOTAL:		None	15 Days, 2 Hours and 15 Minutes	



2. Request to use the GE materials at the OVCAA Curriculum Group Resource Center

UPD faculty, students and other clientele may use the GE materials available at the OVCAA Curriculum Group Resource Center. The GE materials include System GE modules, course guides, readings, course packs and reports, among others.

Office or Division:	General Education Center (GEC)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizens			
Who may avail:	UPD faculty, students and other clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sign in the logbook		OVCAA Curriculum Group Resource Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log book and leave the bag at the counter	1. Get the bag and give a number	None	15 Minutes	<i>Assigned staff</i> GEC
2. Use the GE materials		None	1 Day <i>Note: The OVCAA Curriculum Group Resource Center is open during weekdays from 8:00 AM to 5:00 PM.</i>	
3. If done, sign out the log book and give back the number	3. Give the bag	None	15 Minutes	<i>Assigned staff</i> GEC
TOTAL:		None	1 Day, 30 Minutes	



Interactive Learning Center Diliman (ILCD)

External Services



1. Helpdesk/Ticketing System - Opening a New Ticket

Office or Division:	Interactive Learning Center Diliman			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email address		ILCD Helpdesk https://helpdesk.ilc.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to https://helpdesk.ilc.upd.edu.ph				
2. Select the help topic, fill out and submit the form	1. Confirmation of request will be sent via email	None	2 Minutes	(N/A - Automated)
TOTAL:		None	2 Minutes	

2. Helpdesk/Ticketing System Level I Ticket (Basic queries or support, potentially doable in one seating)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Students)			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket Number 2. Email address		ILCD Helpdesk https://helpdesk.ilc.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client lodges a ticket via https://helpdesk.ilc.upd.edu.ph	1. Open/answer the ticket.	None	2 Minutes	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman



2. Receives feedback	2. Send feedback / access link to client via email.	None	-	(N/A - Automated)
TOTAL:		None	2 Minutes	

3. Helpdesk/Ticketing System Level II Ticket (Intermediate concerns requiring further investigation and testing on the LIVE server/database)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Students)			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILCD helpdesk https://helpdesk.ilc.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client lodges a ticket via https://helpdesk.ilc.upd.edu.ph	1. Open/review the ticket.	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	2. Conduct investigation	None	6 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	3. Answer the ticket	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	4. Send feedback / access link to client via email.	None	-	(N/A - Automated)
TOTAL:		None	6 Days, 4 Minutes	



4. Helpdesk/Ticketing System Level III (Intermediate and advanced concerns requiring updates or bug fixes from available sources and/or requiring a hardware reboot)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILCD helpdesk https://helpdesk.ilc.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client lodges a ticket via https://helpdesk.ilc.upd.edu.ph	1. Open/review the ticket.	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	2. Conduct initial investigation	None	6 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	3. Conduct further investigation and/or proceed with development	None	10 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	4. Finalize and/or make report	None	3 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	5. Answer the ticket	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	6. Send feedback / access link to client via email.	None	-	(N/A - Automated)
TOTAL:		None	19 Days, 4 Minutes	



5. Management Systems/UVLe

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of UVLe-related concerns	1. Receive letter of UVLe concerns. Forward the request to ILCD Director.	None	1 Day	<i>System Administrator ILC Diliman</i>
	2. Reply through email	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
	3. Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	<i>System Administrator/ ICT Associates / Assistants ILC Diliman</i>
	4. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
TOTAL:		None	7 Days	



6. Management Systems/Pages

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Pages-related concerns	1. Receive letter of Pages concerns. Forward the request to ILCD Director.	None	1 Day	<i>System Administrator</i> ILC Diliman
	2. Reply through email	None	0.5 Day	<i>Admin Officer/ Director</i> ILC Diliman
	3. Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	<i>System Administrator/ ICT Associates / Assistants</i> ILC Diliman
	4. Provide feedback to client	None	0.5 day	<i>Admin Officer/ Director</i> ILC Diliman
TOTAL:		None	7 Days	



7. Management Systems/Conference

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Conferences-related concerns	1. Receive letter of Conferences concerns. Forward the request to ILCD Director.	None	1 Day	<i>System Administrator ILC Diliman</i>
	2. Reply through email	None	0.5 Day	<i>Admin Officer/ Director ILC Diliman</i>
	3. Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	<i>System Administrator/ ICT Associates / Assistants ILC Diliman</i>
	4. Provide feedback to client	None	0.5 day	<i>Admin Officer/ Director ILC Diliman</i>
TOTAL:		None	7 Days	



8. Collaborative Platforms/Iskwiki/Iskomunidad

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Iskomunidad-related concerns	1. Receive letter of Iskomunidad concerns. Forward the request to ILCD Director.	None	1 Day	<i>System Administrator</i> ILC Diliman
	2. Reply through email	None	4 Hours	<i>Admin Officer/ Director</i> ILC Diliman
	3. Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	<i>System Administrator/ ICT Associates / Assistants</i> ILC Diliman
	4. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director</i> ILC Diliman
TOTAL:		None	7 Days	



9. Information Services/Website and online learning resources

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Learning resources-related concerns	1. Receive letter of Learning resources concerns. Forward the request to ILCD Director.	None	1 Day	<i>Admin Officer / Creative Arts Specialists ILC Diliman</i>
	2. Reply through email	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
	3. Forward request to Creative Arts Specialists. Creative Arts Specialists to process request.	None	5 Days	<i>Creative Arts Specialists ILC Diliman</i>
	4. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
TOTAL:		None	7 Days	



10. Training, Education & Development/Training on ILCD services or use of education technologies

Office or Division:	Interactive Learning Center Diliman
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of training-related concerns	1. Receive letter of request/ concern/s. Forward the request to ILCD Director.	None	1 Day	<i>Admin Officer ILC Diliman</i>
	2. Reply through email	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
	3. Forward to ICT Associates / Assistants or Creative Arts Specialists to process request.	None	14 Days and 4 Hours	<i>ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman</i>
	4. Conduct the activity	None	4 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists/ Director ILC Diliman</i>
TOTAL:		None	20 Days	



11. Training, Education & Development/One-on-one consultations on edtech

Office or Division:	Interactive Learning Center Diliman			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client goes to the office for one-on-one consultations on EdTech	1.Conduct tutorial / proceed with consultation	None	4 Hours	<i>ICT Associates / ICT Assistants / Creative Arts Specialists/ Director ILC Diliman</i>
TOTAL:		None	4 Hours	

12. Training, Education & Development/Internship or R&D

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students, Other universities/schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email Requesting Internship 2. Memorandum of Agreement (MOA) 3. Resume of Student Interns		Client ILC Diliman/School Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter requesting Internship	1. Receive letter of request regarding Internship	None	2 Minutes	<i>Administrative ILC Diliman</i>
	1.1. Check for existing MOA between UPD and school (verify with DLO / OFA / OIL Diliman)	None	5 Days (paused-clock)	



	1.2. If no MOA, send letter declining request using approved template	None	5 Minutes	
	1.3. If MOA exists, review MOA and forward to Director	None	1 Day	
	2. For Director's action			
	2.1 Review request letter	None	3 Days (paused-clock)	<i>Director ILC Diliman</i>
	2.2. Forward to System Administrator / Creative Arts Specialist	None	2 Minutes	
	3. For System Administrator's action			
	3.1 Review credentials of applicant	None	1 Hour	<i>System Administrator / Creative Arts Specialist / Internship Supervisors ILC Diliman</i>
	3.2. Send letter to applicant for interview and examination schedule using approved template	None	9 Minutes	
4. Confirm attendance for interview and examination	4. Receive letter of confirmation	None	5 Days (paused-clock)	<i>Internship Supervisors ILC Diliman</i>
5. Show up for interview and examination	5. Conduct interview and examination	None	1 Day	<i>Internship Supervisors ILC Diliman</i>
	6. Wait for result of interview and examination			
	6.1. Prepare summary report of interview and examination	None	2 Hours	<i>Internship Supervisors ILC Diliman</i>
	6.2. Review results of interview and examination	None	1 Hour	<i>System Administrator / Creative Arts Specialist ILC Diliman</i>



	6.3. Identify project type and project team	None	1 Day	<i>Internship Supervisors / Creative Arts Specialist / System Administrator ILC Diliman</i>
	6.4. Send acceptance letter to applicant using approved template	None	5 Minutes	
7. Confirmation letter to pursue internship	7. Acknowledge letter	None	2 Minutes	<i>Director / Administrative Officer / System Administrator ILC Diliman</i>
TOTAL:		None	16 Days, 4 Hours and 25 Minutes	

13. Multi Media Services / Video Recording

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email/Ticket 2. Conforme		Client ILCDiliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit a letter requesting video recording at least 2 weeks before the event proper (b) Submit a ticket	1. (a) Receive letter of request for video recording (b) Open ticket	None	2 Minutes	<i>Administrative Officer / Creative Arts Specialist ILC Diliman</i>
	1.1. Identify nature of event (Academic/ Non-academic/ UC Meeting/ Extension service)	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>



	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel	None	5 Minutes	<i>Creative Arts Specialist / Administrative Officer</i> ILC Diliman
	2. For Creative Arts Specialist's action			
	2.1 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time and/or production personnel; send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist / Director</i> ILC Diliman
	2.2. If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	3. For Director's action			
	3.1. Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	<i>Director</i> ILC Diliman
	4. For Creative Arts Specialist's action			
	4.1. Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.2. Prepare letter to client using approved template; attached quotation	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.3. Forward letter for Administrative Officer's action	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	5. For AO's action			
	5.1 Receive letter	None	2 Minutes	<i>Administrative Officer</i>



				ILC Diliman
	5.2. Check computation of rates/fees	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	5.3. Send letter to client	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
2. Send conforme	2. Receive conforme	None	5 Days (paused-clock)	<i>Administrative Officer</i> ILC Diliman
	2.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
3. Make arrangements with ILCD for necessary schedule and availability of venue for possible technical setup	3. Add to calendar of events	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1 Send notification to production personnel	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	2. Request for transportation from OVCAA	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	3. Production coordinator makes an ocular inspection	None	30 Minutes	<i>Creative Arts Specialist / Production Team</i> ILC Diliman
	4. Prepare production equipment	None	1 Day	<i>Creative Arts Specialist / Production Team</i> ILC Diliman
4. Coordinate with ILC Diliman production team	Production ingress (day before setup)	None	4 Hours	<i>Production Team</i> ILC Diliman
5. Coordinate with ILC Diliman Production Coordinator	5. Production Proper	None	1 Day	<i>Production Team</i> ILC Diliman
	5.1 Production Egress	None	1 Hour	<i>Production Team</i> ILC Diliman
	5.2. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	5.3. Send to client billing statement	please see table below	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
	5.4. Receive copy of Official Receipt	None	5 Days (paused-clock)	<i>Administrative Officer</i> ILC Diliman



	6. For Senior ICT Assistant's action			
	6.1. Endorse raw footage for post-production	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	6.1. Post production	None	10 Days	<i>Senior ICT Assistant</i> ILC Diliman
6. Receive file copy	Release final video (.mp4)	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
TOTAL:		please see table below	25 Days, 6 Hours, 45 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Video Recording	PHP 4,000.00/Hour	Php 8,000.00/Hour

14. Multi Media Services / Streaming ONLY

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email/Ticket 2. Conforme		Client ILCDiliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit letter requesting video streaming at least 2 weeks before the event (b) Submit a ticket	1. (a) Receive letter of request for video streaming (only) (b) Open ticket	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.1. Identify nature of event (Academic/	None	5 Minutes	<i>Creative Arts Specialist</i>



	Non-academic/ Extension service)			ILC Diliman
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel	None	5 Minutes	
	1.4. Coordinate with UP Computer Center if venue has available internet connection	None	1 Day	
	2. For Creative Arts Specialist's action			
	2.1 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time and/or production personnel; and internet connection send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	2.2. If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	
	3. For Director's action			
	3.1. Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	<i>Director</i> ILC Diliman
	4. For Creative Arts Specialist's action			
	4.1. Prepare quotation (rates/fees)	None	5 Minutes	
	4.2. Prepare letter to client using approved template; attached quotation	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.3. Forward letter for Administrative Officer's action	None	2 Minutes	
	5. For AO's action			
	5.1. Receive letter	None	2 Minutes	



	5.2. Check computation of rates/fees	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	5.3. Send letter to client	None	2 Minutes	
7. Send conforme	7. Receive conforme	None	5 Days (paused-clock)	<i>Administrative Officer</i> ILC Diliman
	7.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	8. Add to calendar of events	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	8.1. Request for transportation from OVCAA	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	8.2. Send notification to production personnel	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
9. Submit pubmat	9. Prepare youtube channel	None	5 Days (paused-clock)	<i>Creative Arts Specialist</i> ILC Diliman
	9.1. Prepare quicklink	None	1 Day	<i>System Administrator</i> ILC Diliman
	9.2. Prepare website link	None	1 Day	<i>Junior ICT Associate / Production Team</i> ILC Diliman
10. Make arrangements for necessary schedule and availability of venue for possible testing	10. Production coordinator makes an ocular inspection	None	30 Minutes	<i>Creative Arts Specialist / Production Team</i> ILC Diliman
	10.1. Prepare production equipment	None	1 Day	<i>Production Team</i> ILC Diliman
	10.2. Notify UPCC for testing date and time	None	5 Minutes	<i>Creative Arts Specialist / System Administrator</i> ILC Diliman
11. Coordinate with ILC Diliman Production Coordinator	11. Test stream	None	1 Day	<i>System Administrator / Production Coordinator/</i>



				<i>Junior ICT Associate / Production Team</i> ILC Diliman
	11.1. Production Ingress	None	2 Hours	<i>Production Team</i> ILC Diliman
	11.2. Production proper	None	1 Day	
	11.3. Production Egress	None	1 Hour	
12. Wait for client's action	11. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	11.2. Send to client billing statement	please see table below	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
	11.3. Receive copy of Official Receipt	None	5 Days (paused-clock)	
TOTAL:		please see table below	19 Days, 4 Hours, 43 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Streaming only	PHP 1,500.00/Hour	Php 1,500.00/Hour



15. Multi Media Services / Video Recording with Streaming

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email/Ticket 2. Conforme		Client ILCDiliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit a letter requesting video recording with streaming at least 2 weeks before the event proper (b) Submit a ticket	1. (a) Receive letter of request for video recording with streaming (b) Open ticket	None	2 Minutes	<i>Administrative Officer / Creative Arts Specialist</i> ILC Diliman
	1.1. Identify nature of event (Academic/ Non-academic/ UC Meeting/ Extension service)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel,	None	5 Minutes	
	1.4. Coordinate with UP Computer Center if venue has available internet connection	None	1 Day	<i>Creative Arts Specialist / System Administrator</i> ILC Diliman
	2. For Creative Arts Specialist's action			
	2.1 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time and/or production	None	10 Minutes	<i>Creative Arts Specialist</i> ILC Diliman



	personnel; and internet connection send letter declining request using approved template			
	2.2 If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	
	3. For Director's action			
	3.1. Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	<i>Director</i> ILC Diliman
	4. For Creative Arts Specialist's action			
	4.1. Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.2. Prepare letter to client using approved template; attached quotation	None	5 Minutes	
	4.3. Forward letter for Administrative Officer's action	None	2 Minutes	
	5. For AO's action			
	5.1. Receive letter	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
	5.2. Check computation of rates/fees	None	5 Minutes	
	5.3. Send letter to client	None	2 Minutes	
2. Send conforme	2. Receive conforme	None	5 Days (paused-clock)	<i>Creative Arts Specialist / Administrative Officer / Director</i> ILC Diliman
	2.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	
	2.2. Add to calendar of events	None	2 Minutes	
	2.3. Request for transportation from OVCAA	None	5 Minutes	
	2.4. Send notification to production personnel	None	2 Minutes	
3. Submit pubmat	8. Prepare youtube channel	None	5 Days (paused-clock)	<i>Creative Arts Specialist</i> ILC Diliman
	8.1. Prepare quicklink	None	1 Day	<i>System Administrator</i> ILC Diliman



	8.2. Prepare website link	None	1 Day	<i>Junior ICT Associate</i> ILC Diliman
	9. Make arrangements for necessary schedule and availability of venue for possible testing video stream			
	9.1 Production coordinator makes an ocular inspection	None	30 Minutes	<i>Creative Arts Specialist / Production Team</i> ILC Diliman
	9.2. Prepare production equipment	None	1 Day	<i>Production Team</i> ILC Diliman
	9.2. Notify UPCC for testing date and time	None	5 Minutes	<i>Creative Arts Specialist / Administrative Officer</i> ILC Diliman
	10. For Production Coordinator's action			
	10.1 Test stream	None	1 Day	<i>System Administrator / Production Coordinator/ Junior ICT Associate / Production Team</i> ILC Diliman
4. Coordinate with ILC Diliman Production Coordinator	4.1. Production ingress (day before setup)	None	4 Hours	<i>Production Team</i> ILC Diliman
	4.2 Production Proper	None	1 Day	
	4.3. Production Egress	None	1 Hour	
5. Wait for client's action	5.1. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	5.2. Send to client billing statement	please see table below	2 Minutes	
	5.3. Receive copy of Official Receipt	None	5 Days (paused-clock)	
	6. For Senior ICT Assistant's action			



	6.1. Endorse raw footage for post-production	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	6.2. Post production	None	10 Days	<i>Senior ICT Assistant</i> ILC Diliman
15. Receive file copy	Release final video (.mp4)	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
TOTAL:		please see table below	34 Days, 6 Hours, 50 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Video Recording with Streaming	PHP 5,000.00/Hour	Php 10,000.00/Hour

16. Activity/Service/Request

Multi Media Services / Video Conferencing (Polycom machine Only)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email/Ticket 2. Conforme 3. Contact details remote site		Client ILCDiliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit letter requesting video conference at least 2 weeks before the event (b) Submit a ticket	1. (a) Receive letter of request for video conference (b) Open ticket	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.1. Identify nature of event (Academic/ Non-academic/ Extension service)	None	5 Minutes	



	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time, venue, and/or production personnel	None	5 Minutes	
	2. Wait for Creative Arts Specialist's action			
	2.1 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time, venue and/or production personnel send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	2.2. If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	
	3. For Director's action			
	3.1. Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	<i>Director</i> ILC Diliman
	3.2. Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	3.3. Prepare letter to client using approved template; attached quotation	None	5 Minutes	
	3.4. Forward letter for Administrative Officer's action	None	2 Minutes	
	4. For AO's action			
	4.1. Receive letter	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	4.2. Check computation of rates/fees	None	5 Minutes	
	4.3. Send letter to client	None	2 Minutes	
2. Send conforme	2.1 Receive conforme	None	5 Days (paused-clock)	<i>Administrative Officer</i> ILC Diliman
	2.2. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	



	2.3. Add to calendar of events	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	2.4. Send notification to production personnel	None	2 Minutes	
3. Submit contact details of remote site for video call test	3. Prepare equipment	None	1 Hour	<i>Creative Arts Specialist</i> ILC Diliman
	3.1. Test video call	None	30 Minutes	<i>Creative Arts Specialist / System Administrator / Production Team</i> ILC Diliman
4. Coordinate with ILC Diliman Production Coordinator	4 Production Ingress	None	2 Hours	<i>Production Team</i> ILC Diliman
	4.1 Production proper	None	4 Hours	<i>Production Team</i> ILC Diliman
	4.2. Production Egress	None	1 Hour	<i>Production Team</i> ILC Diliman
	4.3 Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	4.4 Send to client billing statement	please see table below	2 Minutes	
	4.5. Receive copy of Official Receipt	None	5 Days (paused-clock)	
TOTAL:		please see table below	9 Days, 1 Hour, 33 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Video Conferencing (Polycom System)	PHP 1,000.00/Hour	Php 2,000.00/Hour



17. Activity/Service/Request

Multi Media Services / Video Conferencing (Rental of equipment Only)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Ticket 2. Conforme 3. Contact details remote site		Client ILC Diliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit letter requesting video conference at least 2 weeks before the event (b) Submit a ticket	1. (a) Receive letter of request for video conference (b) Open ticket	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.1. Identify nature of event (Academic/ Non-academic/ Extension service)	None	5 Minutes	
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time, venue, and/or production personnel	None	5 Minutes	
	2. Wait for Creative Arts Specialist's action			
	2.1 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time, venue and/or production personnel send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	2.2. If accordance with ILC Diliman's mandate,	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman



	forward request for ILC Director's action			
	3. For Director's action			<i>Director</i> ILC Diliman
	4. Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	
	5. For Creative Arts Specialist's action			
	5.1. Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	5.2. Prepare letter to client using approved template; attached quotation	None	5 Minutes	
	5.3. Forward letter for Administrative Officer's action	None	2 Minutes	
	6. For AO's action			
	6.1 Receive letter	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
	6.2. Check computation of rates/fees	None	5 Minutes	
	6.3. Send letter to client	None	2 Minutes	
2. Send conforme	2. Receive conforme	None	5 Days (paused-clock)	<i>Administrative Officer</i> ILC Diliman
	2.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	2.2 Add to calendar of events	None	2 Minutes	
	2.3. Send notification to production personnel	None	2 Minutes	
3. Submit contact details of remote site for video call test	3. Prepare equipment	None	1 Hour	<i>Creative Arts Specialist / Production Team</i> ILC Diliman
	3.1. Test video call	None	30 Minutes	
4. Coordinate with ILC Diliman Production Coordinator	4.1. Production Ingress	None	2 Hours	<i>Production Team</i> ILC Diliman
	4.2 Production proper	None	4 Hours	
	4.3. Production Egress	None	1 Hour	
	5. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman



	5.1. Send to client billing statement	please see rate below	2 Minutes	
	5.2. Receive copy of Official Receipt	None	5 Days (paused-clock)	
TOTAL:		please see rate below	9 Days, 1 Hour, 33 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Video Conferencing (Equipment only)	PHP 1,015.00/Hour	Php 2,650.00/Hour
1.Video Camera	PHP 300.00/Hour	Php 800.00/Hour
2.LED Monitor	PHP 150.00/Hour	Php 500.00/Hour
3.LCD Projector (3000 lumens)	PHP 150.00/Hour	Php 500.00/Hour
4.LCD Projector (4000 lumens)	PHP 300.00/Hour	Php 1,000.00/Hour
5.Laptop	PHP 15.00/Hour	Php 50.00/Hour
6.Room (1st 4 hours)	PHP 400.00/Hour	Php 800.00/Hour

**Full list of rates may be found in*

http://iskwiki.upd.edu.ph/index.php/ILC_Diliman_Multimedia_Services_Rate#.XXiCUiqzbb0



National Service Training Program (NSTP)

External Services



1. Issuance of Serial Numbers

Issuance of serial numbers to Civil Welfare Training Service and Literacy Training Service graduates of previous semester for inclusion in Transcript of Records or other purposes

a. Online

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students/individuals who graduated from NSTP (CWTS/LTS) in UP Diliman only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Serial Number Request		NSTP Diliman Office or bit.ly/SNRequestForm		
2. NSTP (LTS/CWTS) 1 and 2 grades		CRS account, Office of the College Secretary or Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form with complete requirements to the NSTP Diliman Office via email at nstp.upd@up.edu.ph	1.1 Receive the submitted documents	None	5 Minutes	<i>Receiving Personnel</i> NSTP Diliman Office
	1.2 Vet the information submitted by the student	None	20 Minutes	<i>Senior Project Associate</i> NSTP Diliman Office
	1.3 Assign appropriate serial number to the student <i>*serial numbers of students who graduated from NSTP before A.Y. 2009-2010 will have to be requested from CHED</i>	None	30 Minutes	<i>Senior Project Associate</i> NSTP Diliman Office
2. Receive the certificate containing the serial number via email	2. Issue certificate to the student containing his/her serial number via email	None	5 Minutes	<i>Releasing Personnel</i> NSTP Diliman Office
TOTAL:		None	1 Hour	

b. Manual



Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students/individuals who graduated from NSTP (CWTS/LTS) in UP Diliman only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed Serial Number Request Form		NSTP Diliman Office		
2. NSTP (LTS/CWTS) 1 and 2 grades		CRS account, Office of the College Secretary or Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form with complete requirements	1.1 Receive the submitted documents	None	5 Minutes	<i>Receiving Personnel</i> NSTP Diliman Office
	1.2 Vet the information submitted by the student	None	20 Minutes	<i>Senior Project Associate</i> NSTP Diliman Office
	1.3 Assign appropriate serial number to the student <i>*serial numbers of students who graduated from NSTP before A. Y. 2009-2010 will have to be requested from CHED</i>	None	30 Minutes	<i>Senior Project Associate</i> NSTP Diliman Office
2. Claim the certificate containing his/her serial number	2. Issue certificate to the student containing his/her serial number	None	5 Minutes	<i>Releasing Personnel</i> NSTP Diliman Office
TOTAL:		None	1 Hour	



2. Online Processing of NSTP-related Student Appeals

Processing of NSTP-related student appeals for appropriate action (e.g., recommending approval) of the NSTP Diliman Director

a. Online

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Colleges/Units only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal addressed to the Vice Chancellor for Academic Affairs (VCAA) prepared and duly signed by the requesting student (appellant) with the following details: <ul style="list-style-type: none"> a. Name/Degree Program/College b. Request (e.g. to credit CWTS 1 and CWTS 2 taken from different colleges) c. Reason/s of the request (e.g. conflicting schedule) d. Contact details 		Requesting Student (Appellant)		
2. Letter of endorsement prepared and duly signed by the NSTP 1 and/or NSTP 2 Instructor/s (or the NSTP College Coordinator)				
3. Digitized copy of True Copy of Grades (TCG) reflecting NSTP 1 and/or NSTP 2 grades				
4. Digitized copy of Transcript of Records (ToR) <i>*for transferees who took NSTP 1 (or NSTP 2) in other CUs/universities/colleges only</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the email of the requesting student (appellant) including all attachments with duly signed endorsement of the College/Unit to the NSTP Diliman Office via email at nstp.upd@up.edu.ph	1.1 Review the forwarded email endorsement from the College/Unit including all attachments 1.1.1 Input the validated information in the student appeal form and NSTP student appeals database	None	45 Minutes	<i>Senior Project Assistant</i> NSTP Diliman Office



<p>Suggested text in the email:</p> <p><i>“The [College Name] endorses the appeal of [Name of Requesting Student] this [date].”</i></p>	<p><i>*special cases may require consultation from other offices/agencies and may take longer time to process</i></p>			
	<p>1.2 Endorse the assessed email endorsement and attachments with the student appeal form to the NSTP Diliman Director</p>	<p>None</p>	<p>15 Minutes</p>	<p>Senior Project Assistant NSTP Diliman Office</p>
	<p>1.3 For NSTP Diliman Director's appropriate action</p>	<p>None</p>	<p>30 Minutes</p>	<p>NSTP Diliman Director NSTP Diliman Office</p>
	<p>1.4 Forward the email endorsement from the College/Unit including all attachments with recommending approval/ disapproval of the Office to the Vice Chancellor for Academic Affairs (OVCAA)</p>	<p>None</p>	<p>30 Minutes</p>	<p>Senior Project Assistant NSTP Diliman Office</p>
	<p>1.5 For VCAA's appropriate action</p>	<p>None</p>	<p>(Paused-clock)</p>	<p>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</p>
	<p>1.6 Forward the student appeal form with VCAA's action to the NSTP Diliman Office via email</p>	<p>None</p>	<p>(Paused-clock)</p>	<p>Releasing Personnel Office of the Vice Chancellor for Academic Affairs</p>
	<p>1.7 Update the NSTP student appeals database</p> <p>1.7.1 Upload the submitted documents and the student appeal form with final action in the NSTP Diliman Office Google</p>	<p>None</p>	<p>20 Minutes</p>	<p>Senior Project Assistant NSTP Diliman Office</p>



	Drive for records purposes			
2. Receive the student appeal form with final action via email	2. Send the student appeal form with final action to the requesting student (appellant) via email 2.1 Copy furnish the concerned College/Unit for records purposes	None	30 Minutes	Senior Project Assistant NSTP Diliman Office
TOTAL:		None	2 Hours, 50 Minutes	

b. Manual

Office or Division:	National Service Training Program (NSTP)		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Colleges/Units only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of appeal addressed to the Vice Chancellor for Academic Affairs (VCAA) prepared and duly signed by the requesting student (appellant) with the following details: a. Name/Degree Program/College b. Request (e.g. to credit CWTS 1 and CWTS 2 taken from different colleges) c. Reason/s of the request (e.g. conflicting schedule) d. Contact details		Requesting Student (Appellant)	
2. Letter of endorsement prepared and duly signed by the NSTP 1 and/or NSTP 2 Instructor/s (or the NSTP College Coordinator)			
3. True Copy of Grades (TCG) reflecting NSTP 1 and/or NSTP 2 grades			
4. Transcript of Records (ToR) <i>*for transferees who took NSTP 1 (or NSTP 2) in other CUs/universities/colleges only</i>			
5. Letter of endorsement prepared and duly signed by the College Secretary		Office of the College Secretary	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of endorsement with complete requirements	1.1 Receive the submitted documents	None	5 Minutes	<i>Receiving Personnel</i> NSTP Diliman Office
	1.2 Review the submitted documents 1.2.1 Input the validated information in the student appeal form <i>*special cases may require consultation from other offices/ agencies and may take longer time to process</i>	None	45 Minutes	<i>Senior Project Assistant</i> NSTP Diliman Office
	1.3 Endorse the assessed documents with the student appeal form to the NSTP Diliman Director	None	15 Minutes	<i>Senior Project Assistant</i> NSTP Diliman Office
	1.4 For NSTP Diliman Director's appropriate action	None	2 Days	<i>NSTP Diliman Director</i> NSTP Diliman Office
	1.5 Forward the documents with the recommendation of the NSTP Director to the Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	15 Minutes	<i>Junior Office Associate</i> NSTP Diliman Office
	1.6 For VCAA's appropriate action	None	(Paused-clock)	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs



	1.7 Retrieve the documents with VCAA's action	None	20 Minutes	<i>Junior Office Associate NSTP Diliman Office</i>
2. Receive the student appeal form with final action	2. Forward the College Secretary's copy of student appeal form to the Office of the College Secretary	None	30 Minutes	<i>Releasing Personnel NSTP Diliman Office</i>
	2.1 Forward the OUR's copy of student appeal form to the OUR with original copy of the submitted documents	None	30 Minutes	<i>Releasing Personnel NSTP Diliman Office</i>
	2.2 Keep the NSTP Diliman Office's copy of student appeal form and copy (scanned/ photocopied) of documents	None	15 Minutes	<i>Senior Project Assistant NSTP Diliman Office</i>
TOTAL:		None	2 Days, 2 Hours, 55 Minutes	



Office of Advancement of Teaching (OAT)

External Services



1. Secondment Application and Contract

Processing Secondment application and contact

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Business			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean) 2. Invitation/Request form/Appointment 3. Memorandum of Agreement (MOA)/ Contract of Secondment 4. Faculty profile (justification and/or distribution of teaching load, if profile exceeds 15% mark) 5. Certification of no budgetary outlay (if needed) 6. Document Tracking System (DTS)		Requesting unit		
7. Employee Slip 8. Personnel Clearance 9. Draft Service Record		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application request for Secondment with attached MOA/Contract with personnel clearance from Human Resource Development Office (HRDO) Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode and evaluate details of application to the OAT Diliman database	None	1 Hour	<i>Administrative Aide</i> OAT Diliman
	1.3 Draft/Finalize referral slip to Diliman Legal Office	None	1 Day	<i>Administrative Aide/ Director</i> OAT Diliman
	1.4 Forward Referral slip with	None	1 Hour	<i>Releasing personnel</i>



	attached secondment application with MOA for review			OVCAA Central Office
2. Wait for Diliman Legal Action	2. Diliman Legal Office receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Diliman Legal Office
	2.1 Diliman Legal Office review the application with the attached MOA/Contract	None	3 Days	<i>Assigned Lawyer</i> Diliman Legal Office
	2.2 Return MOA/Contract of secondment application with appropriate action to OAT Diliman	None	30 Minutes	<i>Releasing Personnel</i> Diliman Legal Office
3. Wait for OAT Diliman and OVCAA action	3. OAT Diliman receive secondment application from Diliman Legal Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	3.1 Evaluates/review application for OAT Diliman Director initials/endorsement	None	1 Hour	<i>Administrative Aide</i> OAT Diliman
	3.2 Review evaluation of application for initials/endorsement of OAT Diliman Director, if found in order	None	2 Days	<i>Director</i> OAT Diliman
	3.3 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	3.4 OVCAA-Central Office receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	3.5 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)



	3.6 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	3.7 OAT Diliman receive request from OVCAA-Central Office with VCAA action	None	30 Minutes	<i>Receiving Personnel</i> OAT Diliman
	3.8 Release application to the Office of the Chancellor 3.8.1 Release application in the DTS	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office <i>Releasing personnel</i> OAT Diliman
4. Wait for Chancellors' appropriate action	4. Office of the Chancellor receive referral of endorsement with the attached secondment application and MOA/Contracts from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
	4.1 Chancellor's appropriate action on the request/ application	None	2 Days	<i>Chancellor</i> Office of the Chancellor
	4.2 Office of the Chancellor release application with appropriate action	None	30 Minutes	<i>Releasing personnel</i> Office of the Chancellor
5. Wait for the notice of approval	5. HRDO received approve application from Office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> HRDO
	5.1 HRDO release notice of approval of request	None	30 Minutes	<i>Releasing personnel</i> HRDO
6. Receive notice/copy of approved application	6. Requesting unit received notice/copy of approved request from HRDO	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
	TOTAL:	None	9 Days, 8 Hours, 30 Minutes	



2. Memorandum of Agreement/Understanding and Contract of Awards (MOA/MOU teaching related only)

Processing and Review of Memorandum of Agreement/Understanding and Contract of Awards (MOA/MOU teaching related only)

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Business			
Who may avail:	UP CUs and other Academic entities/Institutions, Organizations, Faculty and similar entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to Chancellor 2. Implementation plan 3. Draft MOA/MOU/Contracts of Awards 4. Document Tracking System (DTS)		Requesting unit		
5. Certification of no budgetary outlay		Requesting unit and Diliman Budget Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with attached MOA/MOU and Contract of Awards with complete attachments Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode details of application to the OAT Diliman database	None	1 Hour	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i>
	1.3 Evaluate request for referral to Diliman Legal Office	None	2 Days	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice) / Director</i> OAT Diliman
	1.4 Forward Referral slip with attached with attached	None	1 Hour	<i>Releasing personnel</i>



	MOA/MOU/Contracts of award for review			OVCA Central Office
2. Wait for Diliman Legal Action	2. Diliman Legal Office receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Diliman Legal Office
	2.1 Diliman Legal Office review the attached MOA/MOU/Contract of award	None	3 Days	<i>Assigned Lawyer</i> Diliman Legal Office
	2.2 Return MOA/MOU/Contract of award with appropriate action to OAT Diliman	None	30 Minutes	<i>Releasing Personnel</i> Diliman Legal Office
3. Wait for OAT Diliman and OVCAA action	3. OAT Diliman receive secondment application from Diliman Legal Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	3.1 Request Certificate of No Budgetary Outlay	None	3 Days	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice) / Director</i> OAT Diliman <i>Director</i> Diliman Budget Office
	3.2 Evaluates/review application for OAT Diliman Director initials/endorsement	None	1 Hour	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i> OAT Diliman
	3.3 Review evaluation of application for initials/endorsement of OAT Diliman Director, if found in order with attached referral slip to partner university	None	2 Days	<i>Director</i> OAT Diliman
	3.4 Release/send referral slip to the	None	1 Day	<i>Releasing Personnel</i>



	partner university for signature of MOA/MOU/Contract of award			OAT Diliman OVCAA Central Office (through LBC)
	3.5 Partner university receive MOA/MOU/ Contract of awards through LBC and after signature return the documents to OAT Diliman	None	10 Days	<i>Receiving Personnel/ Releasing Partner University</i>
	3.6 OAT Diliman receive the MOA/MOU/ Contract of awards with signature of partner university	None	30 Minutes	<i>Receiving Personnel OAT Diliman</i>
	3.7 Draft and finalize referral slip for VCAA initials/endorsement	None	2 Days	Project Assistant/ OAT Diliman Director
	3.8 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel OAT Diliman</i>
	3.9 OVCAA-Central Office receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel OVCAA Central Office</i>
	3.10 VCAA appropriate action on the request	None	2 Days	Vice Chancellor for Academic Affairs (VCAA)
	3.11 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel OVCAA Central Office</i>
	3.12 OAT Diliman receive request from OVCAA-Central Office with VCAA action	None	30 Minutes	<i>Receiving Personnel OAT Diliman</i>
	3.13 Release application to the	None	1 Hour	



	Office of the Chancellor 3.13.1 Release application in the DTS			<i>Releasing personnel</i> OVCAA Central Office <i>Releasing personnel</i> OAT Diliman
4. Wait for Chancellors' appropriate action	4. Office of the Chancellor receive referral of endorsement with the attached MOA/ MOU/ Contract of Award from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
	4.1 Chancellor's appropriate action on the MOA/MOU/ Contract of awards	None	3 Days	<i>Chancellor</i> Office of the Chancellor
	4.2 Office of the Chancellor release application with appropriate action	None	30 Minutes	<i>Releasing personnel</i> Office of the Chancellor
5. Wait for the notice of approval	5. OAT Diliman received signed MOA/MOU/ Contract of awards from Office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	5.1 Notarization of MOA/MOU/ Contract of awards	None	3 Days	Authorized person
6. Wait for BOR approval	6. Draft and finalize referral of accomplished MOA/MOU for BOR approval	None	1 Day	Project Assistant/ OAT Diliman Director
	6.1 OAT Diliman Office release accomplished MOA/MOU/ Contract of awards to OSU	None	30 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	5. Office of the Secretary (OSU) receive accomplished MOA/MOU/	None	30 Minutes	<i>Receiving personnel</i> Office of the Secretary



	Contract of awards from OAT Diliman			
3. Receive notice/copy of endorse MOA/MOU	3. Requesting unit received notice/copy of approved MOA/MOU	None	30 Minutes	<i>Receiving personnel Requesting Unit</i>
TOTAL:		None	32 Days, 10 Hours, 30 Minutes	

3. Metrobank Outstanding Filipinos Nominations for the endorsement of the University to the Metrobank Foundation Inc.

Process and review the Metrobank Outstanding Filipinos Nomination for the endorsement of the University to the Metrobank Foundation Inc.

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished nomination from online and printed hard copy (may vary as prescribe by Metrobank Foundation)		Metrobank Foundation Inc./ Office for the Advancement of Teaching (OAT) Diliman		
2. Supporting documents indicated by Metrobank Foundation		Personal documents of the nominee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the call	1. Release of call for nominations to partner universities	None	Pause-clock	Metrobank Foundation Inc.
	1.1 Dissemination of call for nominations to UP Diliman	None	1 Day	<i>University Research Associate / Senior Project Assistant OAT Diliman</i>
2. Submit duly accomplished application/nomination forms for Metrobank Outstanding Filipinos	2.1 Receive/encodes details of Nomination form in the OAT Diliman document tracking and	None	10 Minutes	<i>Receiving Personnel OAT Diliman</i>



with complete attachments Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	forwarded to concerned personnel			
	2.2 Encode application/nomination details to the OAT Diliman database	None	1 Hour	<i>University Research Associate/ Senior Project Assistant OAT Diliman</i>
	2.3 Pre-Evaluation of the nominations	None	3 Days	<i>Senior Project Assistant / University Research Associate / Director OAT Diliman</i>
	2.4 Forward to OVCAA-Central Office for VCAA recommendation	None	10 Minutes	<i>Releasing personnel OAT Diliman</i>
	2.5 OVCAA-Central Office receive application/nomination	None	30 Minutes	<i>Receiving personnel OVCAA Central Office</i>
	2.6 Recommendation by VCAA	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	2.7 Return to OAT Diliman for releasing	None	10 Minutes	<i>Releasing personnel OVCAA Central Office</i>
	2.8 OAT Diliman receive application/nomination with endorsement from OVCAA-Central Office	None	30 Minutes	<i>Receiving personnel OAT Diliman</i>
	2.9 Forwarded to the Office of the Chancellor for the final selection and endorsement of one nominee to the Metrobank Foundation Inc.	None	1 Hour	<i>Releasing personnel OVCAA Central Office</i>



3. Wait for Chancellor appropriate action	3. Office of the Chancellor receives the application/ nomination from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
	3.1 Chancellor's final selection and endorsement of one nominee to the Metrobank Foundation Inc.	None	2 Days	<i>Chancellor</i> Office of the Chancellor
	3.2 Office of the Chancellor forwarded to OAT Diliman the final selection and endorsement of one nominee to the Metrobank Foundation Inc.	None	30 Minutes	<i>Releasing personnel</i> Office of the Chancellor
	3.3 OAT Diliman receive final nominee for submission to the Metrobank Foundation Inc. from the Office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	3.4 OAT Diliman submit nomination to Metrobank Foundation Inc, Metro Plaza Makati	None	2 Days	<i>Senior Project Assistant / University Research Associate</i> OAT Diliman
4. Receive notice of application	4. Release notice to the nominee/s	None	Pause-clock	Metrobank Foundation Inc
TOTAL:		None	9 Days,5 Hours	



4. BPI-DOST Science Awards Nominations for the Deliberation of the Committee and Endorsement of the University to the BPI Foundation

Process and review the BPI-DOST Science Awards Nominations for the Deliberation of the Committee and Endorsement of the University to the BPI Foundation

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished nomination from online and printed hard copy (may vary as prescribe by BPI Foundation Inc) 2. Supporting documents indicated by BPI Foundation Inc.		BPI=DOST/BPI Foundation Inc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the call for application	1. Release of call for nominations to partner universities	None	Pause-clock	BPI-DOST/BPI Foundation Inc.
	1.1 Dissemination of call for nominations to UP Diliman	None	1 Day	<i>Releasing personnel</i> OVCAA Central office/ <i>University Research Associate / Senior Project Assistant</i> OAT Diliman
2. Submit duly accomplished application/nomination forms for BPI-DOST science awards with complete attachments Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	2.1 Receive/encodes details of Nomination form in the OAT Diliman document tracking and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	2.2 Encode application/nominat	None	1 Hour	<i>University Research</i>



	ion details to the OAT Diliman database			<i>Associate / Senior Project Assistant OAT Diliman</i>
	2.3 Pre-Evaluation of the nominations	None	3 Days	<i>University Research Associate / Senior Project Assistant / Director OAT Diliman</i>
	2.4 Forward to OVCAA-Central Office for VCAA recommendation	None	10 Minutes	<i>Releasing personnel OAT Diliman</i>
	2.5 OVCAA-Central Office receive application/ nomination	None	30 Minutes	<i>Receiving personnel OVCAA Central Office</i>
	2.6 Recommendation by VCAA	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	2.7 Return to OAT Diliman for releasing	None	10 Minutes	<i>Releasing personnel OVCAA Central Office</i>
	2.8 OAT Diliman receive application/ nomination with endorsement from OVCAA-Central Office	None	30 Minutes	<i>Receiving personnel OAT Diliman</i>
	2.9 Forwarded to the Office of the Chancellor for the final selection and endorsement of one nominee to the Metrobank Foundation Inc.	None	1 Hour	<i>Releasing personnel OVCAA Central Office</i>
3. Wait for Chancellor appropriate action	3. Office of the Chancellor receives the application/ nomination from OAT Diliman	None	30 Minutes	<i>Receiving personnel Office of the Chancellor</i>
	3.1 Chancellor's final selection and endorsed list of	None	2 Days	<i>Chancellor OAT Diliman</i>



	nominees for BPI Foundation			
	3.2 Office of the Chancellor forwarded to OAT Diliman the final selection and endorsement of one nominee/s of the BPI Foundation	None	30 Minutes	<i>Releasing personnel</i> Office of the Chancellor
	3.3 OAT Diliman receive final nominee for submission to the BPI Foundation from the Office of the Chancellor	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	3.4 OAT Diliman submit nomination to BPI Foundation	None	1 Day	<i>University Research Associate / Senior Project Assistant</i> OAT Diliman
4. Receive notice of application	4. Release notice to the nominee/s	None	Pause-clock	BPI-DOST/BPI Foundation
TOTAL:		None	9 Days,4 Hours, 40 Minutes	

5. The Many Faces of the Teacher Nominations for endorsement of the University to the Bato Balani Foundation

Process the selection of the Many Faces of the Teacher Nominations for endorsement of the University to the Bato Balani Foundation

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman
Classification:	Highly Technical
Type of Transaction:	Government to Business
Who may avail:	UP Diliman Faculty



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished nomination from online and printed hard copy (may vary as prescribe by Bato Balani Foundation Inc) 2. Supporting documents indicated by Bato Balani Foundation Inc.		Bato Balani Foundation Inc.		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the call for application	1. Release of call for nominations to partner universities	None	Pause-clock	BPI-DOST/BPI Foundation Inc.
	1.1 Dissemination of call for nominations to UP Diliman	None	1 Day	<i>Releasing personnel</i> OVCAA Central office <i>University Research Associate / Senior Project Assistant</i> OAT Diliman
2. Submit duly accomplished application/nomination forms for Many Faces/Bato Balani with complete attachments Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	2.1 Receive/encodes details of Nomination form in the OAT Diliman document tracking and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	2.2 Encode application/nomination details to the OAT Diliman database	None	1 Hour	<i>University Research Associate / Senior Project Assistant</i> OAT Diliman
	2.3 Pre-Evaluation of the nominations	None	3 Days	<i>University Research Associate / Senior Project Assistant / Director</i> OAT Diliman



	2.4 Forward to OVCAA-Central Office for VCAA recommendation	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	2.5 OVCAA-Central Office receive application/ nomination	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	2.6 Recommendation by VCAA	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	2.7 Return to OAT Diliman for releasing	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	2.8 OAT Diliman receive application/ nomination with endorsement from OVCAA-Central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.9 Forward to the Office of the Chancellor for the endorsement to the Bato Balani Inc.	None	1 Day	<i>Releasing personnel</i> OVCAA Central Office
3. Wait for Chancellor appropriate action	3. Office of the Chancellor receives the application/ nomination from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
	3.1 Chancellor's final selection and endorsement of nominee/s to the Bato Balani Inc.	None	2 Days	<i>Chancellor</i> Office of the Chancellor
	3.2 Office of the Chancellor forwarded to OAT Diliman the final selection and endorsement of one nominee/s of the Bato Balani Inc.	None	30 Minutes	<i>Releasing personnel</i> Office of the Chancellor
	3.3 OAT Diliman receive final nominee for submission to the Bato Balani Inc. from the Office of the Chancellor	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman



	3.4 OAT Diliman submit nomination to Bato Balani Inc.	None	1 Day	<i>University Research Associate / Senior Project Assistant OAT Diliman</i>
4. Receive notice of application	4. Release notice to the nominee/s	None	Pause-clock	Bato Balani Inc.
TOTAL:		None	9 Days,3 Hours, 40 Minutes	



Office of Field Activities (OFA)

External Services



1. Processing of Memorandum of Agreement/Memorandum of Understanding for Student Internship in the Philippines

Assistance in the preparation, implementation, and monitoring of Memorandum of Agreement/Memorandum of Understanding for Student Internship in the Philippines

Office or Division:	Office of Field Activities Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who May Avail:	Partner Host Training Establishments through Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MOA/MOU Template		Office of Field Activities Diliman		
Endorsement letter addressed to UP Diliman Chancellor of the proposed/new partnership		Requesting Unit		
Proposed draft agreement (preferably 4 copies)				
Certification from the college stating that the agreement will not require additional budget				
Secretary's Certificate/Board Resolution				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished draft MOA/MOU with complete attachment to OFA Diliman	1. Receive the MOA/MOU with complete attachment 1.1 Encode the details of the MOA/MOU to the database 1.2 Scan the whole set of documents for filing 1.3 Prepare and print reference slip endorsing the MOA/MOU to Diliman Budget Office for budget certification, in compliance with Memorandum No. OSU 2017-02-04	None	30 minutes	Senior Research Associate OFA Diliman



	1.4 Endorse the reference slip to OFA Director for appropriate action			
	1.5 Review and sign the reference slip for appropriate action	None	2 days	Director OFA Diliman
	1.6 Endorse MOA/MOU to Diliman Budget Office for issuance of budget certification	None	Pause-clock	Senior Research Associate OFA Diliman
	1.7 Receive MOA/MOU with certification from Diliman Budget Office 1.7.1 Encode details to database 1.7.2 Prepare and print reference slip endorsing the MOA/MOU to Diliman Legal Office for legal review 1.7.3 Endorse the reference slip to OFA Director for appropriate action	None	30 minutes	Senior Research Associate OFA Diliman
	1.8 Review and sign the reference slip for appropriate action	None	2 days	Director OFA Diliman
	1.9 Endorse MOA/MOU to Diliman Legal Office for legal review	None	Pause-clock	Senior Research Associate OFA Diliman
	1.10 Receive MOA/MOU with DLO Memorandum 1.10.1 Encode details to database 1.10.2 Review Diliman Legal Office's comments/recommendations and relay to requesting unit	None	30 minutes	Senior Research Associate OFA Diliman



	1.10.3.A <u>If there are no revisions</u> , proceed to step 1.10.4	None	30 minutes	Senior Research Associate OFA Diliman
	1.10.3.B <u>If there are revisions</u> , endorse MOA/MOU documents to requesting unit for appropriate action 1.10.3.B1 Receive revised MOA/MOU from requesting unit 1.10.3.B2 Encode details to database 1.10.3.B3 Prepare and print reference slip endorsing the MOA/MOU to Diliman Legal Office for final legal review 1.10.3.B4 Endorse the reference slip to OFA Director for appropriate action 1.10.3.B5 Repeat steps 1.9 to 1.10.2 and check for revisions	None None None	Pause-clock 30 minutes 2 days 30 minutes	Receiving Personnel Requesting Unit Senior Research Associate OFA Diliman Director OFA Diliman Senior Research Associate
	1.10.4 Endorse MOA/MOU documents to requesting unit for the signing of authorized signatories 1.10.5 Prepare and print reference slip endorsing the MOA/MOU to requesting unit 1.10.6 Endorse the reference slip to OFA Director for appropriate action	None	30 minutes	Senior Research Associate OFA Diliman
	1.11 Review and sign the reference slip for appropriate action	None	2 days	Director OFA Diliman
	1.12 Endorse MOA/MOU to requesting unit	None	Pause-clock	Senior Research Associate



				OFA Diliman
2. Receive MOA/MOU from OFA Diliman for appropriate action	2. For appropriate action	None	Pause-clock	Requesting Unit
3. Submit revised/final MOA/MOU to OFA with complete attachments	3. Receive the MOA/MOU with complete attachment 3.1 Encode details to database 3.2 Prepare and print reference slip endorsing the MOA/MOU to OVCAA Central Office for appropriate action 3.3 Endorse the reference slip to OFA Director for appropriate action	None	30 minutes	Senior Research Associate OFA Diliman
	3.4 Review and sign the reference slip for appropriate action	None	2 days	Director OFA Diliman
	3.5 Endorse MOA/MOU to OVCAA Central Office for appropriate action	None	1 day	Senior Research Associate OFA Diliman
	3.6 OVCAA Central Office receives documents for endorsement of the VCAA	None	Pause-clock	Receiving Personnel OVCAA Central Office
	3.7 Recommend the approval of the MOA/MOU to the Chancellor	None	Pause-clock	Vice Chancellor for Academic Affairs OVCAA
	3.8 Endorse the MOA/MOU to the Office of the Chancellor for approval and signature	None	Pause-clock	Releasing Personnel OVCAA Central Office
	3.9 Receive MOA/MOU from the Office of the Chancellor	None	Pause-clock	Receiving Personnel



				OVCAA Central Office
	<p>3.10 Receive approved MOA/MOU from OVCAA Central Office</p> <p>3.11 Encode details to database</p> <p>3.12 Scan the signed MOA/MOU</p> <p>3.13 Prepare and print memorandum endorsing the MOA/MOU to requesting unit for notarization</p> <p>3.14 Endorse the memorandum to OFA Director for appropriate action</p>	None	30 minutes	Senior Research Associate OFA Diliman
	3.15 Review and sign the memorandum for appropriate action	None	2 days	Director OFA Diliman
	3.16 Endorse MOA/MOU to requesting unit for notarization	None	Pause-clock	Senior Research Associate OFA Diliman
4. Receive four (4) signed copies of the MOA/MOU for notarization		None	Pause-clock	Receiving Personnel Requesting Unit
5. Notarize the four (4) signed copies of the MOA/MOU and		None	Pause-clock	Requesting Unit
6. Submit one (1) notarized copy of the MOA/MOU to OFA.	<p>4. Receive notarized MOA/MOU</p> <p>4.1 Encode details to database</p> <p>4.2 Scan the notarized MOA/MOU</p> <p>4.3 Prepare and print memorandum endorsing the MOA/MOU to</p>	None	30 minutes	Senior Research Associate OFA Diliman



	requesting unit for notarization 4.4 Endorse the memorandum to OFA Director for appropriate action			
	4.5 Review and sign the memorandum for appropriate action	None	2 days	Director OFA Diliman
	4.6 Endorse MOA/MOU to the Office of the Chancellor for BOR confirmation	None	Pause-clock	Senior Research Associate OFA Diliman
TOTAL:		None	13 days, 4 hours (without revisions) 15 days, 4 hours, 30 minutes (with revisions)	



Office of International Linkages Diliman (OILD)

External Services



1. Application for International Student Exchange Program (ISEP)

Application of UP Diliman students to be part of the International Student Exchange Program (One year before actual application to Host University) upon release of Call for Applications (Done twice a year)

Office or Division:	Office of International Linkages Diliman - Office of the Vice-Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Sophomore and Junior-standing UP Diliman students with GWA 1.75 and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	ISEP Application Form	OIL Diliman – Student Mobility Section		
2	Curriculum Vitae	Applicant (student)		
3	Motivation Letter/Essay			
4	Photocopy of Form 5a and ID			
5	Photocopy of Passport Bio-Page	Home Academic Unit		
6	True Copy of Grades and GWA Certification			
7	Two (2) Recommendation Letters	UP Diliman Faculty Members		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete application documents	1. Accept complete application documents	None	1 Day	<i>Receiving Personnel</i> OIL Diliman
	1.1 Prepare interview schedule based on number of applicants and availability of International Student Mobility Committee (ISMC)	None	2 Days	Student Mobility Personnel OIL Diliman
2. Sign-up for interview schedule	2. Record interview schedule	None	1 Day	Student Mobility Personnel OIL Diliman
3. Undergo interview	3. ISMC conducts panel interview	None	1 Day	International Student Mobility Committee
	3.1. Rank and assign	None	5 Days	Student Mobility Personnel



	student applicants to partner universities			OIL Diliman
4. Receive notification of assigned university	4. Notify students of results of screening	None	1 Day	Student Mobility Personnel OIL Diliman
5. Confirm slot for exchange program	5. Finalize the roster of students for nomination to student exchange program	None	3 Days	Student Mobility Personnel OIL Diliman
TOTAL:		None	14 Days	

2. International Student Exchange Program

Application of UP Diliman student to host university (After ISEP shortlisting) and actual exchange program

Office or Division:	Office of International Linkages Diliman-OVCAA			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students who passed the ISEP call for applications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Application forms from Host University	OIL Diliman; Host University		
2	Recommendation Letter	OIL Diliman and/or Program Adviser		
3	Transcript of Records	Office of the University Registrar		
4	Proof of Enrollment			
5	Medical Records	University Health Service or Medical Service Provider		
6	Financial Support Documents (e.g. Bank Certificate, Bank Statement, Parent's Income Tax Return)	Bank (where student/financial supporter is a client)		
7	Copy of Passport Bio-Page	Student		
8	ID Photos			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents to OIL Diliman	1. Verify application documents	None	3 Days	Receiving Personnel OIL Diliman



	with partner university;			
1.1. Submit application documents via online platform, if applicable	1.1. Forward application documents to partner university via courier	None	2 Days	Student Mobility Personnel OIL Diliman
	1.2. Coordinate with partner university regarding results of application	None	Pause Clock (20-70 Days; Varies)	Student Mobility Personnel OIL Diliman
2. Receive results of application	2. Forward acceptance documents from partner university	None	1 Day	Student Mobility Personnel OIL Diliman
3. Apply for scholarship, if needed	3. Endorse application	None	Pause Clock	Student Mobility Personnel OIL Diliman
4. Apply for visa	4. Issue support documents	None	Pause Clock	Student Mobility Personnel OIL Diliman
5. Apply for cross-enrollment (See Cross-Enrollment Application Procedures)	5. Assist and endorse in application of cross-enrollment	None	10 Days	Student Mobility Personnel OIL Diliman
6. Prepare for exchange program (book airplane tickets, book accommodation, attend pre-departure orientation)	6. Assist in pre-departure preparations of student	None	5 Days	Student Mobility Personnel OIL Diliman
6.1. Attend pre-departure orientation program	6.1. Conduct pre-departure orientation program	None	1 Day	Student Mobility Personnel OIL Diliman
7. Participate in exchange program	7. Monitor student during exchange program	None	Pause Clock (4 months to 10 months)	Student Mobility Personnel OIL Diliman
8. Return to UP Diliman	8. Assist in return procedures	None	1 Day	Student Mobility Personnel OIL Diliman



	8.1. Forward transcript to OUR upon receipt from host university of student	None	2 Days	Student Mobility Personnel OIL Diliman
TOTAL:		None	25 Days	

3. Cross-enrollment for Outbound Exchange Students

Cross-enrollment of student to a UP Diliman or UP System partner institution (Step 5 of International Student Exchange Program)

Office or Division:	Office of International Linkages Diliman-OVCAA			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	ISEP-Qualified UP Diliman students, Enrolled UP Diliman faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter Request for Cross-enrollment (Template)	OIL Diliman		
2	Copy of Acceptance Letter	OIL Diliman as issued by their host university		
3	Certification of number of units earned/certification that student will not be graduating during the exchange program	Home Academic Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit cross-enrollment request to OIL Diliman together with complete application documents	1. Endorse request to Office of the University Registrar (OUR)	None	3 Days	Student Mobility Personnel OIL Diliman
	1.1 Receive OUR-endorsed request and forward to Office of the Vice-Chancellor for Academic Affairs	None	2 Days	Student Mobility Personnel OIL Diliman



	(OVCAA) for endorsement			
	1.2. OVCAA to endorse to Office of the Chancellor (OC) through OIL Diliman	None	3 Days	Student Mobility Personnel OIL Diliman
	1.3. Receive approved cross-enrollment from OC	None	2 Days	Student Mobility Personnel OIL Diliman
	1.4. Scan approved cross-enrollment letter	None	1 Day	Student Mobility Personnel OIL Diliman
2. Claim approved cross-enrollment letter	2. Release approved cross-enrollment request to student	None	1 Day	Student Mobility Personnel OIL Diliman
	2.1. Forward copy to OUR for change of enrollment status	None	1 Day	Student Mobility Personnel OIL Diliman
3. Provide copy of cross-enrollment letter to College Secretary and Department	3. Keep scanned copy of cross-enrollment in student records	None	1 Day	Student Mobility Personnel OIL Diliman
TOTAL:		None	14 Days	



4. Filing of application for Admission and Registration of Inbound Exchange Students

Acceptance and enrollment of inbound exchange students and fee-paying international visiting students

Office or Division:	Office of International Linkages Diliman – Office of the Vice-Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students from international partner universities, Students from non-partner international institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student Exchange Application Form	Student Mobility Section OIL Diliman		
2	OUR Undergraduate/Graduate Application Form	OUR through Student Mobility Section OIL Diliman		
3	OUR Student Directory			
4	UHS Medical Forms	University Health Service through Student Mobility Section OIL Diliman		
5	Transcript of Records	Home University		
6	Letter of Recommendation			
7	English Language Proficiency Results, if not endorsed by home university (partner university) or coming from a non-partner university	Student		
8	Photocopy of passport Bio-page			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Have home university International Office nominate student via online application form sent to coordinators	1. Coordinate with student and partner university coordinator regarding application forms	PHP 1300 for students from non-partner universities; Waived if from partner university	15 Days	Student Mobility Personnel OIL Diliman
2. Send application documents via International Office at home university	2. Verify application documents	None	5 Days	Student Mobility Personnel OIL Diliman
	2.1. Forward application documents	None	3 days	Student Mobility Personnel OIL Diliman



	to OUR for issuance of acceptance letter			
	2.2. Forward medical health forms to UHS for issuance of medical certificate	None	5 days	Student Mobility Personnel OIL Diliman
3. Receive acceptance letter	3. Send acceptance packet including acceptance letter via email.	None	3 Days	Student Mobility Personnel OIL Diliman
	3.1. Coordinate with Office of Student Housing regarding reservation of dormitory slots	None	7 Days	Student Mobility Personnel OIL Diliman
4. Apply for 59-Day temporary visa at consulate or embassy in home country *If coming from a visa-free country, student can arrive without any prior temporary visa and can get visa upon arrival; if arriving with visa upon arrival, student must extend to 59-Day visa at any Bureau of Immigration desk	4. Monitor visa application	(Visa processing fees vary depending on country)	Pause Clock	Student Mobility Personnel OIL Diliman
5. Prepare for departure (transportation, accommodation, insurance) and arrival	5. Release results of dormitory reservation	None	5 Days	Student Mobility Personnel OIL Diliman



	5.1. Prepare for airport pick-up	None	3 Days	Student Mobility Personnel OIL Diliman
	5.2. Forward study permit and medical certificate to OUR for issuance of Form 5a and student number	None	3 Days	Student Mobility Personnel OIL Diliman
6. Arrive in the Philippines	6. Provide orientation for new students (enrollment, visa, student life, etc.)	None	1 Day	Student Mobility Personnel OIL Diliman
7. Enroll for desired classes	7. Provide enrollment kit (Form 5a, maps, list of courses, etc)	None	2 Days	Student Mobility Personnel OIL Diliman
	7.1. Coordinate with OUR regarding enrollment procedures	(Tuition fees for fee-paying students plus Education Development Fund)	3 Days	Student Mobility Personnel OIL Diliman
TOTAL:		PHP 1300	45 Days	



5. Filing of application for Admission and Registration of Inbound Exchange Students (New Version)

Acceptance and enrollment of inbound exchange students and fee-paying international visiting students

Office or Division:	Office of International Linkages Diliman – Office of the Vice-Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students from international partner universities, Students from non-partner international institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student Exchange Application Form	Student Mobility Section OIL Diliman		
2	OUR Undergraduate/Graduate Application Form	OUR through Student Mobility Section OIL Diliman		
3	OUR Student Directory			
4	UHS Medical Forms	University Health Service through Student Mobility Section OIL Diliman		
5	Transcript of Records	Home University		
6	Letter of Recommendation			
7	English Language Proficiency Results, if not endorsed by home university (partner university) or coming from a non-partner university	Student		
8	Photocopy of passport Bio-page			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Have home university International Office nominate student via online application form sent to coordinators	1. Coordinate with student and partner university coordinator regarding application forms	PHP 1300 for students from non-partner universities; Waived if from partner university	15 Days	Student Mobility Personnel OIL Diliman
2. Send application documents via International Office at home university	2. Verify application documents	None	5 Days	Student Mobility Personnel OIL Diliman
	2.1. Forward application documents to OUR for	None	3 days	Student Mobility Personnel OIL Diliman



	issuance of acceptance letter			
	2.2. Forward medical health forms to UHS for issuance of medical certificate	None	5 days	Student Mobility Personnel OIL Diliman
3. Receive acceptance letter	3. Send acceptance packet including acceptance letter via email.	None	3 Days	Student Mobility Personnel OIL Diliman
	3.1. Coordinate with Office of Student Housing regarding reservation of dormitory slots	None	7 Days	Student Mobility Personnel OIL Diliman
4. Apply for 59-Day temporary visa at consulate or embassy in home country *If coming from a visa-free country, student can arrive without any prior temporary visa and can get visa upon arrival; if arriving with visa upon arrival, student must extend to 59-Day visa at any Bureau of Immigration desk **NEW NORMAL: Check additional IATF requirements regarding COVID-19	4. Monitor visa application	(Visa processing fees vary depending on country)	Pause Clock	Student Mobility Personnel OIL Diliman
5. Prepare for departure (transportation,	5. Release results of dormitory reservation	None	5 Days	Student Mobility Personnel OIL Diliman



accommodation, insurance) and arrival **NEW NORMAL: Comply with IATF guidelines for quarantine				
	5.1. Prepare for airport pick-up	None	3 Days	Student Mobility Personnel OIL Diliman
	5.2. Forward study permit and medical certificate to OUR for issuance of Form 5a and student number	None	3 Days	Student Mobility Personnel OIL Diliman
6. Arrive in the Philippines **NEW NORMAL: Comply with IATF guidelines for quarantine	6. Provide orientation for new students (enrollment, visa, student life, etc.)	None	1 Day	Student Mobility Personnel OIL Diliman
7. Enroll for desired classes	7. Provide enrollment kit (Form 5a, maps, list of courses, etc)	None	2 Days	Student Mobility Personnel OIL Diliman
	7.1. Coordinate with OUR regarding enrollment procedures	(Tuition fees for fee-paying students plus Education Development Fund)	3 Days	Student Mobility Personnel OIL Diliman
TOTAL:		PHP 1300	45 Days	



6. Special Non-Immigrant (47a2) Visa Filing

Processing of visa for inbound exchange students, researchers and visiting faculty

Office or Division:	Office of International Linkages Diliman – Office of the Vice-Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students from international partner universities, visiting researchers and visiting faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Original Passport	Student or visiting researcher or visiting faculty		
2	Special Non-Immigrant Visa Application form	Student Mobility Section OIL Diliman		
3	Notarized Affidavit of support			
4	Acceptance/Appointment letter			
5	Copy of Agreement between UPD and partner university			
6	Copy of 1 st Indorsement, if for extension			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit passport with valid 59-Day visa to OIL Diliman	1. Accept payment and original passport	PHP 3425 (PHP 1000 Visa processing fee)* *if approved	1 Day	Visa Liaison Officer OIL Diliman
	1.1. Issue acknowledgment receipt	None		Visa Liaison Officer OIL Diliman
	1.2. Issue copy of passport to student	None		Visa Liaison Officer OIL Diliman
	1.3. Prepare visa application packet of student	PHP 400 (for affidavit of support notarization; from payment of student)	4 Days	Visa Liaison Officer OIL Diliman



	1.4. Submit application packet to DOJ for DOJ clearance	PHP 2525 (from payment of student)	1 Day	Visa Liaison Officer OIL Diliman
	1.5. Monitor application for endorsement to the Bureau of Immigration; If for compliance, submit requested documents	None	60 Days	Visa Liaison Officer OIL Diliman
	1.6. Upon forwarding of endorsement of DOJ to BI, check for student's name on list for stamping	PHP 500 (from payment of student)	5 Days	Visa Liaison Officer OIL Diliman
	1.7. Submit passport for stamping	None	5 Days	Visa Liaison Officer OIL Diliman
2. Receive passport with approved visa	2. Record visa details and issue passport with valid visa to student	None	2 Days	Visa Liaison Officer OIL Diliman
TOTAL:		PHP 3425	73 Days	



7. Special Non-Immigrant (47a2) Visa Filing (NEW NORMAL VERSION)

Processing of visa for inbound exchange students, researchers and visiting faculty

Office or Division:	Office of International Linkages Diliman – Office of the Vice-Chancellor for Academic Affairs				
Classification:	Highly Technical				
Type of Transaction:	Government to Citizen				
Who may avail:	Students from international partner universities, visiting researchers and visiting faculty				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Original Passport	Student or visiting researcher or visiting faculty			
2	Special Non-Immigrant Visa Application form	Student Mobility Section OIL Diliman			
3	Notarized Affidavit of support				
4	Acceptance/Appointment letter				
5	Copy of Agreement between UPD and partner university				
6	Copy of 1 st Indorsement, if for extension				
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit passport with valid 59-Day visa to OIL Diliman		1. Accept payment and original passport	PHP 3425 (PHP 1000 Visa processing fee)* *if approved	1 Day	Visa Liaison Officer OIL Diliman
		1.1. Issue acknowledgment receipt	None		Visa Liaison Officer OIL Diliman
		1.2. Issue copy of passport to student	None		Visa Liaison Officer OIL Diliman
		1.3. Prepare visa application packet of student	PHP 400 (for affidavit of support notarization; from payment of student)	4 Days	Visa Liaison Officer OIL Diliman



	1.4. Set appointment at DOJ		1 Day	Visa Liaison Officer OIL Diliman
	1.5. Submit application packet to DOJ for DOJ clearance	PHP 2525 (from payment of student)	1 Day	Visa Liaison Officer OIL Diliman
	1.6. Monitor application for endorsement to the Bureau of Immigration; If for compliance, submit requested documents	None	60 Days	Visa Liaison Officer OIL Diliman
	1.7. Upon forwarding of endorsement of DOJ to BI, check for student's name on list for stamping	PHP 500 (from payment of student)	5 Days	Visa Liaison Officer OIL Diliman
	1.7. Set appointment at BI through BI portal		1 Day	Visa Liaison Officer OIL Diliman
	1.8. Submit passport for stamping	None	5 Days	Visa Liaison Officer OIL Diliman
2. Receive passport with approved visa	2. Record visa details and issue passport with valid visa to student	None	2 Days	Visa Liaison Officer OIL Diliman
TOTAL:		PHP 3425	75 Days	



8. Student Visa and Special Study Permit Processing

Processing of visa for regular international students and visiting students from non-partner universities

Office or Division:	Office of International Linkages Diliman – Office of the Vice-Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Regular international students and visiting students from non-partner universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Passport 2 Acceptance Letter, Certificate of Eligibility to Enroll (for renewal of student visa) 3 True copy of grades (for renewal) 4 NBI Clearance, if application is filed six months from first arrival in the Philippines 5 ACR i-card, if for renewal/extension 6 4 2x2 ID pictures 7 Bureau of Quarantine Stamp on passport, for new student visa applicants		Student		
8 CGAF for 9F or SSP 9 Joint letter of request		Student Mobility Section OIL Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to OIL Diliman	1. Accept payment and application documents	PHP 13500 for 9F Student Visa PHP 9000 for Special Study Permit PHP 1000 (Visa processing fee)* *if approved	1 Day	Visa Liaison Officer OIL Diliman



	1.1. Issue acknowledgment receipt	None		<i>Visa Liaison Officer</i> OIL Diliman
	1.2. Issue copy of passport to student	None		<i>Visa Liaison Officer</i> OIL Diliman
	1.3. Submit application packet to BI Student Desk	PHP 13500 for 9F Student Visa PHP 9000 for Special Study Permit (From payment of student)	1 Day	<i>Visa Liaison Officer</i> OIL Diliman
	1.4. Monitor application		10 Days	<i>Visa Liaison Officer</i> OIL Diliman
	1.5. Claim passport with approved visa at BI Student Desk	None	1 Day	<i>Visa Liaison Officer</i> OIL Diliman
	1.6. Apply for I-card	None	2 Days	<i>Visa Liaison Officer</i> OIL Diliman
2. Receive approved visa/permit	2. Release passport with approved visa/permit	None	1 Day	<i>Visa Liaison Officer</i> OIL Diliman
	2.1. Monitor i-Card application	None	20 Days	<i>Visa Liaison Officer</i> OIL Diliman
3. Receive approved i-Card	2.2. Claim approved i-Card	None	2 Days	<i>Visa Liaison Officer</i> OIL Diliman
TOTAL:		PHP 13500 or PHP 9000	38 Days	



9. Student Visa and Special Study Permit Processing (NEW NORMAL VERSION)

Processing of visa for regular international students and visiting students from non-partner universities

Office or Division:	Office of International Linkages Diliman – Office of the Vice-Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Regular international students and visiting students from non-partner universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Passport 2 Acceptance Letter, Certificate of Eligibility to Enroll (for renewal of student visa) 3 True copy of grades (for renewal) 4 NBI Clearance, if application is filed six months from first arrival in the Philippines 5 ACR i-card, if for renewal/extension 6 4 2x2 ID pictures 7 Bureau of Quarantine Stamp on passport, for new student visa applicants		Student		
8 CGAF for 9F or SSP		Student Mobility Section OIL Diliman		
9 Joint letter of request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to OIL Diliman	1. Accept payment and application documents	PHP 13500 for 9F Student Visa PHP 9000 for Special Study Permit PHP 1000 (Visa processing fee)* *if approved	1 Day	Visa Liaison Officer OIL Diliman



	1.1. Issue acknowledgment receipt	None		<i>Visa Liaison Officer</i> OIL Diliman
	1.2. Issue copy of passport to student	None		<i>Visa Liaison Officer</i> OIL Diliman
	1.3. Set appointment at BI Student Desk for submission	None	1 Day	<i>Visa Liaison Officer</i> OIL Diliman
	1.4. Submit application packet to BI Student Desk	PHP 13500 for 9F Student Visa PHP 9000 for Special Study Permit (From payment of student)	1 Day	<i>Visa Liaison Officer</i> OIL Diliman
	1.5. Monitor application		10 Days	<i>Visa Liaison Officer</i> OIL Diliman
	1.6. Set appointment for claiming of passport		1 Day	<i>Visa Liaison Officer</i> OIL Diliman
	1.7. Claim passport with approved visa at BI Student Desk	None	1 Day	<i>Visa Liaison Officer</i> OIL Diliman
	1.8. Apply for I-card	None	2 Days	<i>Visa Liaison Officer</i> OIL Diliman
2. Receive approved visa/permit	2. Release passport with approved visa/permit	None	1 Day	<i>Visa Liaison Officer</i> OIL Diliman



	2.1. Monitor i-Card application	None	20 Days	Visa Liaison Officer OIL Diliman
3. Receive approved i-Card	2.2. Claim approved i-Card	None	2 Days	Visa Liaison Officer OIL Diliman
TOTAL:		PHP 13500 or PHP 9000	40 Days	

10. Request for arrangements for exploratory meeting with UPD units/offices

International institutions request for the arrangement of exploratory meetings with UPD units/offices

Office or Division:	Office of International Linkages (OIL) Diliman-OVCAA			
Classification:	Complex			
Type of Transaction:	Government to Business			
Who may avail:	International Institutions who want to explore partnering with UP Diliman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover letter/email with details of request		Requesting Party		
2. Accomplished OIL Diliman visit request form		OIL Diliman website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email cover letter/ email request to international.upd@up.edu.ph (at least 15 working days before the proposed date of the exploratory meeting)	1. OIL Diliman reviews the request and responds to client to acknowledge receipt of the email.	None	2 Days	OIL Diliman Director OR Partnership and Communications Personnel OIL Diliman
	1.1 Partnership and Communications Section evaluates the proposal and does background check on	None	2 Days	Partnership and Communications Personnel OIL Diliman



	international institution.			
	1.2. Partnership and Communications Section coordinates with UPD academic unit/s / offices compatible with the proposal of the international institution and sets a meeting date and venue.	None	2 Days	Partnership and Communications Personnel OIL Diliman
	1.3 UPD academic unit/s / offices confirm if they are available for the schedule of the meeting	None	2 Days	Head/s of applicable UPD unit/s / offices
	1.4 Partnership and Communications Section updates international institution on final meeting schedule and venue	None	1 Day	
2. Receive email from OIL Diliman regarding details of final meeting schedule and venue and confirm attendance with OIL Diliman	2. Confirm attendance of international institution representatives	None	1 Days	
TOTAL:		None	10 Days	



Office of the University Registrar (OUR)

External Services



1. Appeal for Late Application for Graduation

For students who missed the deadline for submission of *application for graduation (*University requirement)

Office or Division:	Student Evaluation Section (SES), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the UR endorsed by the college 2. Duly accomplished application form for graduation 3. Evaluation checklist from the college		1. Requesting party 2. College 3. College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the G/F, SES	1. Receive and check all requirements; Record to database; Forward the documents to the Section Head for action	None	10 minutes	<i>Frontline Staff</i> SES
	1.1 Act on the request	None	1 day	<i>Section Head</i> SES
2. Claim request with action	2. Issue request and bill of payment	None	10 minutes	<i>Frontline Staff</i> SES
3. Pay to the Cashier; Submit receipt with approved appeal to SES; Submit photocopy of appeal and receipt to the college	3. Record the payment's official receipt and approved appeal for Student Records Evaluator's evaluation	PHP 100.00	10 minutes	<i>Frontline Staff</i> SES
TOTAL:		PHP 100.00	1 Day, 30 Minutes	
For On-line:				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to ses_our.updiliman@up.edu.ph	1. Open email; Record to database; Print letter and application form; Forward to Section Head for action	None	10 minutes	<i>Frontline Staff</i> SES
	1.1 Act on the request and return the document to the frontline staff	None	1 day	<i>Section Head</i> SES
2. Receive reply to request	2. Scan the letter and application form with the action of the SES Head; Forward the document to the student through email; Send bill of payment	None	20 minutes	<i>Frontline Staff</i> SES
3. Process online payment and email payment details; Email photocopy of appeal and receipt to the college	3. Forward approved appeal to the Student Records Evaluator for evaluation	PHP 100.00	30 minutes	<i>Frontline Staff</i> SES
TOTAL:		PHP 100.00	1 Day, 1 Hour	



2. Appeal for Late Cancellation of Enlisted Subjects

For students who enlisted in courses for a particular semester but belatedly (i.e., beyond the deadline) decided to withdraw or cancel the said courses

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the College 2. Certificate of Non-Attendance 3. Status of enlistment thru CRS (for Walk-ins)		1. Requesting Party 2. College 3. Academic Information System Section (AISS), OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, Administrative Section	1. Receive and check requirements; Record to database; Forward to the University Registrar (UR) for action	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim appeal with UR action	2. Release appeal	None	2 Minutes	Frontline Staff Administrative Section
3. Bring the approved appeal to AISS for cancellation	3. Cancel enlisted subject/s	None	2 Minutes	Support Staff AISS
TOTAL:		None	1 Day, 9 Minutes	
For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Email all requirements to our.diliman@up.edu.ph	1. Open email, record to database, and forward to AISS for status verification	None	15 minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>
	1.1 Verify status of student and forward to UR for action	None	1 Day	<i>Support Staff AISS</i>
	1.2 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Receive thru email the action of the UR	2. Inform student of the UR action then forward to AISS for cancellation	None	15 minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>
3. Check updates in the CRS account for the cancelled subject	3. Cancel enlisted subject	None	15 minutes	<i>Support staff AISS</i>
TOTAL:		None	2 Days, 45 Minutes	



3. Appeal for Late Enrollment/Late Change of Matriculation

For students who failed to enroll or request for change matriculation during the regular period of registration/change of matriculation.

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the College 2. Certificate of Attendance 3. Enrollment status thru CRS (for Walk-ins)		1. Requesting Party 2. College 3. Academic Information System Section (AISS), OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, Administrative Section	1. Receive and check requirements; Record to database; Forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Claim appeal with UR action	2. Release appeal	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
3. Proceed to RCS for processing	3. Assess fees, tag approved appeals, and give payment instructions. For students without payable fees, provide instructions on the printing of Form 5/Form 26	None	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>



4. If applicable, generate payment slip, process payment, and encode details of payment for validation in CRS	4. Validate payment in CRS to be officially enrolled	Assessed Amount, if applicable	1 Day	UPD Cash Office
5. Print student copy of Form 5/Form 26	5. Print Registrar's copy of Form 5/Form 26	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant</i>
TOTAL:		Assessed Amount, if applicable	2 Days, 27 Minutes	
For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to our.diliman@up.edu.ph	1. Open email, record to database. Assign to CRS for status and forward to UR for action	None	15 Minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>
	1.1 Verify status of student and forward to UR for action	None	1 Day	<i>Support Staff AISS</i>
	1.2 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Receive email of UR action	2. Inform student of UR action on appeal and forward email to RCS	None	15 minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>
	2.1 Assess fees, tag approved appeals, and give payment instructions. For students without	None	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior</i>



	payable fees, provide instructions on the printing of Form 5/Form 26			<i>Administrative Assistant RCS</i>
3. If applicable, generate payment slip, process online payment, and encode details of payment for validation in CRS.	3. Validate payment in CRS to be officially enrolled	Assessed Amount, if applicable	1 Day	UPD Cash Office
4. Print student copy of Form 5/Form 26	4. Print Registrar's copy of Form 5/Form 26	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant</i>
	TOTAL:	Assessed Amount, if applicable	3 Days, 50 Minutes	



4. Appeal for Late Issuance of Admission Slip

For requests submitted beyond the registration period for a valid reason

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the UR endorsed by the College 2. College Admission Slip		1. Requesting party 2. College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, Administrative Section	1. Receive and check requirements; Record to database; Forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Claim appeal with action of the UR and bring to Admission Section for issuance of UAS	2. Release appeal	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
TOTAL:		None	1 Day, 7 Minutes	
For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to our.diliman@up.edu.ph	1. Open email, record to database and forward to UR for action	None	15 minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>



	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Receive email of UR action	2. Inform student of the UR action on appeal and forward the email to Admission Section for processing	None	15 minutes	Frontline Staff/ Student Records Evaluator IV Administrative Section
3. Receive UAS thru email	3. Email University Admission Slip	None	5 minutes	Student Records Evaluator AS
TOTAL:		None	1 Day, 35 Minutes	

5. Appeal for Late Payment of Matriculation Fees/Add Matriculation

For students who, for a valid reason cannot pay their matriculation during set registration dates, may appeal for late payment of school fees.

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the college 2. Enrollment status thru CRS		1. Requesting Party 2. Academic Information System Section (AISS), OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				



1. Submit all requirements at the 2/F, Administrative Section	1. Receive and check requirements; Record to database; Forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Claim UR-noted appeal for approval of the Chancellor	2. Release appeal	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
3. Go to the Office of the Chancellor (OC) for approval	3. Act on the request	None	1 Day	Office of the Chancellor
4. Receive approval of the OC then proceed to RCS for assessment	4. Assess fees, tag approved appeals, and give payment instructions. For students without payable fees, provide instructions on the printing of Form 5	None	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>
5. If applicable, generate payment slip, process online payment, and encode details of payment for validation in CRS.	5. Validate payment in CRS to be officially enrolled	Assessed Amount, if applicable	1 Day	UPD Cash Office
6. Print student copy of Form 5	6. Print Registrar's copy of Form 5	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant</i>
TOTAL:		Assessed Amount, if	3 Days, 27 Minutes	



		applicabl e		
For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email requirement to our.diliman@up.edu.ph	1. Open email, record to database and forward to AISS for status verification	None	15 minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>
	1.1 Verify status of the student	None	5 minutes	<i>Support Staff AISS</i>
	1.2 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Receive email of UR action	2. Email student of UR action on appeal and forward it to the OC for approval	None	15 minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>
	2.1 Act on the appeal	None	1 Day	<i>Office of the Chancellor</i>
3. Receive email of OC action	3.1 Receive OC approval and inform the student of the decision	None	10 minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>
	3.2 Assess fees, tag approved appeals, and give payment instructions. For students without payable fees, provide instructions on the printing of Form 5	None	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>



4. If applicable, generate payment slip, process online payment, and encode details of payment for validation in CRS	4. Validate payment in CRS to be officially enrolled	Assessed Amount, if applicable	1 Day	UPD Cash Office
5. Print student copy of Form 5	5. Print Registrar's copy of Form 5	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant</i>
TOTAL:		Assessed Amount, if applicable	3 Days, 1 Hour, 5 Minutes	

6. Appeal for Late Residence/Dropping/Leave of Absence/Change of Matriculation

There are set deadlines for various processes; hence, this is to accommodate late applications.

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the College 2. Status of enrollment thru CRS		1. Requesting Party 2. Academic Information System Section (AISS), OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				



1. Submit all requirements at the 2/F, Administrative Section	1. Receive and check requirements; Record to database; Forward to the University Registrar (UR) for action	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim appeal with UR action	2. Release appeal	None	2 Minutes	Frontline Staff Administrative Section
3. Proceed to RCS for assessment	3. Assess fees, tag approved appeals, and give payment instructions	None	15 Minutes	Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS
4. Generate payment slip, process payment, and encode details of payment for validation	4. Validate payment in CRS	Residence : PHP40.00 Dropping: P10/unit LOA: PHP150	1 Day	UPD Cash Office
5. Print student copy of Form 5/Form 26-A/ LOA Form	5. Print Registrar's copy of Form 5/ Form 26-A/ LOA Form	None	5 Minutes	Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS
TOTAL:		Residence: PHP40.00 Dropping: P10/unit LOA: PHP150	2 Days, 27 Minutes	
For On-line:				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email requirement to our.diliman@up.edu.ph	1. Open email, record to database. Assign to AISS for status verification	None	15 minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>
	1.1 Verify status of the student	None	5 minutes	<i>Support Staff AISS</i>
	1.2 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Receive email of UR action	2. Inform student of the UR action on appeal and forward to RCS	None	15 minutes	<i>Frontline Staff/ Student Records Evaluator IV Administrative Section</i>
	2.1 Assess fees, tag approved appeals, and give payment instructions, if applicable	None	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>
3. Generate payment slip, process payment, and encode details of payment for validation	3. Validate payment in CRS	Residence : PHP40.00 Dropping: P10/unit LOA: PHP150	1 Day	UPD Cash Office
4. Print student copy of Form 5/Form 26-A/LOA Form	4. Print Registrar's copy of Form 5/Form 26-A/LOA Form	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>
TOTAL:		Residence: PHP40.00	2 Days, 55 Minutes	



	Dropping: P10/unit LOA: PHP150		
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7. Application and Admission for Local Non-Regular Students (non-degree, cross-registrants from other UP units, cross-registrants from other schools, and special student without credit)

A. NON-DEGREE (UNDER OUR)

Application and admission for non-degree students to take undergraduate courses for credit

Office or Division:	Admissions Section (AS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Non-degree Applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form (UP Form No. 3A) 2. Student directory 3. Two (2) 2x2 photos 4. Certificate of Graduation /OTR (if coming from a UP Constituent University) 5. Honorable Dismissal/Certificate of Transfer Credential and OTR (if coming from other school/university) 6. PSA-Marriage Certificate – if married (original) 7. PSA-Birth Certificate PSA (original) 8. Medical Cert from UP Health Service (fit to enroll) 9. Official receipt of payment (P100.00)		1. AS, OUR or OUR website at our.upd.edu.ph 2. AS, OUR or OUR website at our.upd.edu.ph 3. Photo shop/service 4. College or OUR 5. Last school attended prior to admission to UP Diliman 6. Philippine Statistics Authority 7. Philippine Statistics Authority 8. UP Health Service 9. Cash Office, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

For Walk-ins:



1. Submit all requirements at the G/F, AS	1. Receive, check and evaluate submitted requirements	PHP 100.00	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue temporary CRS account	None	10 Minutes	<i>Student Records Evaluator AS</i>
2. Proceed to the college for enlistment of courses	2. Enlist course/s	None	2 Hours	<i>Student Records Evaluator College</i>
3. Proceed to the OUR for post-advising and assessment of matriculation fees	3. Post-advise and assess matriculation fees	None	10 Minutes	<i>Student Records Evaluator/ School Credits Evaluator AS & RCS</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	

For On-line:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via Google drive provided by the AS at our.upd.edu.ph	1. Receive, check and evaluate submitted requirements	PHP 100.00	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue temporary CRS account 1.2 Send to student the following via email: a. the UAS b. CRS temporary account c. Instructions for the registration process	None	10 Minutes	<i>Student Records Evaluator AS</i>



2. Receive UAS, CRS temporary account, and instructions of registration process; Participate in the waitlisting process	2. Process waitlisting	None	2 Hours	<i>Student Records Evaluator College</i>
3.Lock enlistment to queue for post-advising and assessment of matriculation	3. Post-advise & Assess	None	10 Minutes	<i>Student Records Evaluator /School Credits Evaluator AS & RCS</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	

B. CROSS-REGISTRANT FROM UP UNITS

Application and admission for non-regular students (cross-registrants from other UP units)

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cross-registrant applicants from other UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Permit to Cross-Register 2. Student directory 3. Two (2) 2x2 photos 4. Medical Cert from UP Health Service (fit to enroll) 5. Certificate of Eligibility (RA 10931)		1. Constituent University 2. AS, OUR or OUR website at our.upd.edu.ph 3. Photo shop/service 4. UP Health Service 5. Constituent University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1.Submit all requirements to the G/F, AS	1. Receive, check and evaluate submitted requirements	None	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University	None	10 Minutes	<i>Student Records Evaluator</i>



	Admission Slip, then issue temporary CRS account			AS
2. Proceed to the college for enlistment of courses	2. Enlist course/s	None	2 Hours	<i>Student Records Evaluator College</i>
3. Proceed to OUR for post-advising	3. Post-advise	None	5 Minutes	<i>University Registrar OUR</i>
4. Proceed to RCS for Assessment	4. Assess matriculation of fees	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator RCS</i>
TOTAL:		None	2 Hours, 40 Minutes	
For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via Google drive provided by the AS at our.upd.edu.ph	1. Receive, check and evaluate submitted requirements	None	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue temporary CRS account 1.2 Send to student the following via email: a. the UAS b. CRS temporary account c. Instructions for the registration process	None	10 Minutes	<i>Student Records Evaluator AS</i>



2. Receive UAS, CRS temporary account, and instructions of registration process; Participate in the waitlisting process	2. Process waitlisting	None	2 Hours	<i>Student Records Evaluator College</i>
3.Lock enlistment to queue for post-advising and assessment of matriculation	3. Post-advise & Assess	None	10 Minutes	<i>Student Records Evaluator /School Credits Evaluator AS & RCS</i>
TOTAL:		None	2 Hours, 40 Minutes	

C. CROSS-REGISTRANT FROM OTHER SCHOOLS/UNIVERSITIES

Application and admission for non-regular students (cross-registrants from other schools/universities)

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cross-registrants from other schools/universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form (UP Form No. 3A) 2. Approved Permit to Cross-Enroll 3. Medical Certificate from UP Health Service (fit to enroll) 4. Student Directory 5. Two (2) 2x2 photos 6. Official receipt of payment 7. Certificate of eligibility for RA 10931 (if from State University)		1.AS, OUR or OUR website at our.upd.edu.ph 2. Student's home school 3. UP Health Service 4. Admissions Section / OUR Website (our.upd.edu.ph) 5. Photo shop/service 6. Cash Office, UP Diliman 7. Student's Home School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				



1. Submit all requirements at the G/F, AS	1. Receive, check and evaluate submitted requirements	PHP 100.00	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue temporary CRS account	None	10 Minutes	<i>Student Records Evaluator AS</i>
2. Proceed to the college for enlistment of courses	2. Enlist course/s	None	2 Hours	<i>Student Records Evaluator College</i>
3. Proceed to the OUR for post-advising and assessment of matriculation fees	3. Post-advise and assess matriculation fees	None	10 Minutes	<i>Student Records Evaluator/ School Credits Evaluator AS & RCS</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	

For On-line:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via Google drive provided by the AS at our.upd.edu.ph	1. Receive, check and evaluate submitted requirements	PHP 100.00	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue temporary CRS account 1.2 Send to student the following via email: a. the UAS b. CRS temporary account c. Instructions for the registration process	None	10 Minutes	<i>Student Records Evaluator AS</i>



2. Receive UAS, CRS temporary account, and instructions of registration process; Participate in the waitlisting process	2. Process waitlisting	None	2 Hours	<i>Student Records Evaluator College</i>
3.Lock enlistment to queue for post-advising and assessment of matriculation	3. Post-advise & Assess	None	10 Minutes	<i>Student Records Evaluator /School Credits Evaluator AS & RCS</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	

D. SPECIAL STUDENT WITHOUT CREDIT

Application and admission for non-regular students (special student- to take non- credit course/s)

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Special Student Applicants (non-credit course/s)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form (UP Form No. 3A) 2. Student directory 3. Two (2) 2x2 photos 4. Medical Cert from UP Health Service (fit to enroll) 5. Official receipt of payment (PHP100.00)		1. AS, OUR or OUR website at our.upd.edu.ph 2. AS, OUR or OUR website at our.upd.edu.ph 3. Photo shop/service 4. UP Health Service 5. Cash Office, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				



1. Submit all requirements at the G/F, AS	1. Receive, check and evaluate submitted requirements	PHP 100.00	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue temporary CRS account	None	10 Minutes	<i>Student Records Evaluator AS</i>
2. Proceed to the college for enlistment of courses	2. Enlist course/s	None	2 Hours	<i>Student Records Evaluator College</i>
3. Proceed to the OUR for post-advising and assessment of matriculation fees	3. Post-advise and assess matriculation fees	None	10 Minutes	<i>Student Records Evaluator/ School Credits Evaluator AS & RCS</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	

For On-line:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via Google drive provided by the AS at our.upd.edu.ph	1. Receive, check and evaluate submitted requirements	PHP 100.00	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue temporary CRS account 1.2 Send to student the following via email: a. the UAS b. CRS temporary account c. Instructions for the registration process	None	10 Minutes	<i>Student Records Evaluator AS</i>



2. Receive UAS, CRS temporary account, and instructions of registration process; Participate in the waitlisting process	2. Process waitlisting	None	2 Hours	<i>Student Records Evaluator College</i>
3.Lock enlistment to queue for post-advising and assessment of matriculation	3. Post-advise & Assess	None	10 Minutes	<i>Student Records Evaluator /School Credits Evaluator AS & RCS</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	

8. Application for Deferment of Enrolment of Qualified Freshmen

Qualified freshmen applicants who, for a valid reason cannot enroll during the semester originally applied for, may apply for deferment of enrollment to the next succeeding semester.

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Admitted New Freshmen who cannot enroll during the semester originally applied for			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of deferment 2. Notice of Admission		1. Requesting party 2. Office of Admissions, UP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				



1. Submit all requirements at the G/F, AS	1. Receive and check all the requirements	None	5 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process request for deferment	None	10 Minutes	<i>Student Records Evaluator AS</i>
	1.2 Act on the request	None	1 Day	<i>University Registrar OUR</i>
2. Claim /receive approval of deferment	2. Release approval of deferment	None	2 Minutes	<i>Student Records Evaluator AS</i>
TOTAL:		None	1 Day, 17 Minutes	
For On-line:				
1. Email all requirements to admission.our@upd.edu.ph	1. Receive and check all the requirements	None	5 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process request for deferment	None	10 Minutes	<i>Student Records Evaluator AS</i>
	1.2 Act on the request for deferment	None	1 Day	<i>University Registrar OUR</i>
2. Receive the approval of deferment	2. Email approval of deferment	None	5 Minutes	<i>Student Records Evaluator AS</i>
TOTAL:		None	1 Day, 20 Minutes	



9. Application for Return from Leave of Absence (RFLOA)

A student returning from a leave of absence (LOA) shall declare his/her intention to enroll.

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students returning from Leave of Absence (LOA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Return from LOA form 2. Student Directory 3. Medical certificate issued by the UP Health Service, if the reason for LOA is medical/health related; or the LOA exceeded one semester		1. College or OUR website at our.upd.edu.ph 2. AS, OUR or OUR website at our.upd.edu.ph 3. UP Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the G/F, AS	1. Receive, check, evaluate and process RFLOA thru CRS module	None	10 Minutes	<i>Student Records Evaluator</i> AS
2. Receive approved RFLOA form and submit a copy to the college	2. Release RFLOA approved form	None	2 Minutes	<i>Student Records Evaluator</i> AS
TOTAL:		None	12 Minutes	
For On-line:				
1. Submit all requirements via Google drive provided by the AS at our.upd.edu.ph	1. Receive, check, evaluate and process RFLOA thru CRS module	None	10 Minutes	<i>Student Records Evaluator</i> AS



2. Receive approved RFLOA via Google drive	2. Upload approved RFLOA via Google drive	None	5 Minutes	<i>Student Records Evaluator AS</i>
TOTAL:		None	15 Minutes	

10. Application for Second Degree/Transfer from other Schools / Universities

Students with previous college work from another university who want to earn a second degree/ transfer to UP Diliman shall satisfy all admission requirements of the University.

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Second Degree and Transfer Applicants from other schools/universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form (UP Form No. 3) 2. Two (2) 2x2 photos 3. True copy of grades signed by the Registrar (original and four photocopies) 4. Official Transcript of Records (for second degree applicants) 5. Certificate of gap semester/s (if applicable) Additional requirements if the applicant is a graduate of an Associate, Certificate or Diploma Course. 1. Certificate of Government Recognition 2. Certificate of Ladderized Course		1. AS, OUR or OUR website at our.upd.edu.ph 2. Student 3. Last school/university attended prior to admission to UP Diliman 4. Last school/university attended prior to admission to UP Diliman 5. Student For additional requirements: 1. Previous school/university 2. Previous school/university		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all requirements at the G/F, AS or google drive provided for transfer/second degree applicants	1. Receive, check, and evaluate requirements	PHP 100.00 (for second degree only)	15 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Preliminary evaluation and preparation of referral for final evaluation 1.2 Refer applicants to the college	None	15 Minutes	<i>Student Records Evaluator AS</i>
2. Follow-up results of the preliminary evaluation via phone call or email	2. Inform the preliminary results to the applicant after the application period	None	10 Minutes	<i>Student Records Evaluator AS</i>
TOTAL:		PHP 100.00 (for second degree only)	40 Minutes (Evaluation period not included)	



11. Application of Foreign Transferees and Automatic Admission of Foreign Freshmen

Foreign students should meet the University admission requirements for freshman/transfer students.

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	International Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Form (UP Form No. 3.1) 2. High School Transcript/True Copy of Grades <u>For automatic admission</u> 3. SAT 4. IB Diploma 5. GCE 6. Affidavit of no collegiate enrolment if with gap from high school graduation prior to admission to UPD (for New Freshmen) 7. US\$30.00 Application Fee (for foreign)		1. OSSD, OUR or OUR website at our.upd.edu.ph 2. Previous school 3. College Board (SAT) 4. Applicant's school 5. Applicant's school 6. Notary Public 7. Postal Money Order/Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at G/F, OSSD or email to onestop.our@upd.edu.ph <u>Application Period</u> Foreign Applicants: January – April 15 Filipino Applicants: January – June 15	1. Receive and check application form and all requirements 1.1 Evaluate and process application	US \$30.00	1 Day	<i>Student Records Evaluator</i> OSSD
2. Receive results of application via email <u>Results Availability</u> August	2. Inform the applicant of the results via email	None	5 Minutes	<i>Student Records Evaluator</i> OSSD



TOTAL:	US \$30.00	1 Day, 5 Minutes (excluding the time of waiting for the results of application)	
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12. Authentication / Verification of Transcript of Records (TOR)

Issued to double-check and verify the authenticity of academic credentials.

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen/ Government to Government/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID/ Scanned Valid ID for online request 3. Original copy of transcript of records / Scanned copy of transcript of records for online request 4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Student ID, Company ID, GSIS, SSS, LTO, DFA, etc. 3. Student or Requesting Party 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				



1. Submit all requirements at the 2/F, TS	1. Receive and review request form and requirements 1.1 Photocopy original TOR, pull-out file copy, issue billing statement	None	30 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 100.00 per set (additional charge for courier service)	5 Minutes	<i>Frontline Staff</i> TS
	2.1 Record request in Access database and assign to TS staff	None	3 Minutes	<i>Data Encoder</i> TS
	2.2 Check against file copy of TS and stamp certified copy	None	15 Minutes	<i>Admin Assistant</i> TS
	2.3 Final check and affix initials of authenticated TOR	None	15 Minutes	<i>Section Head</i> TS
	2.4 Sign the authenticated TOR	None	1 Day	<i>University Registrar</i> OUR
	2.5 Record document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.6 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS



TOTAL:		PHP 100.00 per set (additional charge for courier service)	2 Days, 20 Minutes (courier transit time not included)	
For Online:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge and print application form and attach TOR	None	30 Minutes	<i>Frontline Staff</i> TS
	1.1 Pull-out file copy and assign to Checker			
	1.2 Record request in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	1.3 Check against file copy of TS	None	15 Minutes	<i>Admin Assistant</i> TS
	1.4 Email billing statement	None	5 Minutes	<i>Frontline Staff</i> TS
2. Receive billing; Process online/ bank payment; Email proof of payment	2. Acknowledge and print payment	PHP 100.00 per set (additional charge for courier service)	5 Minutes	<i>Frontline Staff</i> TS
	2.1 Final check and affix initials of authenticated TOR	None	15 Minutes	<i>Section Head</i> TS
	2.2 Sign the authenticated TOR	None	1 Day	<i>University Registrar</i> OUR



	2.3 Record document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.4 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 100.00 per set (additional charge for courier service)	2 Days, 25 Minutes (courier transit time not included)	

13. Clearing of Accountability (Financial Accountability)

To clear tagged accountability/ineligibility in CRS

Office or Division:	Registration and Clearance Section (RCS) / One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment (copy of official receipt/bank or online transaction) of underassessment and/or unpaid scholarship bill		Cash Office, UP Diliman or for lost receipt, Certified True Copy of OR from Diliman Accounting Office/Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request billing statement/notice of underassessment at the G/F, RCS or OSSD or email rcs_our.updiliman@up.edu.ph/ onestop.our@upd.edu.ph	1. Issue billing statement /notice of underassessment	None	5 minutes	<i>Student Records Evaluator RCS/OSSD</i>
2. Pay to the cashier and present the receipt or process bank payment and email proof of payment	2. Receive and check the proof of payment and clear accountability in CRS	Assessed Amount	10 Minutes	<i>Student Records Evaluator RCS/OSSD</i>
	2.1 Upload proof of payment and payment slip to UPD Cash Office google drive.	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>
3. Check/view status of accountability in CRS	3. Clear accountability in CRS module	None	5 Minutes	<i>Student Records Evaluator RCS/OSSD</i>
TOTAL:		Assessed Amount	25 Minutes	



14. Clearing of Ineligibility (Entrance Credentials)

Students who have not yet submitted all required academic credentials are tagged ineligible. Once all documents are submitted, their ineligibility status gets cleared.

Office or Division:	Admissions Section (AS)/One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lacking credentials e.g. (Official Transcript of Records, PSA Birth Certificate, PSA Marriage Certificate, TOEFL/IELTS, etc.)		Depends on the lacking requirements (PSA for Birth/ Marriage Certificate, Previous school for the TOR, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit lacking requirements at the G/F, AS or OSSD or send via courier	1. Receive and check the submitted requirement/s	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
2. Check/view status of ineligibility in CRS	2. Clear ineligibility status in the CRS module	None	5 Minutes	<i>Student Records Evaluator AS/OSSD</i>
TOTAL:		None	10 Minutes	



15. CRS HelpDesk Support

The HelpDesk is a system that handles all CRS-related concerns.

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Supporting documents - any document to provide proof of a client's claim		1. Company ID, School ID, LTO, DFA, GSIS etc. 2. Approved appeals, Certificate of Attendance / Non- Attendance, Certificate of Class Dissolution, Form 26, Form 26A, Form 5, LOA Form.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask support regarding CRS concern through email, telephone or walking in	1. Provides support through emails, telephone calls and entertain walk-in clients regarding CRS related issues and concerns.	None	1 Day	<i>Support Staff AISS</i>
TOTAL:		None	1 Day	



16. Issuance of Acceptance Letter for Foreign Students

New foreign students are issued an Acceptance Letter for Student Visa purposes.

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman New Foreign Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Notice of Admission / College Admission Slip		College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the G/F, OSSD or email onestop.our@upd.edu.ph	1. Receive the Notice of Admission	None	2 minutes	<i>Student Athletes Records Examiner</i> OSSD
	1.1 Check and evaluate the documents	None	3 Minutes	<i>Student Records Evaluator</i> OSSD
	1.2 Process and print the Acceptance Letter	None	5 Minutes	<i>Student Records Evaluator</i> OSSD
	1.3 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
2. Claim the Acceptance Letter or receive via email	2. Release the Acceptance Letter or send via email	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	1 Day, 12 Minutes	



17. Issuance of Certificate of Breakdown of Matriculation

Students request this document as a requirement in applying for scholarship.

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy or electronic copy of UP Form 5 2. Duly accomplished Scholarship Form (if available)		1. Student 2. Scholarship Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RCS or email rcs_our.updiliman@up.edu.ph	1. Receive and check completeness of the required documents and issue billing statement	None	15 Minutes	Senior Administrative Assistant RCS
2. Pay to the cashier and present the receipt or process bank payment and email proof of payment	2. Receive and check the proof of payment	PHP 30.00	5 Minutes	Senior Administrative Assistant RCS
	2.1 Upload proof of payment and payment slip to UPD Cash Office google drive	None	5 Minutes	Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS
	2.2 Process and print the certification or save the PDF copy	None	1 Day	Senior Administrative Assistant RCS



	2.3 Sign the certification	None	15 Minutes	<i>Section Chief RCS</i>
3. Claim the certification or receive via email	3. Release the certification or email to student	None	5 Minutes	<i>Senior Administrative Assistant RCS</i>
TOTAL:		PHP 30.00	1 Day, 45 Minutes	

18. Issuance of Certificate of Completion

A Certificate of Completion is furnished to a student who is a candidate for graduation but whose degree has not yet been conferred.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Certificate of Completion of Academic Requirements from the College 3. Valid ID 4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. College 3. Company ID, School ID, LTO, DFA, GSIS etc. 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	<i>Frontline Staff RMS</i>



2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 30.00 (additional charge for courier service)	30 Minutes	Frontline Staff RMS
	2.1 Pull out student records for confirmation	None	1 Hour	Administrative Aide III RMS
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	School Credits Evaluator RMS
	2.3 Review and affix initials on the certification	None	10 Minutes	Section Chief RMS
	2.4 Sign the certification	None	1 Day	University Registrar OUR
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	20 Minutes	Frontline Staff RMS
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Days, 6 Hours, 20 Minutes (courier transit time is not included)	



19. Issuance of Certificate of Course Description (CD)

For academic evaluation purposes, a detailed description of course/s taken by the student is issued.

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Updated TOR 4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. TS, OUR 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, TS	1. Receive and check requirements 1.1 Check student records via CRS 1.2 Issue billing statement	None	15 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 30.00 per page (additional charge for courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS



	2.1.1 Record application and assign tasks 2.1.2 Encode in Access Database and distribute F10 to First Checker			
	2.2 Encode CD and print draft	None	3 Days	<i>Student Records Evaluator</i> TS
	2.3 Check the printed draft of the CD	None	4 Days	<i>Student Records Evaluator</i> TS
	2.4 Print final CD in security paper	None	5 Minutes	<i>Administrative Aide</i> TS
	2.5 Check and affix initials on the CD	None	5 Minutes	<i>Section Chief</i> TS
	2.6 Sign the Certificate of CD	None	1 Day	<i>University Registrar</i> OUR
	2.7 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.8 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS
3. Claim request or receive thru partner courier	3. Release CD to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 30.00 per page (additional charge for courier service)	9 Days, 50 Minutes (courier transit time is not included)	
For On-line:				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to transcript@upd.edu.ph	1. Check requirements, acknowledge email, and print application form 1.1 Check student records via CRS	None	15 Minutes	Frontline Staff TS
	1.2 Request for pull out of student record (F10) to RMS 1.2.2 Record application and assign tasks 1.2.3 Encode in Access Database and distribute F10 to First Checker	None	1 Day	Data Encoder TS
	1.3 Encode CD	None	3 Days	Student Records Evaluator TS
	1.4 Check and print draft of the CD	None	4 Days	Student Records Evaluator TS
	1.5 Send billing to client	None	5 Minutes	Frontline Staff TS
2. Receive billing; Process payment; Email proof of payment	2. Acknowledge and print payment	PHP 30.00 per page (additional charge for courier service)	10 Minutes	Frontline Staff TS
	2.1 Print final CD in security paper	None	5 Minutes	Administrative Aide TS
	2.2 Check and affix initials on the CD	None	5 Minutes	Section Chief TS



	2.3 Sign the Certificate of CD	None	1 Day	University Registrar OUR
	2.4 Encode document for release in Access database	None	3 Minutes	Data Encoder TS
	2.5 Do quality control of the document before release	None	2 Minutes	Frontline Staff TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 30.00 per page (additional charge for courier service)	9 Days, 50 Minutes (courier transit time is not included)	



20. Issuance of Certificate of Current Enrolment

Issued for the purposes of enrollment verification, visa application, employment, scholarship etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students who are currently enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid ID 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 30.00 (additional charge for courier service)	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Process request	None	1 Hour	<i>Administrative Assistant V</i> RMS
	2.2 Review and affix initials on the certification	None	10 Minutes	<i>Section Chief</i> RMS



	2.3 Sign the certification	None	1 Day	University Registrar OUR
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	20 Minutes	Frontline Staff RMS
TOTAL:		PHP 30.00 (additional charge for courier service)	1 Day, 2 Hours, 20 Minutes (courier transit time is not included)	

21. Issuance of Certificate of English as Medium of Instruction (EMI)

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				



1. Submit all requirements at the 2/F, TS	1. Receive and check requirements 1.1 Check student records via CRS 1.2 Issue billing statement	None	15 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 30.00 per page (additional charge for courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.1 Request for pull out of student record (F10) to RMS 2.1.1 Record application and assign tasks 2.1.2 Encode in Access Database and distribute F10 to First Checker	None	1 Day	<i>Data Encoder</i> TS
	2.2 Process Certificate of EMI	None	2 Days	<i>Student Records Evaluator</i> TS
	2.3 Check and affix initials on the EMI	None	5 Minutes	<i>Section Chief</i> TS
	2.4 Sign the Certificate of EMI	None	1 Day	<i>University Registrar</i> OUR
	2.5 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.6 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS



3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 30.00 per page (additional charge for courier service)	9 Days, 45 Minutes (courier transit time is not included)	
For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge email, check requirements, and print application 1.1 Check student records via CRS	None	15 Minutes	Frontline Staff TS
	1.2 Request for pull out of student record (F10) to RMS 1.2.2 Record application and assign tasks 1.2.3 Encode in Access Database and distribute F10 to First Checker	None	1 Day	Data Encoder TS
	1.3 Process Certificate of EMI	None	2 Days	Student Records Evaluator TS
	1.4 Send billing to client	None	5 Minutes	Frontline Staff TS
2. Receive billing; Process payment;	2. Acknowledge and print payment	PHP 30.00 per	10 Minutes	Frontline Staff TS



Email proof of payment		page (additional charge for courier service)		
	2.1 Check and affix initials on the EMI	None	5 Minutes	<i>Section Chief</i> TS
	2.2 Sign the Certificate of EMI	None	1 Day	<i>University Registrar</i> OUR
	2.3 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.4 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 30.00 per page (additional charge for courier service)	9 Days, 45 Minutes (courier transit time is not included)	



22. Issuance of Certificate of Enrolment History

Issued for purposes of employment, scholastic verification etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid ID/ Scanned Valid ID for online request 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 30.00 (additional charge for courier service)	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records	None	1 Hour*	Administrative Aide III RMS
	2.2 Verify, evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator</i> RMS



	2.3 Review and affix initials on the certification	None	10 Minutes	<i>Section Chief</i> RMS
	2.4 Sign the certification	None	1 Day	<i>University Registrar</i> OUR
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	20 Minutes	<i>Frontline Staff</i> RMS
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Days, 6 Hours, 20 Minutes (courier transit time is not included)	

* 1-2 days for records from Archives (1970s and older)



23. Issuance of Certificate of Grade Equivalency

Certification of grade equivalent is issued to satisfy requirements for application for study/scholarship.

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form (manual process) 2. Valid ID		1. AS, OUR 2. Company ID, School ID, LTO, DFA, GSIS etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS or email to admission.our@upd.edu.ph	1. Receive duly accomplished request form with the requirements 1.1 Issue billing statement payment	None	10 Minutes	<i>Education Research Assistant AS</i>
2. Pay to the cashier and present the receipt or process bank payment and email proof of payment	2.1 Record payment and process the request	PHP 30.00	10 Minutes	<i>Education Research Assistant AS</i>
	2.2 Secure authorized signature	None	1 Day	<i>Section Chief & University Registrar AS & OUR</i>
3. Claim the certification or receive via email	3. Release or email certification	None	5 Minutes	<i>Education Research Assistant AS</i>
TOTAL:		PHP 30.00	1 Day, 25 Minutes	



24. Issuance of Certificate of Graduation (COG)

Issued as proof of graduation for purposes of enrollment, scholarship, employment and visa

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, TS	1. Receive and check requirements 1.1 Check student records via CRS 1.2 Issue billing statement	None	15 Minutes	Frontline Staff TS
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 30.00 per page (additional charge for courier service)	15 Minutes	Frontline Staff TS



	<p>2.1 Request for pull out of student record (F10) to RMS</p> <p>2.1.1 Record application and assign tasks</p> <p>2.1.2 Encode in Access Database and distribute F10 to First Checker</p>	None	1 Day	<i>Data Encoder</i> TS
	2.2 Process the COG	None	3 Days	<i>Student Records Evaluator</i> TS
	2.3 Check and affix initials on the COG	None	5 Minutes	<i>Section Chief</i> TS
	2.4 Sign the COG	None	1 Day	<i>University Registrar</i> OUR
	2.5 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.6 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 30.00 per page (additional charge for courier service)	5 Days, 45 Minutes (courier transit time is not included)	
For On-line:				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge email, check requirements, and print application 1.1 Check student records via CRS	None	15 Minutes	Frontline Staff TS
	1.2 Request for pull out of student record (F10) to RMS 1.2.2 Record application and assign tasks 1.2.3 Encode in Access Database and distribute F10 to First Checker	None	1 Day	Data Encoder TS
	1.3 Process the COG	None	3 Days	Student Records Evaluator TS
	1.4 Send billing to client	None	5 Minutes	Frontline Staff TS
2. Receive billing; Process payment; Email proof of payment	2. Acknowledge and print payment	PHP 30.00 per page (additional charge for courier service)	10 Minutes	Frontline Staff TS
	2.1 Check and affix initials on the COG	None	5 Minutes	Section Chief TS
	2.2 Sign the COG	None	1 Day	University Registrar OUR
	2.3 Encode document for release in Access database	None	3 Minutes	Data Encoder TS



	2.4 Do quality control of the document before release	None	2 Minutes	Frontline Staff TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 30.00 per page (additional charge for courier service)	5 Days, 45 Minutes (courier transit time is not included)	

25. Issuance of Certificate of No Financial Accountability

Requirement in applying for renewal of Student VISA of a foreign student.

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. University Clearance 2. Valid ID		1. CRS 2. Company ID, School ID, LTO, DFA, GSIS etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all requirements at the G/F, RCS or email rcs_our.updiliman@u p.edu.ph to request for billing statement	1. Check requirements and issue billing statement or email payment slip and instructions on how to pay	None	15 Minutes	<i>Senior Administrative Assistant I</i> RCS
2. Pay to the cashier and present the receipt or process bank payment and email proof of payment	2. Receive and check proof of payment	PHP 30.00	15 Minutes	<i>Senior Administrative Assistant I</i> RCS
	2.1 Upload proof of payment and payment slip to UPD Cash Office google drive.	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant</i> RCS
	2.2 Process request	None	1 Hour	<i>Senior Administrative Assistant I</i> RCS
	2.3 Sign certificate	None	1 Day	<i>Section Chief and University Registrar</i> RCS/OUR
3. Claim the certificate or received via email	3. Release to student or send via email the electronic copy of certificate	None	15 Minutes	<i>Senior Administrative Assistant I</i> RCS
TOTAL:		PHP 30.00	1 Day, 1 Hour, 50 Minutes	



26. Issuance of Certificate of Special Order (SO) Exemption

Issued to a student who graduated and intends to pursue further studies, employment etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid ID 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 30.00 (additional charge for courier service)	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records for confirmation	None	1 Hour	<i>Frontline Staff</i> RMS
	2.2 Process request and affix initials on the certificate	None	1 Day	<i>Section Chief</i> RMS



	2.3 Sign the certification	None	1 Day	University Registrar OUR
3. Claim request or receive thru partner courier	3. Release request to the student/ representative* or send thru partner courier	None	20 Minutes	Frontline Staff RMS
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Days, 2 Hours, 10 Minutes (courier transit time is not included)	

27. Issuance of Certificate of Units Earned

Issued for purposes of employment etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished request form 2. Valid ID 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	Frontline Staff RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 30.00 (additional charge for courier service)	30 Minutes	Frontline Staff RMS
	2.1 Pull out student records	None	1 Hour*	Administrative Aide III RMS
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	School Credits Evaluator RMS
	2.3 Review and affix initials on the certification	None	10 Minutes	Section Chief RMS
	2.4 Sign the certification	None	1 Day	University Registrar OUR
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	20 Minutes	Frontline Staff RMS
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Days, 6 Hours, 20 Minutes (courier transit time is not included)	

* 1-2 days for records from Archives (1970s and older)



28. Issuance of Certificate of Weighted Average Grade (WAG)

Issued to students who graduated with honors for employment, enrollment etc.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students who graduated with honors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid ID 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 30.00 (additional charge for courier service)	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records	None	1 Hour	<i>Administrative Aide III</i> RMS
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator</i> RMS



	2.3 Review and affix initials on the certification	None	10 Minutes	Section Chief RMS
	2.4 Sign the certification	None	1 Day	University Registrar OUR
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	20 Minutes	Frontline Staff RMS
TOTAL:		P30.00 (additional charge for courier service)	2 Days, 6 Hours, 20 Minutes (courier transit time is not included)	

29. Issuance of Certification, Authentication, and Verification (CAV) of credentials/records

Certification of authenticity of documents issued for purposes of enrollment, scholarship, employment and visa

Office or Division:	Transcripts Section (TS), Office of the University Registrar	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished application form 2. Valid ID 3. Copy of TOR, DT, COG, CD, and EMI		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. TS, OUR or OUR website at our.upd.edu.ph 4. Requesting party/Representative



4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, TS	1. Receive and check requirements 1.1 Check student records via CRS 1.2 Issue billing statement	None	15 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 30.00 per page (additional charge for courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.1 Request for pull out of student record (F10) to RMS 2.1.1 Record application and assign tasks 2.1.2 Encode in Access Database and distribute F10 to First Checker	None	1 Day	<i>Data Encoder</i> TS
	2.2 Process the CAV	None	3 Days	<i>Student Records Evaluator</i> TS
	2.3 Check and affix initials on the CAV	None	5 Minutes	<i>Section Chief</i> TS



	2.4 Sign the CAV	None	1 Day	University Registrar OUR
	2.5 Encode document for release in Access database	None	3 Minutes	Data Encoder TS
	2.6 Do quality control of the document before release	None	2 Minutes	Frontline Staff TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 30.00 per page (additional charge for courier service)	5 Days, 45 Minutes (courier transit time is not included)	

For On-line:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge email, check requirements, and print application 1.1 Check student records via CRS	None	15 Minutes	Frontline Staff TS
	1.2 Request for pull out of student record (F10) to RMS 1.2.2 Record application and assign tasks 1.2.3 Encode in Access Database	None	1 Day	Data Encoder TS



	and distribute F10 to First Checker			
	1.3 Process the CAV	None	3 Days	<i>Student Records Evaluator</i> TS
	1.4 Send billing to client	None	5 Minutes	<i>Frontline Staff</i> TS
2. Receive billing; Process payment; Email proof of payment	2. Acknowledge and print payment	PHP 30.00 per page (additional charge for courier service)	10 Minutes	<i>Frontline Staff</i> TS
	2.1 Check and affix initials on the CAV	None	5 Minutes	<i>Section Chief</i> TS
	2.2 Sign the CAV	None	1 Day	<i>University Registrar</i> OUR
	2.3 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.4 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 30.00 per page (additional charge for courier service)	5 Days, 45 Minutes (courier transit time is not included)	



30. Issuance of Certified copy of Entrance Credentials/ Change of Matriculation Form/ Form 5/ Birth Certificate for College Copy

Credentials submitted to the OUR become the property of the University of the Philippines and will not be returned to the applicant. A certified copy is issued to Students for College Copy.

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid ID 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	Frontline Staff RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 30.00 (additional charge for courier service)	30 Minutes	Frontline Staff RMS
	2.1 Pull out student records and photocopy document requested	None	60 Minutes	Frontline Staff RMS



	2.2 Check and sign the document	None	10 Minutes	<i>Section Chief RMS</i>
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	20 Minutes	<i>Frontline Staff RMS</i>
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Hours, 20 Minutes (courier transit time is not included)	

31. Issuance of Certified Text of the Diploma

Issued as replacement of the Original Diploma

Office or Division:	Records Management Section (RMS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished request form 2. Valid ID 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	Frontline Staff RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 40.00 (additional charge for courier service)	30 Minutes	Frontline Staff RMS
	2.1 Pull out student records	None	1 Hour*	Administrative Aide III RMS
	2.2 Verify and process request	None	1 Day, 4 Hours	Administrative Assistant V RMS
	2.3 Review and affix initials on the diploma	None	10 Minutes	Section Chief RMS
	2.4 Sign the diploma	None	1 Day	University Registrar OUR
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	20 Minutes	Frontline Staff RMS
TOTAL:		PHP 40.00 (additional charge for courier service)	2 Days, 6 Hours, 20 Minutes (courier transit time is not included)	

*1-2 days for records from Archives (1970s and older)



32. Issuance of Certified True Copy (CTC) of Certificate of Graduation (COG)/Course Description (CD)/Diploma Translation (DT)

Issued to certify authenticity of the document submitted by the student for purposes of employment, education, visa application, scholarship, etc.

Document for Certification	Fee (courier fee not included)
Certificate of Graduation	PHP 15.00 per copy
Course Description	PHP 15.00 per page
Diploma Translation	PHP 25.00 per copy

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen/Government to Government/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Original copy of the document being requested for CTC (COG, CD, and DT) 4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. TS, OUR or OUR website at our.upd.edu.ph 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, TS	1. Receive and check requirements 1.1 Photocopy original document, pull-out TOR file copy, issue billing statement	None	30 Minutes	Frontline Staff TS



2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP (see table above)	15 Minutes	Frontline Staff TS
	2.1 Record application in Access database	None	3 Minutes	Data Encoder TS
	2.2 Check against file copy of TS	None	15 Minutes	Frontline Staff TS
	2.3 Final check and affix initials on the authenticated document	None	10 Minutes	Section Head TS
	2.4 Sign the CTC of the document	None	1 Day	University Registrar OUR
	2.5 Encode document for release in Access database	None	3 Minutes	Data Encoder TS
	2.6 Do quality control of the document before release	None	2 Minutes	Frontline Staff TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP (see table above)	2 Days, 23 Minutes	
For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge email, check requirements, and print application and attached document/s 1.1 Pull-out TOR/CD file copy	None	25 Minutes	Frontline Staff TS
	1.2 Record request in Access database	None	3 Minutes	Data Encoder TS
	1.3 Check against file copy of TS	None	15 Minutes	Frontline Staff TS
	1.4 Send billing to client	None	5 Minutes	Frontline Staff TS
2. Receive billing; Process payment; Email proof of payment	2. Receive and record payment	PHP (see table above)	15 Minutes	Frontline Staff TS
	2.1 Final check and sign initials on the authenticated document	None	10 Minutes	Section Head TS
	2.2 Sign the CTC of the document	None	1 Day	University Registrar OUR
	2.3 Encode document for release in Access database	None	3 Minutes	Data Encoder TS
	2.4 Do quality control of the document before release	None	2 Minutes	Frontline Staff TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS



TOTAL:	PHP (see table above)	2 Days, 23 Minutes	
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33. Issuance of Certified True Copy of High School Card (Form 138) / Transcript (Form-137)

Issued for purposes of employment, travel abroad or scholarship etc.

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen/Government to Government/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, TS	1. Receive and check requirements 1.1 Issue billing statement	None	20 Minutes	<i>Frontline Staff TS</i>



2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 (additional charge for courier service)	15 Minutes	Frontline Staff TS
	2.1 Request for pull out of student record (F10) to RMS 2.1.1 Record application and assign tasks 2.1.2 Encode in Access Database and distribute F10 to Frontline staff	None	1 Day	Data Encoder TS
	2.2 Photocopy requested document	None	5 Minutes	Frontline Staff TS
	2.3 Final check and affix initials on the HS Card/Transcript	None	10 Minutes	Section Head TS
	2.4 Sign the CTC of the document	None	1 Day	University Registrar OUR
	2.5 Encode document for release in Access database	None	3 Minutes	Data Encoder TS
	2.6 Do quality control of the document before release	None	2 Minutes	Frontline Staff TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 50.00 (additional charge for courier service)	2 Days, 1 Hour (courier transit time is	



			not included)	
For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge email, check requirements, and print application	None	15 Minutes	<i>Frontline Staff</i> TS
	1.1 Request for pull out of student record (F10) to RMS 1.1.1 Record application and assign tasks 1.1.2 Encode in Access Database and distribute F10 to Frontline staff	None	1 Day	<i>Data Encoder</i> TS
	1.2 Photocopy requested document	None	5 Minutes	<i>Frontline Staff</i> TS
	1.3 Send billing to client	None	5 Minutes	<i>Frontline Staff</i> TS
2. Receive billing; Process payment; Email proof of payment	2. Acknowledge email and print payment	PHP 50.00 (additional charge for courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.3 Final check and affix initials on the HS Card/Transcript	None	10 Minutes	<i>Section Head</i> TS
	2.4 Sign the CTC of the HS Card/Transcript	None	1 Day	<i>University Registrar</i> OUR



	2.5 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.6 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 50.00 (additional charge for courier service)	2 Days, 1 Hour (courier transit time is not included)	

34. Issuance of Certified True Copy of UP Form 5 for students under OSSD

This is in compliance with the requirement of CHED for K-12 CHED Scholars for the release of their allowance.

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students under OSSD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Form 5 (original and photocopy)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit UP Form 5 (original and photocopy)	1. Receive the UP Form 5	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD



	1.1 Check / Verify the UP Form 5, certify then sign	None	4 Minutes	<i>Student Records Evaluator</i> OSSD
2. Receive the Certified True Copy of UP Form 5	2. Release the Certified True Copy of UP Form 5	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	8 Minutes	

35. Issuance of Civil Service Exemption Certificate

Issued to students who graduated with honors as requirement for Civil Service Eligibility application

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid ID 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the	2. Record payment	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS



receipt or process bank payment and email the proof of payment		(additional charge for courier service)		
	2.1 Pull out student records	None	60 Minutes	<i>Administrative Aide III</i> RMS
	2.2 Verify, Evaluate and process request	None	1.5 Days	<i>School Credits Evaluator</i> RMS
	2.3 Review and affix initials on the certification	None	10 Minutes	<i>Section Chief</i> RMS
	2.4 Sign the certification	None	1 Day	<i>University Registrar</i> OUR
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	20 Minutes	<i>Frontline Staff</i> RMS
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Days, 6 Hours, 20 minute (courier transit time is not included)	

36. Issuance of Diploma Authentication

Requested by clients to confirm the authenticity of their diploma

Office or Division:	Records Management Section (RMS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UPD students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Original/Photocopy of the Diploma 3. Valid ID 4. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Requesting party 3. Company ID, School ID, LTO, DFA, GSIS etc. 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	Frontline Staff RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 40.00 (additional charge for courier service)	30 Minutes	Frontline Staff RMS
	2.1 Pull out student records for confirmation	None	60 Minutes*	Administrative Aide III RMS
	2.2 Verify and process request	None	60 Minutes	Frontline Staff RMS
	2.3 Review and affix initials on the diploma	None	10 Minutes	Section Chief RMS
	2.4 Sign the diploma	None	1 Day	University Registrar OUR
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send the request thru partner courier	None	20 Minutes	Frontline Staff RMS



TOTAL:	PHP 40.00 (additional charge for courier service)	1 Day, 3 Hours, 20 Minutes (courier transit time is not included)	
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*1-2 days for records from Archives (1970s and older)

37. Issuance of Diploma Translation (DT)

Translation of Filipino diploma to English diploma for application to other universities for further studies, etc.

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. Photocopy/scanned copy of the original diploma 4. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. College 4. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, TS	1. Receive and check requirements 1.1 Check student file and issue billing statement	None	20 Minutes	<i>Frontline Staff</i> TS



2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 (additional charge for courier service)	15 Minutes	Frontline Staff TS
	2.1 Request for pull out of student record (F10) to RMS 2.1.1 Record application and assign tasks 2.1.2 Encode in Access Database and distribute F10 to Encoder	None	1 Day	Data Encoder TS
	2.2 Process request	None	2 Days	Administrative Aide TS
	2.3 Check and affix initials on the DT	None	5 Minutes	Section Head TS
	2.4 Sign the DT	None	1 Day	University Registrar OUR
	2.5 Encode document for release in Access database	None	3 Minutes	Data Encoder TS
	2.6 Do quality control of the document before release	None	2 Minutes	Frontline Staff TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 50.00 (additional charge for courier service)	4 Days, 50 Minutes (courier transit time is not included)	



For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge email, check requirements, and print application	None	15 Minutes	<i>Frontline Staff</i> TS
	1.1 Request for pull out of student record (F10) to RMS 1.1.1 Record application and assign tasks 1.1.2 Encode in Access Database and distribute F10 to Frontline staff	None	1 Day	<i>Data Encoder</i> TS
	1.2 Process request	None	2 Days	<i>Administrative Aide</i> TS
	1.3 Send billing to client	None	5 Minutes	<i>Frontline Staff</i> TS
2. Receive billing; Process payment; Email proof of payment	2. Acknowledge and print payment	PHP 50.00 (additional charge for courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.1 Check and affix initials on the DT	None	5 Minutes	<i>Section Head</i> TS
	2.2 Sign the DT	None	1 Day	<i>University Registrar</i> OUR
	2.3 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.4 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS



3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 50.00 (additional charge for courier service)	4 Days, 50 Minutes (courier transit time is not included)	

38. Issuance of Honorable Dismissal (HD)

Issued to a student who voluntarily withdraws from the University to transfer to another institution

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. University Clearance 3. Name of School the student is transferring 4. Consent of Parent/Guardian for minor student 5. Valid ID 6. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. RCS, OUR 3. Student 4. Parent/Guardian of the student 5. Company ID, School ID, LTO, DFA, GSIS etc. 6. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	<i>Frontline Staff RMS</i>
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 30.00 (additional charge for courier service)	30 Minutes	<i>Frontline Staff RMS</i>
	2.1 Pull out student records	None	60 Minutes	<i>Administrative Aide III RMS</i>
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator RMS</i>
	2.3 Review and affix initials on the HD	None	10 Minutes	<i>Section Chief RMS</i>
	2.4 Sign the HD	None	1 Day	<i>University Registrar OUR</i>
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	20 Minutes	<i>Frontline Staff RMS</i>
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Days, 6 Hours, 20 Minutes (courier transit time is not included)	



39. Issuance of ID for UPD Student with Special Needs

Issued to identify and assist students with special or additional needs.

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students with Special Needs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 piece Passport size ID picture		Photo shop/service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ID picture at the G/F, OSSD	1.Receive ID picture 1.1 Check the UPD List of Students with Special Needs given by the UP Health Service and give the pre-processed ID to the student	None	10 Minutes	<i>Student Records Evaluator III/ Student Athletes Records Examiner OSSD</i>
2. Sign the SWAS ID	2. Laminate the SWAS ID	None	15 Minutes	<i>Student Athletes Records Examiner OSSD</i>
3. Receive the SWAS ID then sign in the logbook	3. Release the SWAS ID	None	2 Minutes	<i>Student Athletes Records Examiner OSSD</i>
TOTAL:		None	27 Minutes	



40. Issuance of ID for UPD Students

Issuance of identification to all officially registered students

A. Officially enrolled students of UPD, UPDEPP, UPDEPO (Regular, Non-Degree, Foreign Cross-Registrants, Foreign)

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD, UPEDEPP and UPDEPO Officially enrolled students (Regular, Non-degree, Foreign Cross-Registrants and Foreign Students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Current UP Form 5 2. Appointment Slip 3. Official receipt of payment 4. One (1) passport size photo (for new student) 5. Duly accomplished Information Sheet (for new student)		1. Student 2. AS, OUR 3. Cash Office, UP Diliman 4. Photo shop/service 5. AS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the 2/F, Photo ID Room	1. Receive and check the required documents	None	3 Minutes	<i>Photographer AS</i>
2. Receive claim stub	2. Take photo and issue claim stub	None	2 Minutes	<i>Photographer AS</i>
	2.1 Prepare and transmit Perso File to card vendor every Friday for printing	None	7 Days	<i>AISS Personnel</i>
3. Claim UP ID	3. Release processed ID	None	5 Minutes	<i>Photographer AS</i>



TOTAL:	None	7 Days, 10 Minutes	
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B. UP Integrated School Students

Office or Division:	Admissions Section (AS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Officially enrolled UPIS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Current Registration form 2. Appointment Slip 3. Official receipt of payment 4. One (1) passport size photo (for new student) 5. Duly accomplished Information Sheet (for new student)	1. Student 2. AS, OUR 3. Cash Office, UP Diliman 4. Photo shop/service 5. AS, OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the 2/F, Photo ID Room	1. Receive and check the required documents	PHP 130.00	5 Minutes	<i>Photographer</i> AS
2. Receive ID	2. Process, print and release UPD-ID to the student	None	15 Minutes	<i>Photographer</i> AS
TOTAL:		PHP 130.00	20 Minutes	



41. Issuance of List of Honor Graduates to Civil Service Commission (CSC)

Issued to serve as CSC's reference for Civil Service Eligibility Exemption

Office or Division:	Student Evaluation Section (SES), Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Civil Service Commission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the University Registrar		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the University Registrar	1. Receive letter, record to database, and forward to University Registrar (UR) for action	None	10 Minutes	Frontline Staff Administrative Section
	1.1 UR acts on the request	None	1 Day	University Registrar OUR
	1.2 Process Request	None	2 Days	School Credits Evaluator SES
	1.3 Sign the List of Honor Graduates	None	1 Day	University Registrar OUR
2. Receive the list via mail	2. Forward to Transcripts Section for mailing	None	10 Minutes	School Credits Evaluator SES
TOTAL:		None	4 Days, 20 Minutes (mail transit time not included)	



42. Issuance of No Objection Letter (NOL)

Issued to students who have submitted entrance credentials with copy for UP Diliman but want to request for another copy from previous school for employment or scholarship purposes

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, TS	1. Receive and check requirements 1.1 Check student records via CRS 1.2 Issue billing statement	None	20 Minutes	Frontline Staff TS
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 30.00 (additional charge for courier service)	15 Minutes	Frontline Staff TS
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	Data Encoder TS



	2.1.1 Record application and assign tasks 2.1.2 Encode in Access Database and distribute F10 to Encoder			
	2.2 Process request and affix initials on the NOL	None	15 Minutes	Section Head TS
	2.3 Sign the NOL	None	1 Day	University Registrar OUR
	2.4 Encode document for release in Access database	None	3 Minutes	Data Encoder TS
	2.5 Do quality control of the document before release	None	2 Minutes	Frontline Staff TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 30.00 (additional charge for courier service)	2 Days, 1 Hour (courier transit time is not included)	

For On-line:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge email, check requirements, and print application	None	15 Minutes	Frontline Staff TS



	1.1 Check student records via CRS			
	1.2 Request for pull out of student record (F10) to RMS 1.2.1 Record application and assign tasks 1.2.2 Encode in Access Database and distribute F10 to Frontline staff	None	1 Day	<i>Data Encoder</i> TS
	1.2 Process request and affix initials on the NOL	None	15 Minutes	<i>Section Head</i> TS
	1.3 Send billing to client	None	5 Minutes	<i>Frontline Staff</i> TS
2. Receive billing; Process payment; Email proof of payment	2. Acknowledge and print payment	PHP 30.00 (additional charge for courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.1 Sign the NOL	None	1 Day	<i>University Registrar</i> OUR
	2.2 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.3 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS
3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS



TOTAL:	PHP 30.00 (additional charge for courier service)	2 Days, 1 Hour (courier transit time is not included)	
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43. Issuance of Request Letter of Official Transcript of Records/ Form 137 to universities/school

To meet requirement for university admission

Office or Division:	Admissions Section (AS) /One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. University Admission Slip (UAS) or UP Form 5 2. Valid ID		1. Requesting Party 2. Company ID, School ID, LTO, DFA, GSIS etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS or OSSD or email it to admission.our@upd.edu.ph / onestop.our@upd.edu.ph	1. Receive and check UP Form 5 / UAS 1.1 Prepare and print Letter Request of OTR/F137	None	12 Minutes	<i>Student Records Evaluator</i> AS/OSSD
2. Claim or receive via email the Letter Request of OTR/Form137	2. Release/ email the Letter Request of OTR/ Form137	None	2 Minutes	<i>Student Records Evaluator</i> AS/OSSD
TOTAL:		None	14 Minutes	



44. Issuance of Scholastic Verification

Issued for purposes of employment

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen/Government to Government/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from the company/office/embassy 2. Consent letter of the person being verified 3. Valid ID (photocopy/scanned copy) of the person being verified 4. Company ID of the representative (for walk-ins)		1. Requesting party 2. Person being verified 3. Company ID, School ID, LTO, DFA, GSIS etc. 4. Company of the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 100.00 (local) US \$30.00 (foreign) (additional charge for courier service)	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records	None	60 Minutes	<i>Administrative Aide III</i> RMS



	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator RMS</i>
	2.3 Review and affix initials on the certification	None	10 Minutes	<i>Section Chief RMS</i>
	2.4 Sign the certification	None	1 Day	<i>University Registrar OUR</i>
3. Claim verification request or receive via email or receive thru partner courier	3. Release/Email verification request or send thru partner courier	None	20 Minutes	<i>Frontline Staff RMS</i>
TOTAL:		PHP 100.00 (local) US\$ 30.00 (foreign) (additional charge for courier service)	2 Days, 6 Hours 20 Minutes (courier transit time is not included)	



45. Issuance of True Copy of Grades (TCG) for Cross-registrants and Non-Degree Students

Issued for evaluation purposes

Office or Division:	Records Management Section (RMS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Cross-Registrants and Non-degree students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished request form 2. Valid ID 3. For representative, present the following: authorization letter; Photocopy of ID of the requesting party, ID of the representative		1. RMS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RMS or email rmaschief.ourdiliman@up.edu.ph	1. Receive and check submitted requirements; Issue billing statement	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt or process bank payment and email the proof of payment	2. Record payment	PHP 30.00 (additional charge for courier service)	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Print TCG from CRS	None	5 Minutes	<i>Frontline Staff</i> RMS
	2.2 Check and affix signature	None	10 Minutes	<i>Section Chief</i> RMS
	2.3 Place in a sealed envelope	None	5 Minutes	<i>Frontline Staff</i> RMS



3. Claim request or receive thru partner courier	3. Release request to the student/ representative or send request thru partner courier	None	20 Minutes	Frontline Staff RMS
TOTAL:		PHP 30.00 (additional charge for courier service)	1 Hour, 30 Minutes (courier transit time is not included)	

46. Issuance of University Admission Slip (Manual Process)

A. NEW GRADUATE STUDENT (PHD/ MASTERAL/ DIPLOMA/ NON-DEGREE – GRADUATE STUDENTS) and NEW JURIS DOCTOR

Issuance of University Admission Slip to newly admitted graduate, non-degree and new juris doctor for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UPD Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. College Admission Slip (Form 002) 2. Student Directory with 2x2 photo (2 copies) 3. Medical Certificate from UP Health Service (Fit to enroll) 4. Plan of study (for graduate students only) 5. PSA Birth Certificate(original copy) 6. PSA Marriage Certificate (original, if married)		1 to 9 Accepting College



7. Honorable Dismissal/Transfer credential – if from other school/university 8. Transcript of records used for evaluation duly signed by the College SRE/College Secretary 9. Permit to Transfer (if previously enrolled in another graduate program within Diliman) 10. Official Transcript of Records with remarks “Copy for UP Diliman” (in a sealed envelope) 11. Certificate of Eligibility (for New Juris Doctor)		10. Last school/university attended prior to admission to UP Diliman 11. AS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	1. Receive, check, evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed), Certificate of Eligibility (for New Juris Doctor), Request for OTR(if needed)	None	14 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS and submit copy to the college	2. Release UAS to student	None	1 Minute	<i>Student Records Evaluator</i> AS
TOTAL:		None	15 Minutes	



B. NEW FRESHMEN AND NEW TRANSFER FROM OTHER SCHOOLS AND UNIVERSITIES (Associate of Arts Programs)

Issuance of University Admission Slip to newly admitted freshmen and new transfer from other schools and universities (Associate of Arts Programs) for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UPD Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. College admission slip (Form 002) 2. Student Directory with 2x2 photos (2 copies) 3. Medical Certificate from UP Health Service (Fit to enroll) 4. PSA Birth Certificate(original copy) 5. PSA Marriage Certificate (original, if married) 6. Permit to Transfer (if previously enrolled in other UP Unit/other UPD Colleges) <p>Additional requirements if New Freshmen</p> <ol style="list-style-type: none"> 1. High School Card (F138) - 1st and 2nd semester of Grade 12 2. Official High School Transcript (F137 Grades 7-12) with remarks “Copy for UP Diliman”, with date of graduation and Learner Reference Number (LRN) - in a sealed envelope 3. Affidavit of “No Collegiate Enrolment”, if with gap semester/year <p>Additional requirements if New Transfer</p> <ol style="list-style-type: none"> 1. Honorable Dismissal/Transfer credential 2. Transcript of records used for evaluation duly signed by the College SRE/College Secretary 3. Official Transcript of Records with remarks “Copy for UP Diliman” - in a sealed envelope 4. Certificate of NSTP Serial Number, if student has completed NSTP 1 & 2 	<p>1 to 6 Accepting College</p> <ol style="list-style-type: none"> 1. Accepting college 2. Previous school (Senior High School) 3. Notary Public Office <ol style="list-style-type: none"> 1. Accepting college 2. Accepting college 3. Last school/university attended prior to admission to UP Diliman 4. Previous school/ university 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	1. Receive, check, evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed), Request for OTR(if needed)	None	14 Minutes	<i>Student Records Evaluator AS</i>
2. Receive UAS and submit copy to the college	2. Release UAS to student	None	1 Minute	<i>Student Records Evaluator AS</i>
TOTAL:		None	15 Minutes	

C. READMISSION FROM ABSENCE WITHOUT LEAVE (AWOL)

Issuance of University Re-admission Slip to readmitted students from AWOL for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UPD Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. College readmission slip (Form 002) 2. Official receipt for AWOL fee (P225.00) 3. Medical Certificate from UP Health Service (if AWOL for more than 1 semester) 4. Student Directory		1-4 Accepting College



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	1. Receive, check, evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed)	None	14 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS and submit copy to the college	2. Release UAS to student	None	1 Minute	<i>Student Records Evaluator</i> AS
TOTAL:		None	15 Minutes	

D. SHIFTEES WITHIN COLLEGE (S1), SHIFTEES WITHIN DILIMAN (S2), and CHANGE PROGRAM FROM CERTIFICATE/ASSOCIATE OF ARTS PROGRAMS TO BACHELOR

Issuance of University Admission Slip to admitted students who shifted to another program for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UPD Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
SHIFTEES WITHIN COLLEGE (S1) 1. College admission slip (Form 001) 2. Student directory 3. True copy of grades used for evaluation		Accepting College



SHIFTEES WITHIN DILIMAN (S2) 1. College admission slip (Form 001) 2. Student directory 3. True copy of grades used for evaluation 4. Permit to transfer CHANGE PROGRAM FROM CERTIFICATE/A.A. PROGRAM TO BACHELOR 1. College admission slip (Form 001) 2. Student directory				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	1. Receive, check, evaluate all required documents 1.1 Process University Re-admission Slip	None	14 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS and submit copy to the college	2. Release UAS to student	None	1 Minute	<i>Student Records Evaluator</i> AS
TOTAL:		None	15 Minutes	

E. TRANSFEREES FROM OTHER UP UNITS (BACHELOR PROGRAMS) - T1

Issuance of University Admission Slip to newly admitted transferees from constituent universities for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Admitted transfer students from another UP Units		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%; text-align: center;">WHERE TO SECURE</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



1. College admission slip (Form 002) 2. Student Directory 3. Two (2) 2x2 photos 4. Medical Certificate from UP Health Service (Fit to enroll) 5. PSA Birth Certificate(original copy) 6. PSA Marriage Certificate (original, if married) 7. True copy of grades used for evaluation duly signed by the College SRE/College Secretary 8. Official Transcript of Records with remarks "Cleared as of _____)"- in a sealed envelope 9. Certificate of NSTP Serial Number, if student has completed NSTP 1 & 2		1 to 7 Accepting College 8. Last school/university attended prior to admission to UP Diliman 9. Previous school/university		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	1. Receive, check, evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed), Request for OTR	None	14 Minutes	<i>Student Records Evaluator AS</i>
2. Receive UAS and submit copy to the college	2. Release UAS to student	None	1 Minute	<i>Student Records Evaluator AS</i>
TOTAL:		None	15 Minutes	

F. TRANSFEREES FROM OTHER SCHOOLS /UNIVERSITIES AND SECOND DEGREE (BACHELOR PROGRAMS) - T2

Issuance of University Admission Slip to newly admitted transferees from other schools/universities for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen



Who may avail:	UPD Admitted transfer students from other schools/universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College admission slip (Form 002) 2. Student Directory 3. Two (2) 2x2 photos 4. Medical Certificate from UP Health Service (Fit to enroll) 5. PSA Birth Certificate(original copy) 6. PSA Marriage Certificate (original, if married) 7. True copy of grades/Transcript of Records used for evaluation 8. Honorable Dismissal/Certificate of Transfer Credential 9. Official Transcript of Records with remarks "Copy for UP Diliman"- in a sealed envelope 10. Certificate of NSTP Serial Number, if student has completed NSTP 1 & 2		1 to 8 Accepting College 9. Last school/university attended prior to admission in UP Diliman 10. Previous school/university		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, AS	1. Receive, check, evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed), Request for OTR	None	14 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS and submit copy to the college	2. Release UAS to student	None	1 Minute	<i>Student Records Evaluator</i> AS
TOTAL:		None	15 Minutes	

G. FOREIGN FRESHMEN/TRANSFEREES/GRADUATE STUDENTS, VAAS PROGRAM, STUDENTS WITH SPECIAL NEEDS

Issuance of University Admission Slip to newly admitted students under the One Stop Student Desk for registration purposes



Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UPD Students under OSSD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<p>1. College Admission Slip 2. Form 137 & Form 138 (for freshmen) <u>Form 137</u> (with date of graduation & remarks: Copy for UP Diliman) Form 138 (with remarks: Promoted to College) <u>For Foreign School</u> – Official High School Transcript with date of graduation – Apostille/ Authenticated 3. Official Transcript of Records Local School: With remarks Copy for UP Diliman Foreign School: Apostille 4. Original PSA Birth Certificate or Foreign Birth Certificate 5. Medical Certificate from UHS 6. Student Directory with passport size photos (2 copies) 7. Honorable Dismissal / Transfer Credential/ Permit to Transfer, if applicable 8. SAT/GCE/IB Diploma (original)</p> <p><i>Additional Requirements:</i></p> <p><u>For Married Female</u> Original PSA Marriage Contract</p> <p><u>For Foreign Students</u> Study permit/Enrollment Permit TOEFL/IELTS (if Medium of Instruction of previous school is not English) Copy of Passport Student Insurance</p> <p><u>For Graduate Students</u> Plan of Study</p>	<p>1 to 7 Accepting College</p> <p>8. College Board/Current School</p> <p>PSA</p> <p>OILD TOEFL/IELTS</p> <p>Student's government Insurance Company</p> <p>Accepting College</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit all requirements at the G/F, OSSD	1. Receive, check, evaluate all required documents 1.1 Process UAS, CRS Temporary Account (if needed), Request for OTR/F137(if needed)	None	14 Minutes	<i>Student Records Evaluator</i> OSSD
2. Receive UAS and submit copy to the college	2. Release UAS to student	None	1 Minute	<i>Student Records Evaluator</i> OSSD
TOTAL:		None	15 Minutes	

47. Processing of Change of Name of UPD Students

To correct and update student records

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Currently Enrolled UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request for Change of Name form 2. Original copy of PSA-Birth Certificate 3. Original copy of PSA-Marriage Certificate (for married women) 4. Affidavit of Discrepancy/ Affidavit of Two Disinterested Persons (whichever is applicable)		1. RCS, OUR or OUR website at our.upd.edu.ph 2. PSA 3. PSA 4. Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all requirements at the G/F, RCS or send it via courier	1. Receive and check completeness of the required documents and issue billing statement	None	15 Minutes	<i>Student Records Evaluator</i> RCS
2. Pay to the cashier and present the receipt or process bank payment and email proof of payment at rcs_our.upd@up.edu.ph	2. Receive and check proof of payment	PHP 30.00	5 Minutes	<i>Student Records Evaluator</i> RCS
	2.1 Upload proof of payment and payment slip to UPD Cash Office google drive.	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant</i> RCS
	2.2 Process and print the certification of change of name	None	1 Hour	<i>Student Records Evaluator</i> RCS
	2.3 Sign the certification	None	1 Hour	<i>Section Chief</i> RCS
3. Monitor change of name in CRS	3. Record and forward the copy of certification of change of name to RMS	None	15 Minutes	<i>Administrative Aide</i> RCS
TOTAL:		PHP 30.00	2 Hours, 40 Minutes	



48. Processing of Request for Monoblock Chair Rental

For UP Diliman student organizations requiring monoblock chairs for their event

Office or Division:	Administrative Section, Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request endorsed by a faculty adviser 2. UP ID		1. Requesting Party 2. OUR, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request at 2/F Administrative Section counter and present UP ID	1. Receive and check letter; check availability of chairs	None	5 Minutes	<i>Administrative Assistant</i> Administrative Section
	1.1 Take action on the request, if approved, give the OUR-Admin Form No. 007 (Request for Monoblock Chair Rental) to the client	None	5 Minutes	<i>Administrative Officer</i> Administrative Section
2. Accomplish the form and process payment	2. Receive and check the form, record payment, and issue a photocopy of the form to the client for the rental details	PHP 5.00 per chair	20 Minutes	<i>Administrative Assistant</i> Administrative Section
3. Bring the form on the day of pick-up of chairs	3. Facilitate the pick-up of chairs	None	20 Minutes	<i>Administrative Assistant</i> Administrative Section



TOTAL:	PHP 5.00 per chair	50 Minutes	
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49. Processing of Student University Clearance

A university clearance is a requirement in claiming a Diploma, application of an official transcript of records, and in requesting for an honorable dismissal.

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman and UPDEPP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished UP Form 241 2. Valid ID 3. College clearance (for UPDEPP students)		1. Print via CRS account of student/get form from the RCS, OUR 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. UPDEPP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Apply university clearance via student's CRS account, print the form and proceed to G/F, RCS for assessment of fees	1. Check the requirements and assess the amount payable	None	5 Minutes	<i>Frontline Staff RCS</i>
2. Pay to the Cashier, present the	2. Receive and check the form and	PHP 30.00 (Plus Graduation)	15 Minutes	<i>Frontline Staff RCS</i>



OR, and submit the form	record the details of payment	Fee of PHP 300.00 per degree program, if applicable)		
	2.1 Request UP Form 10 from RMS	None	1 Day	Frontline Staff RCS
	2.2 Receive F10 via CRS module	None	1 Hour	Frontline Staff RCS
	2.3 Process financial clearance	None	1 Hour	Student Records Evaluator or Senior Administrative Assistant RCS
	2.4 Check entrance credentials	None	1 Hour	Student Records Evaluator AS
3. Monitor status of clearance in CRS	3. If pending, email student and tag accountability in CRS	None	4 Hours	School Credits Evaluator RCS
4. Settle accountability and submit proof of payment (for underassessment) or documents needed to RCS	4. Receive, check, and record payment/document submitted	None	15 Minutes	Frontline Staff or Student Records Evaluator RCS
	4.1 Clear the tagged accountability in CRS	None	10 Minutes	Student Records Evaluator or Senior Administrative Assistant RCS
5. Monitor clearance application in CRS	5. Clear student's application in CRS	None	4 Hours	School Credits Evaluator RCS
TOTAL:		PHP 300.00 (Plus Graduation Fee of PHP 300.00 per degree	2 Days, 3 Hours, 45 Minutes	



		program, if applicable)		
For On-line:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply university clearance via student's CRS account and email rcs_our.updiliman@up.edu.ph to request for payment slip	1. Check student enrolment history, assess fees, send payment slip and instructions on how to pay	None	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>
2. Process payment and email proof of payment	2. Receive and check details of payment, set as paid and received online application	PHP 30.00 (Plus Graduation Fee of PHP 300.00 per degree program, if applicable)	15 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>
	2.1 Upload proof of payment and payment slip to UPD Cash Office google drive.	None	5 Minutes	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>
	2.2 Process financial clearance	None	1 Hour	<i>Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS</i>
	2.3 Check entrance credentials	None	1 Day	<i>Student Records Evaluator AS</i>



3. Monitor status of clearance in CRS account	3. If pending, email student and tag accountability in CRS	None	4 Hours	School Credits Evaluator RCS
4. Settle accountability and email proof of payment (for underassessment) or submit documents needed via courier	4. Receive, check, and record payment/document submitted	None	30 Minutes	Student Records Evaluator/ School Credits Evaluator/ Senior Administrative Assistant RCS/AS
	4.1 Clear the tagged accountability in CRS	None	10 Minutes	Student Records Evaluator or Senior Administrative Assistant RCS
5. Monitor status of clearance in CRS	5. Clear student's application in CRS	None	4 Hours	School Credits Evaluator RCS
TOTAL:		PHP 30.00 (Plus Graduation Fee of PHP 300.00 per degree program, if applicable)	2 Days, 2 Hours, 15 Minutes	

50. Processing of Transcript of Records (TOR)

Issuance of a copy of a student's permanent academic record for purposes of employment, enrolment, scholarship etc.

Student Number	Type of Request	Processing Days (excluding courier transit time)
2000 to present	First Time	15 days
	Updating	10 days
1999 and below; UPEPP, UPEPO	First Time	19 days
	Updating	11 days
Due to limitations and challenges brought about by the pandemic, please expect delays. Request for additional application/s such as COG, CD, EMI, DT, CAV, etc. may require extra processing time.		

A. Student No. 2000 to present



Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Photo shop/service 5. Requesting party/Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-ins:				
1. Submit all requirements at the 2/F, TS	1. Receive and review application form and requirements 1.1 Check student records via CRS 1.2 Issue billing statement	None	15 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	15 Minutes	<i>Frontline Staff</i> TS



	2.1 Request for pull out of student record (F10) to RMS 2.1.1 Record application and assign tasks 2.1.2 Encode in Access Database and distribute F10 to First Checker	None	1 Day	<i>Data Encoder</i> TS
	2.2 Process TOR via CRS module	None	5 Days	<i>First Checker</i> TS
	2.3 Final checking of TOR	None	7 Days	<i>Student Records Evaluator</i> TS
	2.4 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS
	2.5 Sign initial and determine number of copies to be printed	None	5 Minutes	<i>Student Records Evaluator</i> TS
	2.6 Print TOR in security paper	None	5 Minutes	<i>Admin Aide</i> TS
	2.7 Check and affix initials	None	5 Minutes	<i>Section Chief</i> TS
	2.8 If found in order, affix signature	None	1 Day	<i>University Registrar</i> OUR
	2.9 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.10 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS



3. Claim TOR or receive thru partner courier	3. Release request to the student/ representative or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	15 Days (courier transit time is not included)	
For On-line:				
1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge email, review application form and requirements, and print application 1.1 Check student records via CRS	None	15 Minutes	<i>Frontline Staff</i> TS
	1.2 Request for pull out of student record (F10) to RMS 1.2.1 Record application and assign tasks 1.2.2 Encode in Access Database and distribute F10 to First Checker	None	1 Day	<i>Data Encoder</i> TS
	1.3 Process TOR via CRS module	None	5 Days	<i>First Checker</i> TS



	1.4 Final checking of TOR	None	7 Days	<i>Student Records Evaluator</i> TS
	1.5 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS
	1.6 Sign initial; determine number of copies to be printed	None	5 Minutes	<i>Student Records Evaluator</i> TS
	1.7 Send billing to client	None	5 Minutes	<i>Frontline Staff</i> TS
2. Receive billing; Process Payment; Email proof of payment	2. Acknowledge and print payment	PHP 50.00 per page or RA 11261* (additional charge for mailing / courier service)	5 Minutes	<i>Frontline Staff</i> TS
	2.1 Print TOR in security paper	None	5 Minutes	<i>Admin Aide</i> TS
	2.2 Check and affix initials	None	5 Minutes	<i>Section Chief</i> TS
	2.3 If found in order, affix signature	None	1 Day	<i>University Registrar</i> OUR
	2.4 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.5 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS
3. Receive TOR	3. Release request or send document to client thru partner courier	None	10 Minutes	<i>Frontline Staff / SCE</i> TS



TOTAL:	PHP 50.00 per page or RA 11261* <small>(additional charge for mailing / courier service)</small>	15 Days (courier transit time is not included)	
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*** Waiver of Charges and Fees under RA 11261**

First Time Jobseekers Act

Republic Act (RA) 11261, or the 'First Time Jobseekers Assistance Act', was signed into law on 10 April 2019, with the objective of ensuring and improving the accessibility of government services and employment for first time jobseekers. Through this law, government fees and charges, including those collected by State Universities/Colleges (SUCs), shall be waived if the documents requested are required in the employment application of first time job seekers.

In compliance with RA 11261, the Office of the University Registrar (OUR) is implementing this law subject to the following guidelines:

Scope

With consideration to the specific stakeholder groups of the University, the scope of its implementation is defined and operationalized as follows:

1. First Time Job Seekers shall include the following:
 - a. UP Graduates (pre-baccalaureate diploma, undergraduate, basic education);
 - b. UP Students who have not yet completed ("working students") or on leave of absence (LOA) from their programs who intend to work;
 - c. Other individuals whose first job/employment shall be at the University.

2. Waiver of Fees and Charges. Services for which fees and charges shall be waived include:
 - a. Transcript of Records (TOR)
 - b. Certificate of Graduation (COG)
 - c. Diploma

Note: Fees and charges shall be waived only ONCE and for only ONE (1) COPY of each document only. Subsequent requests and/or additional copy/ies shall incur charges or fees.

Proof of Eligibility

The barangay where the first-time jobseeker is a resident of has the primary responsibility of ascertaining the eligibility of the individual. The requirement to process the request is a Barangay Certification.

A Barangay Certification, signed by the Punong Barangay of his authorized officer, shall only be issued to an individual if he or she is a:

- a. Filipino
- b. First time jobseeker
- c. Actively looking for employment



d. Resident of the barangay issuing the certification for at least six (6) months

The validity of benefits under this law is one (1) year from the issuance date of the Barangay Certification.

How to avail?

The first-time job seeker must submit a scanned copy of the original Barangay Certification through this [form](#) upon his/her University Clearance application and inform the Registration and Clearance Section (RCS) about it. **(Note: You can only submit the requirement using your UP account)**

B. Student No. 1999 and below; UPEPP; UPEPO

Office or Division:	Transcripts Section (TS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form 2. Valid ID 3. University Clearance 4. 1 x ID picture for purposes of Board Examination 5. For representative, please present the following: authorization letter, photocopy of ID of the student, and ID of the representative		1. TS, OUR or OUR website at our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Photo shop/service 5. Requesting party/representative		
For Walk-ins:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all requirements at the 2/F, TS	1. Receive and review application form and requirements 1.1 Check student records via CRS 1.2 Issue billing statement	None	15 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt	2. Record OR and issue claim stub	PHP 50.00 per page (additional charge for mailing / courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.1 Request for pull out of student record (F10) to RMS 2.1.1 Record application and assign tasks 2.1.2 Encode in Access Database and distribute F10 to First Checker	None	1 Day	<i>Data Encoder</i> TS
	2.2 Encode TOR	None	3 Days	<i>Data Encoder</i> TS
	2.3 Initial checking of encoded TOR	None	5 Days	<i>First Checker</i> TS
	2.4 Verify grades, if needed	None	1 Day	<i>Administrative Aide I</i> TS
	2.5 Final checking of TOR	None	7 Days	<i>Student Records Evaluator</i> TS
	2.6 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS



	2.7 Sign initial and determine number of copies to be printed	None	5 Minutes	<i>Student Records Evaluator</i> TS
	2.8 Print TOR in security paper	None	5 Minutes	<i>Admin Aide</i> TS
	2.9 Check and affix initials	None	5 Minutes	<i>Section Chief</i> TS
	2.10 If found in order, affix signature	None	1 Day	<i>University Registrar</i> OUR
	2.11 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.12 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS
3. Claim TOR or receive thru partner courier	3. Release request to the student or send thru partner courier	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 50.00 per page (additional charge for mailing / courier service)	19 Days (courier transit time is not included)	

For On-line:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email all requirements to transcript@upd.edu.ph	1. Acknowledge email, review requirements, and print application 1.1 Check student records via CRS	None	15 Minutes	<i>Frontline Staff</i> TS



	1.2 Request for pull out of student record (F10) to RMS 1.2.1 Record application and assign tasks 1.2.2 Encode in Access Database and distribute F10 to First Checker	None	1 Day	<i>Data Encoder</i> TS
	1.3 Encode TOR	None	3 Days	<i>Data Encoder</i> TS
	1.4 Initial checking of encoded TOR	None	5 Days	<i>First Checker</i> TS
	1.5 Verify grades, if needed	None	1 Day	<i>Administrative Aide I</i> TS
	1.6 Final checking of TOR	None	7 Days	<i>Student Records Evaluator</i> TS
	1.7 Send billing to client	None	5 Minutes	<i>Frontline Staff</i> TS
2. Receive billing; Process Payment; Email proof of payment	2. Acknowledge and print payment	PHP 50.00 per page (additional charge for mailing / courier service)	15 Minutes	<i>Frontline Staff</i> TS
	2.1 Print TOR in security paper	None	5 Minutes	<i>Admin Aide</i> TS
	2.2 Check and affix initials	None	5 Minutes	<i>Section Chief</i> TS
	2.3 If found in order, affix signature	None	1 Day	<i>University Registrar</i> OUR



	2.4 Encode document for release in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.5 Do quality control of the document before release	None	2 Minutes	<i>Frontline Staff</i> TS
3. Receive TOR	3. Release request or send document to client thru partner courier	None	10 Minutes	<i>Frontline Staff / SCE</i> TS
TOTAL:		PHP 50.00 per page (additional charge for mailing / courier service)	19 Days (courier transit time is not included)	

51. Processing of Tuition Refund Disbursement Voucher (DV)

To reimburse overpayment of tuition fees

Office or Division:	Registration and Clearance Section (RCS), Office of the University Registrar		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	All UP Diliman Students		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%; text-align: center;">WHERE TO SECURE</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



<p>1. Accomplished Application Form 2. Student's copy of Form 5 3. Student's copy of COM 4. Certification from the College/Adviser/Faculty-in-charge of the cancelled subject 5. Valid ID</p> <p><u>Additional Requirements:</u> <u>For LOA</u>-Copy of approved LOA application <u>For faculty / employee</u>- Certified copy of Appointment, Approved Privilege to Study at Reduced Fees <u>For Dependent of UP Faculty and Employees</u>- Approved Enrollment Privilege Form True Copy of Grades <u>For Teaching Fellow/Associates</u>- Copy of approved Contract of Teaching Fellow/Associates or copy of renewal of appointment <u>For Barangay Scholars</u>- Original copy of COMELEC Certification Original copy of Mayor's Certification attested by LGOO Copy of PSA Birth Certificate (to present original) True copy of grades</p>	<p>1. RCS, OUR or OUR website at our.upd.edu.ph 2. Student 3. Student 4. Offering unit of the cancelled courses</p> <p>5. Company ID, School ID, LTO, DFA, GSIS etc.</p> <ul style="list-style-type: none"> - Student - College, Administrative Office - OC or OVCAA - HRDO, UP Diliman - College - College, Administrative Office - City Hall or Municipal Hall - City Hall or Municipal Hall - PSA - College
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the G/F, RCS or send it via courier	1. Receive and check the required documents	None	15 Minutes	Senior Administrative Assistant RCS
	1.1 Give instructions on when and where to follow-up the status of refund	None	5 Minutes	Senior Administrative Assistant RCS
	1.2 Compute the refundable and non-refundable amount and prepare the	None	1 Hour	Senior Administrative Assistant RCS



	disbursement voucher (DV)			
	1.3 Review information on the DV and affix initials	None	10 Minutes	<i>Section Chief RCS</i>
	1.4 Affix signature on the DV	None	1 Day	<i>University Registrar OUR</i>
	1.5 Prepare receiving list of DV for the Accounting Office and Loan Board Office	None	1 Hour	<i>Senior Administrative Assistant RCS</i>
2. Follow-up status of refund to the UPD Accounting Office	2. Forward DV to UPD Accounting Office (without tuition loan), and Loan Board Office (if with tuition loan)	None	1 Day	<i>Administrative Aide III Administrative Section</i>
TOTAL:		None	2 Days, 2 Hours, 30 Minutes	

52. Statistical Data Request

A. Simple Statistical Data

Requests for data that are available in the Computerized Registration System (CRS) that can be generated in a day or two

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar
Classification:	Simple
Type of Transaction:	Government to Government



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter, record to database and forward to the University Registrar (UR) for action	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	Frontline Staff Administrative Section
	1.3 Process requested data	None	1 Day, 4 Hours	Information Systems Analyst III AISS
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	Information Systems Analyst III/ Support Staff AISS
TOTAL:		None	2 Days, 4 Hours, 10 Minutes	

B. Complex Statistical Data

Requests for data that are available in the Computerized Registration System (CRS) that require advanced queries and processing that may require a week to process

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar
Classification:	Complex
Type of Transaction:	Government to Government



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter, record to database and forward to the University Registrar (UR) for action	None	5 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	Frontline Staff Administrative Section
	1.3 Process requested data	None	5 Days	Information Systems Analyst III AISS
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	Information Systems Analyst III/ Support Staff AISS
TOTAL:		None	6 Days, 10 Minutes	

C. Highly Technical Statistical Data

Requests for data that are available in the Computerized Registration System (CRS) that involves complex queries and processing that may take more than a week to prepare

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar
Classification:	Highly Technical
Type of Transaction:	Government to Government



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter, record to database and forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
	1.3 Process requested data	None	19 Days	<i>Information Systems Analyst III AISS</i>
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	<i>Information Systems Analyst III/ Support Staff AISS</i>
TOTAL:		None	20 Days, 10 Minutes	



**University Library
(UL)
External Services**



1. Checking-In (Returning) of Library Books

A. Contactless Checking-In (Returning) of Library Books

A contactless mode of returning borrowed book (i.e. government property) in which the transaction will be verified by the library staff on a later date.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book for return		Requesting Party		
Fines when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If book is overdue, pay fines	1. Refer to <i>Payment of Fines Process (Mode of Payment: Direct Bank Deposit or Check)</i>			<i>Designated Special Collecting Officer</i> Main Library and College / Unit Libraries
Thru Courier:				
2. Thru Courier: Inform library via email of the book to be returned	2. Acknowledge email and coordinate arrival of package with staff on skeleton duty.	None	3 Minutes	
Thru Self Check-In Kiosk:				
2. Scan barcode or RFID of the book and print transaction receipt		None	3 Minutes	
Thru Drop-Box:				
2. Fill out the slip, logbook, or Google			3 Minutes	



form for book returns.				
3. Place book in the drop box for book return	3.1. Isolate the box containing the returned book	None	7 Days	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	3.2. Sanitize book	None	3 Minutes	
	3.3. Verify status of book at the Integrated Library System and place book card	None	3 Minutes	
	3.4 If with issue, communicate with borrower If no issue, send confirmation email and shelve the book	None	10 Minutes	
4. Wait for update of status at the Integrated Library System and/or confirmation email		None	1 Minute	
TOTAL:			7 Days, 20 Minutes	

B. Regular Checking-In (Returning) of Library Books

A mode of returning a borrowed book (i.e. government property) in which the transaction is reflected in the library system real-time without the need for verification. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
Classification:	Simple



Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book for return		Requesting Party		
Fines when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If book is overdue, pay fines	1. Refer to <i>Payment of Fines Process (Mode of Payment: Cash)</i>			<i>Designated Special Collecting Officer</i> Main Library and College / Unit Libraries
2. Present book for return /check-in	2.1. Receive book for return / check-in	None	1 Minute	<i>Library Personnel</i> Circulation Section, Main Library and College / Unit Libraries
	2.2. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System	None	1 Minute	
	2.3. Enable RFID tag of book	None	1 Minute	
	2.4. Print receipt of book returned	None	1 Minute	
3. Receive Transaction (return/check-in) Receipt	3. Issue Transaction (return/check-in) Receipt	None	1 Minute	
TOTAL:			5 Minutes	



2. Checking-Out (Borrowing) of Library Books

A. Contactless Checking-Out (Borrowing) of Library Books

A mode of borrowing books and other library resources (i.e. government property).

Office or Division:	University Library			
Classification:	On-Site- Simple; Remote- Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Copy of official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Copy of valid ID or appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. UP Web Mail (preferably); or any email account		Information Technology Development Center		
3. DilNet Account		UP Diliman Computer Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check Tuklas (URL: https://ds.mainlib.upd.edu.ph/) for the availability of book		None	5 Minutes	
2. Accomplish the Google Form or send email request to the Main Library section or college/unit library where the book is located containing the following: <ul style="list-style-type: none"> • Bibliographic details of the book; and 	2.1. Acknowledge the email request	None	10 Minutes	



• Image of the proof of enrollment or employment				Library Personnel Circulation Section, Main Library and College / Unit Libraries
	2.2. Verify borrower's status at the Integrated Library System and confirm availability of the book	None	1 Minute	
	2.3. Obtain the book from physical location (i.e. on-site or remote storage facility)		10 Minutes (On-Site)	
			3 Days (Remote Storage Facility)	
	2.4. Inform borrower (via email) of the availability of the book		5 Minutes	
3. Confirm borrowing of book and intended pick-up arrangement	3.1. Scan barcode of book and check-out under the borrower's account		1 Minute	
	3.2. Deactivate RFID tag of book	None	1 Minute	
	3.3. Print receipt of book borrowed	None	1 Minute	
	3.4. Fill-up Book Card and stamp due date and countersign Due Date Slip and Book Card	None	2 Minutes	
4. Pick-up book on agreed date and arrangement	4. Verify identity of borrower or representative	None	5 Minutes	
TOTAL:			On-Site: 41 Minutes; Remote:	



	3 Days and 31 Minutes	
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B. Regular Checking-Out (Borrowing) of Library Books

A mode of borrowing books and other library resources (i.e. government property). May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UP Students and UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents	Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office
2. Duly Accomplished Book Card (UPL Form No. 121- in varying colors based on the type of resources and section or unit)	Main Library College / Unit Libraries
3. DilNet Account	UP Diliman Computer Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish book card with name, college and student / employee number		None	2 Minutes	
2. Hand in duly accomplished book card, the book to be borrowed, and valid ID (polaroid ID or temporary library card)	2.1. Receive book, duly accomplished book card, and valid ID	None	1 Minute	



	2.2. Scan ID and verify borrower's status at the Integrated Library System	None	1 Minute	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	2.3. Scan barcode of book and check-out under the borrower's account	None	1 Minute	
	2.4. Deactivate RFID tag of book	None	1 Minute	
	2.5. Stamp due date and counter sign Due Date Slip and Book Card	None	1 Minute	
	2.6. Print receipt of book borrowed	None	1 Minute	
	2.7. Issue receipt and book borrowed		1 Minute	
3. Receive book		None	1 Minute	
TOTAL:			10 Minutes	

3. Inter-Library Loan (ILL)

Through this arrangement, partner institutions and other constituent unit libraries of the UP Diliman Library may borrow library resources from one another. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library	
Classification:	Simple	
Type of Transaction:	Government to Citizen, Government to Government	
Who may avail:	Partner Institutions and Other Constituent Unit Libraries of UP	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid ID of representative		Company or institution ID
2. Request Letter or Endorsement Letter (1 copy)		Requesting Party



3. Duly Accomplished ILL Form (2 copies)		Main Library College / Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in request letter, ID, and 2 copies of duly accomplished ILL Form	1.1. Receive request and verifies identity of borrower	None	5 Minutes	Librarian Circulation Section, Main Library and College / Unit Libraries
	1.2. Check availability and status of book	None	10 Minutes	
	1.3. Approve request	None	35 Minutes	Head Librarian Main Library Sections or College / Unit Libraries
2. Fill-up Book Card	2.1. Scan barcode of the book to be checked-out under the account of the Head Librarian	None	5 Minutes	
	2.2. Deactivate RFID tag of book	None	1 Minute	
	2.3. Stamp with due date and sign the Due Date Slip, Book Card, and ILL Form	None	3 Minutes	Librarian Circulation Section, Main Library and College / Unit Libraries
3. Receives book and 1 copy of ILL Form	3. Issue 1 copy of ILL Form and book borrowed	None	1 Minute	
TOTAL:			1 Hour	



4. Issuance of Temporary Library Card (UPL Form No. 161a)

A student who has no ID (e.g. new student or one who has lost his ID), cross-registrant, special student, or a non-degree student may be issued a temporary ID (Green) by his college library. For students who were advised by the Office of the University Registrar, their temporary ID card is issued by the Main Library. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form-5 (or any proof of enrollment)		Office of the University Registrar		
2. Appointment Schedule for new ID		Office of the University Registrar		
3. 1" x 1" photo (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present <i>validated</i> Form-5 and appointment schedule for new ID	1. Compare and verify accuracy of information in the validated Form-5 and User Registration Form	None	3 Minutes	<i>Library Personnel</i> ID Validation Counter, Main Library and College / Unit Libraries
2. Fill-out Temporary ID card and attach 1x1 picture	2.1. Check for accuracy and completeness of information	None	5 Minutes	
	2.2. Set the date validity of the Temporary Library Card on the appointment date for new ID	None	1 Minute	
3. Receive Temporary Library Card	3. Issue Temporary Library Card (UPL Form No. 161a)	None	1 Minute	
TOTAL:			10 Minutes	



5. Payment of Fines

Settlement of obligations or fines for library books returned beyond due date. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Book		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present or email information and overdue date of book to the Special Designated Collecting Officer	1. Checks due date and assess fine	None	5 Minutes	Designated Special Collecting Officer, Main Library and College / Unit Libraries
2. Pay fine Modes of Payment: A. Cash Pay at University Library Cashier B. Direct Bank Deposit Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office	2. A. Issue Official Receipt B. and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	See table below	5 Minutes	



C. Check (Manager's Check Only)				
Payee: University Library, University of the Philippines Diliman				
3.	3.			
Mode A: Present book and payment receipt to Section	Mode A: Receive book and payment receipt			
Mode B and C: Email image copy of the proof of payment.	Mode B and C: Verify and acknowledge payment and coordinate with concerned section	None	10 Minutes	<i>Library Personnel</i> Circulation Section, Main Library and College / Unit Libraries
TOTAL:			20 Minutes	

TABLE OF FINES		
	Regular Circulation	Reserved
First Hour	Not Applicable	PHP 1.00
Succeeding Hour After the First Hour	Not Applicable	PHP 5.00
Whole Day	PHP 2.00 (Exclusive of Sundays and Holidays)	PHP 50.00 (Inclusive of Sundays and Holidays)

6. Payment for Lost Book/s

Settlement of obligations or fees resulting from loss of library books.

Office or Division:	University Library
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Government



Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Formal Declaration of Lost Book/s (1 original signed copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and Formally Declare Lost Book/s	1.1. Receive Formal Declaration of Lost Book/s and ID and verify information at Integrated Library System	None	5 Minutes	<i>Librarian</i> Circulation Section, Main Library and College / Unit Libraries
	1.2. Retrieve book card and inventory card	None	10 Minutes	
	1.3. Assess cost of fine	None	10 Minutes	
2. Pay fine Modes of Payment: A. Cash Pay at University Library Cashier B. Direct Bank Deposit Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office	2. A. Issue Official Receipt B. and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	5 Minutes	<i>Designated Special Collecting Officer</i> Main Library and College / Unit Libraries



C. Check (Manager's Check Only)				
Payee: University Library, University of the Philippines Diliman				
3. Present Official Receipt or proof of payment to concerned section	3. Indicate in the book card and inventory card new book status (declared loss & paid) and OR number	None	5 Minutes	<i>Librarian</i>
4. Receive ID, OR, and verify clearance at Integrated Library System and CRS Accounts	4.1. Clear student or employee from Delinquent Database and from CRS accountability module	None	10 Minutes	Circulation Section, Main Library and College / Unit Libraries
	4.2. Report new book status to the Cataloging and Metadata Section	None	5 Minutes	
	4.3. Change status at Integrated Library System and at Union Shelf List	None	10 Minutes	<i>Librarian</i> Cataloging and Metadata Section, Main Library
TOTAL:			1 Hour	

7. Registration for Library Access (UPL Form No. 144a)

On designated days of the week, the University Library Diliman accepts visitors/non-UP researchers including UP alumni, former UP faculty and staff; graduate students from other schools; government and private researchers; and, in a number of libraries, undergraduate students from other schools. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.



Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Non-UP Users

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For UP Alumni:	
1. Valid ID with picture	Requesting Party
2. Proof of program completion or graduation from UP	Office of Alumni Relations Office of the University Registrar Respective College / Units
3. 1" x 1" photo (1 original copy)	Requesting Party
For Non-UP Users:	
1. Valid ID with picture	Requesting Party
2. Referral or Request Letter (1 original copy)	Sending Institution or Requesting Party
3. 1" x 1" photo (1 original copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral letter or proof of program completion	1. Verify identity of client and validity of ID and letter or proof of program completion	None	10 Minutes	Library Personnel College / Unit Libraries
2. Accomplish Special Registration Permit Form	2. Check for accuracy of information	None	5 Minutes	
3. Pay Research Fee	3. Process payment and issue receipt	See table below	3 Minutes	Designated Special Collecting Officer Main Library or College / Unit Libraries



4. Receive Library Card/Permit (UPL Form No. 144a)	4. Issue Library Card / Permit (UPL Form No. 144a)	None	2 Minutes	<i>Library Personnel</i> Main Library or College / Unit Libraries
TOTAL:			20 Minutes	

TABLE OF RATES	
Classification	Research Fee
UP Alumni	- Free- First 5 Visits / Per Semester - PHP 20 / Day applies after the first 5 visits - PHP 450 / Semester - PHP 300 / Midyear
Government Researchers	PHP 20 / Day
Non-UP (Private Researchers)	PHP 50 / Day
For Undergraduate Students <i>(only for selected libraries)</i>	PHP 25 / Day
For Science High School Students <i>(only for selected libraries)</i>	PHP 10 / Day

8. Renewal of Checked-Out (Borrowed) Books

Bona fide UP Diliman students, faculty members and staff may renew the loan duration of books they have borrowed. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government



Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. UP Web Mail (preferably); or any email account		Information Technology Development Center		
3. DilNet Account		UP Diliman Computer Center		
4. Book for renewal		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mode of Renewal	1.1.			Library Personnel Circulation Section, Main Library and College / Unit Libraries
A. Hand in ID and book for renewal	A. Receive ID and book	None	2 Minutes	
B. Signify intent to renew book	B. Acknowledge intent to renew book			
	1.2. Retrieve and hand in Book Card of the book for renewal	None	3 Minutes	
2. Accomplish Book Card with name, college, and student / employee number	2.1. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System	None	2 Minutes	
	2.2. Scan ID and verify borrower's status at the UPD Integrated Library System	None	1 Minute	
	2.3. Scan barcode of book and check-out	None	1 Minute	



	under the borrower's account			
	2.4. Stamp return on old due date and stamp new due date and counter sign Due Date Slip and Book Card	None	1 Minute	
	2.5. Print transaction receipt of book/s renewed	None	1 Minute	
3. Receive renewed book and transaction receipt or confirmation email	3. Issue renewed book/s and transaction receipt or confirmation email	None	1 Minute	
TOTAL:			12 Minutes	

9. Request for Extended Reading

Through this service, UP students and UP employees may use library resources beyond the service hours of Main Library sections. It allows readers to utilize the requested item/s beyond 5:00 PM until 8:00 PM during weekdays at the Information Services and Instruction Section. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library		
Classification:	Simple		
Type of Transaction:	Government to Citizen, Government to Government		
Who may avail:	UP Students and UP Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office	
2. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (3 copies)		Main Library	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish 3 copies of Form for Extended Reading		None	2 Minutes	
2. Hand in duly Accomplished Forms for Extended Reading	2.1. Check for availability of requested material	None	3 Minutes	<i>Librarian Circulation and/or Reserved Section, Main Library</i>
	2.2. If material is available, stamp Forms and Due Date Slip with "Extended Reading" and hand in one copy of the form to client	None	1 Minute	
3. Receive one (1) copy of processed Extended Reading Form	3. Forward to Information Services and Instruction Section, Section the requested material together with one copy of the Form for Extended Reading	None	15 Minutes	<i>Library Personnel / Circulation and/or Reserved Section, Main Library</i>
4. Proceed to the Information Services and Instruction Section, Section after 5:00 PM to present copy of Duly Accomplished Form for Extended Reading and ID	4. Receive Duly Accomplished Form for Extended Reading and ID and verify information	None	3 Minutes	<i>Library Personnel / Information Services and Instruction Section, Main Library</i>
5. Receives requested material	5. Issue requested material for extended reading	None	1 Minute	
TOTAL:			25 Minutes	



10. Request for Index to Philippine Periodicals in Print

This service is aimed to produce a printed research guide to periodical articles indexed by the Serials Section of the UP Diliman Main Library.

Office or Division:	University Library			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in request letter	1.1. Receive request letter	None	2 Minutes	<i>Librarian</i> Serials Section, Main Library
	1.2. Approve request	None	1 Day	<i>Head Librarian</i> Serials Section, Main Library
	1.3. Prepare and send billing invoice	None	4 Hours	<i>Receiving Personnel</i> University Librarian's Office
2. Pay corresponding fees	2.			
Modes of Payment: A. Cash Pay at University Library Cashier B. Direct Bank Deposit	A. Issue Official Receipt B. and C.	PHP 1,000 / vol.	15 Minutes	<i>Designated Special Collecting Officer</i> Main Library



<p>Account Name: UPD Revolving Fund</p> <p>Account Number: 3072-1006-96</p> <p>Branch: UP Diliman Ext. Office</p> <p>C. Check (Manager's Check Only)</p> <p>Payee: University Library, University of the Philippines Diliman</p>	<p>No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.</p>			
<p>3. Present or send copy of official receipt</p>	<p>3. Prepare the IPP in Print</p>	<p>None</p>	<p>3 months</p>	<p><i>Librarians</i> Serials Section, Main Library</p>
<p>4. Get copy of the IPP on Print</p>	<p>4. Release / Issue the IPP in Print</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Librarian</i> Serials Section, Main Library</p>
<p>TOTAL:</p>			<p>3 Months, 1 Day, 5 Hours, 17 Minutes</p>	



11. Request for Library Accommodations

This service accommodates requests from individuals or groups for a tour, interview, survey, conduct research, etc. at the UP Diliman Main Library building or for collecting data from the University Library. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Copy of official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Copy of valid ID or appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and hand in request letter	1.1. Receive request letter	None	5 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section</i>
	1.2. Verify availability of schedule	None	20 Minutes	
	1.3. Approve request	None	3 Days	<i>University Librarian or Deputy University Librarian</i>
2. Receive notice of approval	2.1. Communicate approval request	None	20 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section</i>
	2.2. Coordinate with concerned section or personnel and prepare for activity	None	5 Days	



3. Receive final arrangement of activity	3. Confirm final arrangement of activity	None	1 Hour	
TOTAL:			8 Days, 1 Hour, 45 Minutes	

12. Request for Microfilm Conversion

This service processes requests for converting content in microfilm into digital and print formats.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Media Call Slip [Paging Form] (1 copy)		Main Library – Information Services and Instruction Section		
3. Duly Accomplished Microfilm Conversion Request Slip / Log (1 copy)		Main Library – Information Services and Instruction Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Media Call Slip		None	5 Minutes	
2. Hand in ID and Media Call Slip	2.1. Receive Media Call Slip	None	2 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
	2.2. Check Integrated Library System and List of Microfilms for availability of requested microfilm reel	None	10 Minutes	



	2.3. Retrieve the requested microfilm	None	20 Minutes	
3. Accomplish Microfilm Conversion Request Log	3.1. Received accomplished Microfilm Conversion Request Log	None	2 Minutes	
	3.2. Assess fee and issue Order Payment Form	None	10 Minutes	
4. Pay fee Modes of Payment: A. Cash Pay at University Library Cashier B. Direct Bank Deposit Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office C. Check (Manager's Check Only) Payee: University Library, University of the Philippines Diliman	4. Process payment A. Issue Official Receipt and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	Scanning – PHP 5.00/ image or page Printing for UP Clients – PHP 5.00/ page Printing for Non-UP Clients – PHP 10.00/ page	5 Minutes	<i>Designated Special Collecting Officer Main Library or College / Unit Libraries</i>
5. Hand in Order Payment Form and official receipt	5.1. Hand over ID and issue claim tag	None	5 Minutes	<i>Library Personnel Printing Counter, Information Services and</i>
	5.2. Process microfilm	None	7 Days	



	scanning conversion			Instruction Section, Main Library and College / Unit Libraries
6. Present ID and claim tag	6. Issue scanned copy of microfilm	None	5 Minutes	
7. Receive scanned copy of microfilm		None	1 Minute	
TOTAL:			7 Days, 1 Hour, 5 Minutes	

13. Request for Paging of Library Resources in Closed-Shelves System for Room-Use

This service processes requests for room-use of library books, publicly available theses and dissertations, periodicals, microfilm, archival materials, etc. stored in libraries utilizing closed-shelved system. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	On-Site- Simple; Remote- Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students, UP Employees, Non-UP Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)		Main Library College/ Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form		None	2 Minutes	



2. Hand in duly accomplished Request Form at the Request Desk	2.1. Receive Call Slip	None	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	2.2. Retrieve the requested material from the shelves	None	10 Minutes <i>(On-Site)</i>	
			3 Days <i>(Remote Storage Facility)</i>	
	2.3. Verifies correctness of material or checks completeness of components	None	3 Minutes	
3. Hand in ID	3. Hand over to client the requested material	None	1 Minute	
4. Receive requested material	4. Clip together the duly accomplished Request Form and ID	None	1 Minute	
TOTAL:			On-Site: 18 Minutes Remote: 3 Days, 8 Minutes	



14. Request for Paging of Library Resources in Closed-Shelves System for Room-Use and UP Users Only

This service processes requests for room-use of laptops, electronic tablets, e-book readers, reading glasses, adaptors, electric cords, etc. by bona fide UP Diliman students, faculty members and staff.

May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	On-Site- Simple; Remote- Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)		Selected Sections of the Main Library Selected Unit / College Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form		None	2 Minutes	
2. Hand in duly accomplished Request Form at the Request Desk	2.1. Receive Call Slip	None	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	2.2. Retrieve the requested material	None	10 Minutes (On-Site)	
3 Days (Remote Storage Facility)				



	2.3. Verify correctness of material or checks completeness of components	None	3 Minutes	
3. Hand in ID	3. Hand over to client the requested material	None	1 Minute	
4. Receive requested material	4. Clip together the duly accomplished Request Form and ID	None	1 Minute	
TOTAL:			On-Site: 18 Minutes Remote: 3 Days, 8 Minutes	



15. Request for Photocopy of Books and Other Library Resources

This service processes books and other library resources for photocopying. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished of Photoduplication Permit (2 copies)		Main Library College/ Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish 2 copies of Photoduplication Permit		None	2 Minutes	
2. Hand in the 2 copies of the duly accomplished Photoduplication Permit and ID at the Request Desk	2.1. Receive Photoduplication Permit and ID	None	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	2.2. Approve (stamp with date and time of release) request for photocopying	None	1 Minute	



3. Receive requested material	3.1. Hand over to client the requested material and 1 copy of the Photoduplication Permit	None	1 Minute	
	3.2. Clip together 1 copy of the Photoduplication Permit and ID	None	1 Minute	
4. Return requested material and receive ID	4. Receive requested material and hand over ID	None	1 Minute	
TOTAL:			7 Minutes	

16. Request for Reference/Information, Bibliographic, and Research Support Services

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries (includes analytics of faculty Publications, journal validation and verification, etc.).

Office or Division:	University Library	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen, Government to Government	
Who may avail:	Non-UP Users, UP Students, and UP Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office



2. Letter Request		Requesting Party		
3. Duly Accomplished Reference Query Form (1 copy)		Main Library – Information Services and Instruction Section College / Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-in or email reference question or letter request	1.1. Receive query or letter request	None	3 Minutes	<i>Librarian</i> Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
	1.2. Conduct reference interview or send clarificatory email	None	25 Minutes	
2. Verify query	2.1. Analyze query and determines possible information sources that may provide answer to the query, run the analytics, or conduct the validation and verification	None	3 Days	
	2.2. Communicate answer to request	None	30 Minutes	
3. Receive answer to request		None	2 Minutes	
TOTAL:			3 Days, 1 Hour	



17. Request for Remote Access Account and Access to College-Based Subscriptions

This service provides bona fide UP Diliman students, faculty members and staff information on accessing electronic resources beyond the Diliman Network (DiNet).

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Request Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and hand-in accomplished Request Form or email request letter	1.1. Verify identity and library privileges of client	None	5 Minutes	<i>Library Personnel Information Services and Instruction Section, Main Library or College / Unit Libraries</i>
	1.2. Activate account for remote access or access to college- based subscription	None	10 Minutes	
	1.3. Communicate account activation	None	3 Minutes	
2. Verify account activation			2 Minutes	
TOTAL:			20 Minutes	



18. Request for Self-Service Printing

This service allows clients to print documents in black or color on letter-sized paper. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Printing Transaction Form (1 copy)		Main Library- Information Services and Instruction Section College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and accomplish Printing Transaction Form	1. Receive ID and accomplish Printing Transaction Form	Black Prints- PHP 5.00/ page	3 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
2. Print file	2.1. Assist in printing		15 Minutes	
	2.2. Assess fees and issue Order Payment Form		5 Minutes	
3. Pay fee Modes of Payment: A. Cash Pay at University Library Cashier B. Direct Bank Deposit	3. Process payment A. Issue Official Receipt B and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	Colored Prints- PHP 20.00/page	5 Minutes	Designated Special Collecting Officer Main Library or College / Unit Libraries



Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office C. Check (Manager's Check Only) Payee: University Library, University of the Philippines Diliman				
4. Hand in official receipt and Order Payment Form	4. Verify payment		5 Minutes	<i>Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries</i>
5. Receive ID and official receipt	5. Hand over ID and official receipt		2 Minutes	
TOTAL:			35 Minutes	



19. Request for Self-Service Scanning

This service allows clients to scan A4-size or smaller documents and books into digital format using flatbed scanner. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Scanning Transaction Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College / Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Scanning Transaction Log / Form		PHP 5.00/ page	5 Minutes	
2. Hand in valid ID and duly accomplished Scanning Transaction Log / Form	2. Receive ID and duly accomplished Scanning Transaction Log / Form		2 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
3. Scan and save the desired document/s or image/s	3. Assess fees and issue Order Payment Form		30 Minutes	
4. Pay fee Modes of Payment: A. Cash Pay at University Library Cashier	4. Process payment A. Issue Official Receipt		5 Minutes	<i>Designated Special Collecting Officer</i> Main Library or College / Unit Libraries



<p>B. Direct Bank Deposit</p> <p>Account Name: UPD Revolving Fund</p> <p>Account Number: 3072-1006-96</p> <p>Branch: UP Diliman Ext. Office</p> <p>C. Check (Manager's Check Only)</p> <p>Payee: University Library, University of the Philippines Diliman</p>	<p>B and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.</p>			
<p>5. Hand in official receipt and processed Order Payment Form</p>	<p>5. Verify payment</p>		<p>2 Minutes</p>	<p><i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries</p>
<p>6. Receive ID and official receipt</p>	<p>6. Hand over ID and official receipt</p>		<p>1 Minute</p>	
<p>TOTAL:</p>			<p>45 Minutes</p>	



20. Request for Turnitin Similarity Index Report

This service enables enrolled students and UP employees to generate a Similarity Index Report, which provides a summary of matches or highly similar text found in a submitted paper.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
2. Soft Copy of Research Paper / Manuscript in PDF format		Requesting Party		
3. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter, soft copy of research paper / manuscript, and copy of valid ID or appointment documents via email.	1.1. Verify status of client at the UPD Integrated Library System.	NONE	5 minutes	<i>Library Personnel in charge of the Turnitin Administrator Account College/Unit Libraries</i>
	1.2. Upload and run the document in the Turnitin service.	NONE	10 minutes	
	1.3. Perform system evaluation of the manuscript.	NONE	1 day	
	1.4. Download the similarity index report.	NONE	10 minutes	
	1.5. Send the Similarity Index Report to the client via email.	NONE	30 minutes	
2. Receive the Similarity Index Report.		NONE	5 minutes	
TOTAL:			1 Day, 1 Hour	



21. Request for Use of Discussion Rooms

Use of the Discussion Rooms (i.e. Quiet Room, Reading Rooms, etc.) for academic collaborations. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Minimum number of users: Group of three (3) persons		Requesting Party		
2. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
3. Duly accomplished Discussion Room Transactions Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in ID and state request for the use of Discussion Room	1. Check the availability of the facility	None	5 Minutes	Librarian Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
2. Accomplish the Discussion Room Transactions Log / Form	2. Instruct client to accomplish the Discussion Room Transactions Log / Form	None	5 Minutes	
3. Proceed to the assigned table / room	3. Give assigned table / room number	None	5 Minutes	
		TOTAL:	15 Minutes	



22. Request for Use of PCs and Electricity for Personal Equipment

Students may use, for academic and research activities, library PCs or power outlets for laptops, smartphones and tablets. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Computer Usage Card		College/Unit Libraries		
3. Duly Accomplished Facilities Use Transaction Log		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and Computer Usage Card	1. Receive ID and Computer Usage Card	UP Students- Free for first 20 Hours/semester, PHP 20/Hour thereafter UP Employees- PHP 20/Hour	2 Minutes	<i>Library Personnel Electricity Counter, Main Library or College / Unit Libraries</i>
2. Accomplish the Facilities Use Transaction Log	2.1. Hand in Facilities Use Transaction Log		3 Minutes	
	2.2. Record the Time-In on the Computer Usage Card and clip the ID, Client Card and Computer Usage Card		3 Minutes	
3. Receive Claim Card and proceed to use available PCs or tables with power outlets	3.1. Issue Claim Card	Non-UP- PHP 50/Hour	1 Minute	
	3.2. Assess fee		3 Minutes	



<p>4. Pay fee</p> <p>Modes of Payment:</p> <p>A. Cash Pay at University Library Cashier</p> <p>B. Direct Bank Deposit</p> <p>Account Name: UPD Revolving Fund</p> <p>Account Number: 3072-1006-96</p> <p>Branch: UP Diliman Ext. Office</p> <p>C. Check (Manager's Check Only)</p> <p>Payee: University Library, University of the Philippines Diliman</p>	<p>4. Process payment</p> <p>A. Issue Official Receipt</p> <p>B and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.</p>		<p>5 Minutes</p>	<p><i>Designated Special Collecting Officer Main Library or College / Unit Libraries</i></p>
<p>5. Present transaction receipt and claim ID</p>	<p>5. Hand over ID and transaction receipt</p>		<p>1 Minute</p>	<p><i>Library Personnel Electricity Counter, Main Library or College / Unit Libraries</i></p>
<p>TOTAL:</p>			<p>18 Minutes</p>	



23. Resource on Demand

A service for processing articles and book chapter requests from journals, books, e-resources, and other materials available in UP Diliman Libraries. These documents are scanned and can be picked up in person or sent electronically via email.

Office or Division:	University Library			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students, UP Employees, and Non-UP Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Copy of official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Copy of valid ID or appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2 Request Letter (1 copy)		Requesting Party		
3. UP Web Mail (preferably); or any email account		Information Technology Development Center		
4. For UP Students, Employees, and Alumni requesting an e-copy of a periodical article in the physical collection or an article in a microfilm in the multimedia collection: 5 articles per day per user		Requesting Party		
5. For Non-UP Users requesting an e-copy of a periodical article in the physical collection or an article in a microfilm in the multimedia collection: 1 article per day per user		Requesting Party		
6. For all clients requesting selected pages or chapters from a book in the physical collection: 1 active request per user		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request via email at libraryinfo.updiliman@up.edu.ph with the following details of books (title, author, edition, publication year, page numbers) or the following details for	1.1. Check Web OPAC and databases for availability of requested material		3 Days	Librarian Information Services and Instruction Section, Main Library



periodicals (article title, article authors, periodical title, periodical issue number, year of issue, page numbers)				
	1.2. Send confirmation of availability of material, inform of transaction limits, and confirm with the client to proceed with transaction		30 Minutes	
2. Confirm to proceed with transaction	2. Send transaction fees assessment		30 Minutes	
3. Pay fee Modes of Payment: A. Cash Pay at University Library Cashier B. Direct Bank Deposit Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office C. Check (Manager's Check Only) Payee: University Library, University of the Philippines Diliman	3. Process payment A. Issue Official Receipt B and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	See table below	1 Day	<i>Designated Special Collecting Officer Main Library</i>



4. Send proof of payment at libraryinfo.updiliman@up.edu.ph	4. Prepare material for document delivery		5 Days	Librarian Information Services and Instruction Section, Main Library
5. Receive the requested library material	5. Send material to client via email or courier		5 Minutes	
TOTAL:			9 Days, 1 Hour, 5 Minutes	

Material Type	Fee		
	UP Students, Faculty and Staff	UP Alumni	Non-UP
Article or whole eBook from subscribed e-resources	Free	N/A	N/A
E-copy of an article from a periodical or journal in the physical collection	Free	First 5 articles free, PHP 50.00 research fee for succeeding articles	PHP 50.00 research fee
E-copy of selected pages or chapters from a book in the physical collection	Free	PHP 50.00 research fee	PHP 50.00 research fee
E-copy of an article in a microfilm in the Multimedia collection	First 10 pages free PHP 4.00 per page for succeeding pages	PHP 4.00 per page + PHP 50.00 research fee	PHP 4.00 per page + PHP 50.00 research fee



24. Returning Library Resources in Closed – Shelves System

This service processes library resources for returning from bona fide UP Diliman students, faculty members and staff. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Book or Other Library Resources		Main Library College / Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed library materials	1.1. Receive materials for return	None	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	1.2. Verify correctness of material or check completeness of components	None	3 Minutes	
2. Receive ID	2.1. Hand over ID	None	1 Minute	
	2.2. Shelve or keep the returned library material	None	5 Minutes	
TOTAL:			10 Minutes	



25. Checking-out (Borrowing) of Other Library Resources

Enables UP students and employees to borrow other library resources monitored in closed-shelves system such as calculators and umbrellas. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Borrowing Form (2 copies)		Selected Unit / College Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out 2 copies of Borrowing Form and hand in 2 copies of duly accomplished Borrowing Form and ID	1.1. Receive ID and Borrowing Form	None	2 Minutes	Library Personnel Lending Desk, College of Engineering Library and Selected College / Unit Libraries
	1.2. Get the requested material	None	7 Minutes	
	1.3. Verifies completeness of component parts	None	5 Minutes	
2. Receive requested material requested material, 1copy of	2. Hand over to client the requested material, 1copy	None	1 Minute	



Borrowing Form, and ID	of Borrowing Form, and ID			
TOTAL:			15 Minutes	

26. Request for Access to Restricted Theses & Dissertations

Allows researchers to access restricted theses and dissertations under certain restrictions (OVCRD Memorandum No. FRN 15-038) due to the nature of said materials.

Office or Division:	University Library		
Classification:	Simple		
Type of Transaction:	Government to Citizen, Government to Government		
Who may avail:	Non-UP Users, UP Students, and UP Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office	
2. Duly Accomplished Theses Request Form (1 copy)		College / Unit Libraries	
3. If requesting party is a student, Personnel, researchers, or faculty of the University, a signed Conforme shall be submitted to the Library or College/Unit where access to the thesis/dissertation is being requested. A written permission from the author or the adviser of the Thesis/Dissertation.		Author or adviser of thesis or dissertation	



4. If the requesting party is Non-UP, Non-Disclosure Undertaking signed and notarized by the requesting party, provided that one of the witnesses shall be from the Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)		Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For UP students and employees				
1. Submit written permission with access approval of the author/adviser together with the signed Conforme	1. Personnel will collect the documents	None	5 Minutes	<i>Library Personnel College / Unit Libraries</i>
2. Accomplish Theses Request Form and submit valid ID	2. Verify ID presented. Collect accomplished form after usage	None	5 Minutes	
3. Locate and pull-out from the restricted area the theses / dissertations	3. Personnel will assist the user/s if necessary	None	5 Minutes	
For Non-UP members				
1. Register to Access Library Facilities	1. Refer to <i>Registration for Library Access (UPL Form No. 144a)</i>			<i>Library Personnel and Designated Special Collecting Officer</i>



				College / Unit Libraries
2. Submit written permission with access approval of the author/adviser together with the Non-Disclosure Undertaking signed and notarized by the requesting party, provided that one of the witnesses shall be from the Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)	2. Personnel will collect the documents	None	5 Minutes	<i>Library Personnel College / Unit Libraries</i>
3. Accomplish Theses Request Form and submit valid ID	3. Verify ID presented. Collect accomplished form after usage	None	5 Minutes	<i>Library Personnel College / Unit Libraries</i>
4. Locate and pull-out from the restricted area the theses / dissertations	4. Personnel will assist the user/s if necessary	None	5 Minutes	<i>Library Personnel College / Unit Libraries</i>
TOTAL:			15 Minutes	



Office of the Vice Chancellor for Community Affairs (OVCCA)

External Services



1. Processing of UP Vehicle Sticker Applications for Students, Alumni, University-recognized business concessionaires, Non-UP Offices within Campus

The UP Vehicle Sticker is issued to (a) currently-enrolled students of the University of the Philippines Diliman; (b) alumni of the University of the Philippines; (c) University-recognized business concessionaires of the University of the Philippines Diliman, and (d) employees of other offices within the University of the Philippines Diliman campus, who have vehicles in order to access the University's portals.

The UP Vehicle sticker is valid for one (1) Academic Year. A student, an alumna or alumnus or University-recognized business concessionaires or an employee of non-UP offices within the UP Diliman campus may only apply for a maximum of two (2) vehicle stickers each.

The University cannot grant all the employees of non-UP offices within the UP Diliman campus for UP Vehicle Stickers. It is requested that the heads of these Non-UP offices submit a *priority list* which includes the names of the employees they are endorsing for a UP Vehicle Sticker. Only those who are included in the said list may apply for a UP Vehicle Sticker.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)	
Classification:	Simple	
Type of Transaction:	Government to Citizen, Government to Business, Government to Government	
Who may avail:	Students, Alumni, University-recognized business concessionaires, Employees of Non-UP offices within the UP Diliman campus	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly accomplished Application Form		www.tinyurl.com/UPDVehicleStickerApplication
Land Transportation Office's (LTO) Certificate of Registration (1 photocopy)		LTO
LTO's latest Official Receipt (1 photocopy)		LTO
Driver's License of Vehicle Owner (1 photocopy)		LTO
<i>Additional requirements based on Category:</i>		
For Students: Valid UP Identification Card or UP Form 5 (1 photocopy)		Office of the University Registrar
For Alumni: UP Alumni Identification Card (1 photocopy)		UP Alumni Association Office
For University-recognized business concessionaires: Certification from the Office of		Office of the Vice Chancellor for Planning and Development



the Vice Chancellor for Planning and Development or copy of Vending Contract				
For Employees of Non-UP offices within the UP Diliman campus: (1) Copy of priority list of employees endorsed by the office for the application of UP Vehicle Stickers and (2) Company Identification Card (1 photocopy)		Requesting Party		
<i>Other Requirements, if requesting party is not the registered owner of the vehicle:</i>				
Notarized Deed of Sale (1 photocopy)		Requesting Party		
Company certification (for vehicles registered under companies) (1 photocopy)		Requesting Party		
Any proof of company/business ownership (for vehicle registered under companies) (1 photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application form and upload required documents and IDs using this link: www.tinyurl.com/UPDVVehicleStickerApplication	1. Evaluate submitted application form and required documents 1.1 Email Statement of Account (SoA) with payment instructions	None	1 Day	<i>Planning Officer III/ Administrative Assistant II/ Community Affairs Assistant OVCCA</i>



<p>2. Pay prescribed fee thru online banking</p> <p>2.1. Email proof of payment to vehiclesticker.updiliman@up.edu.ph</p>	<p>2. Check transaction receipt emailed by applicant</p> <p>2.1 Email Claim Stub, instructions and schedule of placement of vehicle sticker to applicant</p>	<p>First vehicle for students: PHP 300.00</p> <p>First vehicle for alumni and others: PHP 500.00</p> <p>Second vehicle: PHP 500.00</p>	<p>1 Day</p>	<p><i>Special Collecting Officer</i> OVCCA</p>
<p>3. Present Claim Stub with full name and signature to OVCCA on the scheduled date for the placement of vehicle sticker</p>	<p>3. Check Claim Stub to ensure that applicant wrote his/her name and signature</p> <p>3.1 Write the vehicle sticker's control number on the Claim Stub</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Administrative Aide III/ Administrative Aide IV</i> OVCCA</p>



	<p>3.2 Place UP Vehicle Sticker on the requesting party's registered vehicle</p>			
<p>TOTAL:</p>		<p>If Student: 1 vehicle = PHP 300.00</p> <p>2 vehicles = PHP 800.00</p> <p>If Others: PHP 500.00</p> <p>x</p> <p>No. of stickers = Total amount</p>	<p>2 Days and 30 Minutes</p>	



2. Processing of UP Gate Pass Application for Faculty, REPS and Staff

The UP Gate Pass is issued to University faculty and staff in lieu of the UP Vehicle Sticker. Gate Passes are issued only to those who do not have vehicle stickers and is free of charge. It is valid for one (1) Academic Year only.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, Staff with no UP Vehicle Sticker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee's name		Requesting Party		
Unit/College		Requesting Party		
UP Identification Card (1 scanned copy)		Office of the University Registrar		
Appointment Paper/Contract of Service (for Non-permanent personnel) (1 scanned copy)		Administrative Office of the Requesting Party's respective office/unit/college		
2x2 photo (1 piece)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email vehiclesticker.updili@up.edu.ph the letter of request and the required information and document	1. Email requesting party to acknowledge receipt of request	None	5 Minutes	<i>Community Affairs Assistant</i> OVCCA
	1.1 Check UP Car Sticker database to ensure that no UP Vehicle Sticker was issued to requesting party		5 Minutes	
	1.2 Prepare gate pass for batch processing			
	1.3 Laminates the gate passes		1 Day	



	1.4 Email requesting party his/her Claim Stub		1 Day	Community Affairs Assistant OVCCA
			5 Minutes	Administrative Aide III OVCCA
				Planning Officer III OVCCA
2. Present Claim Stub with full name and signature to OVCCA on the scheduled date of pick up	2. Check that the Claim Stub has the applicant's full name and signature 2.1 Release the UP Gate Pass to the requesting party	None	10 Minutes	Administrative Aide III OVCCA
TOTAL:		None	2 Days and 25 Minutes	

3. Processing of UP Vehicle Pass Applications for School Service Providers, Contractors

The UP Vehicle Pass is issued to School Service Providers who pick up/drop off students who are legitimate residents within the campus. These vehicle passes are issued for specific portals only, depending on the need of the students/requesting parties.

It is also issued to contractors of the different infrastructure projects or developments within the campus. The validity of the said vehicle pass depends on the project's completion and is granted on a need basis. The vehicle pass may be issued upon the endorsement of the Office of the Campus Architect, the Project Management Office, Office of the Vice Chancellor for Planning and Development and Office of the Vice President for Development.



Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Legitimate School Service Providers, Project contractors and developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Legitimate School Service Providers:				
Letter of request from the parent/s of the student/s who need the services of the School Service Provider		Requesting Party		
Properly accomplished application form (to be filled up by the School Service Provider)		www.tinyurl.com/UPDVehicleStickerApplication		
Identification Card of the student/s (1 photocopy)		School of the student who requires the school service provider		
For Project contractors and developers:				
Endorsement letter from the responsible office supervising the project/development		OVDP, OVCPD, PMO, OCA		
Properly accomplished application form		www.tinyurl.com/UPDVehicleStickerApplication		
Valid government issued Identification Card (1 photocopy)		GSIS, SSS, DFA, BIR, NBI, PHILHEALTH, POST OFFICE, LTO		
Land Transportation Office's (LTO) Certificate of Registration (1 photocopy)		LTO		
LTO's latest Official Receipt (1 photocopy)		LTO		
Land Transportation Franchising and Regulatory Board's (LTFRB) Franchise to Operate for School Service Providers (1 photocopy)		LTO		
Driver's License of Vehicle Owner (1 photocopy)		LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Fill up application form and upload required documents and IDs using this link: www.tinyurl.com/UPDVVehicleStickerApplication</p>	<p>1.1 Evaluate completeness of submitted documents and endorse to EA III</p> <p>1.2 Evaluate and endorse the request to the VCCA for appropriate action</p> <p>1.3 Process approved UP Vehicle Pass</p> <p>1.4 Laminate the vehicle pass</p> <p>1.5 Inform the requesting party regarding the approval and email him/her the Statement of Account (SoA) with payment instructions</p>	<p>None</p>	<p>10 Minutes</p> <p>1 Day</p> <p>1 Hour</p> <p>15 Minutes</p> <p>10 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p> <p><i>Executive Assistant III</i> OVCCA</p> <p><i>Community Affairs Assistant</i> OVCCA</p> <p><i>Administrative Aide III</i> OVCCA</p> <p><i>Administrative Assistant II</i> OVCCA</p>
<p>2. Pay prescribed fee thru online banking</p> <p>2.1. Email proof of payment to vehiclesticker.updi@up.edu.ph</p>	<p>2. Check transaction receipt emailed by applicant</p> <p>2.1 Email Claim Stub, instructions and schedule of placement of vehicle sticker to applicant</p>	<p>PHP 500.00</p>	<p>1 Day</p>	<p><i>Special Collecting Officer</i> OVCCA</p>



<p>3. Present Claim Stub with full name and signature to OVCCA on the scheduled date for pick-up of Gate Pass</p>	<p>3. Check Claim Stub to ensure that applicant wrote his/her name and signature</p> <p>3.1 Write the vehicle sticker's control number on the Claim Stub</p> <p>3.2 Place UP Vehicle Sticker on the requesting party's registered vehicle</p>	<p>None</p>	<p>30 Minutes</p>	<p>Administrative Aide III/ Administrative Aide IV</p> <p>OVCCA</p>
TOTAL:		<p>PHP 500.00</p>	<p>2 Days, 2 Hours and 5 Minutes</p>	

4. Requests to post tarpaulins for Student Organizations, Alumni Associations or organized groups of Alumni

The approval to post tarpaulins may be granted to students, alumni associations and organized groups of Alumni who wanted to promote their school activities. The approval is valid only for two (2) weeks maximum of posting at the following: Academic Oval, University Avenue, in front of Vinzons Hall, and University Avenue corner C.P. Garcia Avenue.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All UP Students and Student Organizations, Alumni Associations and Organized Groups of Alumni	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly accomplished application form		OVCCA or download from ovcca.upd.edu.ph



For UP Students and Student Organizations:				
Activity Form (AF) and letter of request with endorsement from: a. Office of the Vice Chancellor for Student Affairs (OVCSA) and Office of Student Projects and Activities (OSPA), if activity/event is sponsored by a student organization; or b. College Dean, if the activity/event is sponsored by a college-based organization		OVCSA and OSPA Requesting Party's respective college Requesting Party		
For Alumni associations and organized groups of Alumni:				
Letter of request with endorsement from the requesting party's respective college/unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email at ovcca.updiliman@up.edu.ph the OVCSA and OSPA-endorsed AF or Dean-endorsed letter of request and duly accomplished application form to the OVCCA (Subject: TARPAULIN POSTING)	1. Evaluate submitted application forms and completeness of request 1.1 Endorse the request to the VCCA for appropriate action	None	10 Minutes 1 Day	<i>Administrative Assistant II</i> OVCCA <i>Executive Assistant III</i> OVCCA



<p>2. Receive approval and instructions from OVCCA</p>	<p>2. Email requesting party:</p> <p>(a) Approval from OVCCA (copy furnished the Campus Maintenance Office)</p> <p>(b) Instructions to bring the tarpaulins to the Campus Maintenance Office for posting)</p>	<p>None</p>	<p>1 Day</p>	<p><i>Administrative Assistant II</i></p> <p>OVCCA</p>
<p>3. Bring OVCCA-approved application form and tarpaulins to the Campus Maintenance Office for its placement in the approved locations</p>				<p><i>Receiving Personnel</i></p> <p>CMO</p>
<p>TOTAL:</p>		<p>None</p>	<p>2 Days and 10 Minutes</p>	



5. Requests to post tarpaulins for UP units and/or offices and UP-accredited organizations

The approval to post tarpaulins may be granted to UP units and/or offices and the employees' organizations to promote their respective official activities. The approval is valid only for two (2) weeks maximum for posting at the following: Academic Oval, University Avenue, in front of Vinzons Hall, and University Avenue corner C.P. Garcia Avenue.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP units/offices and UP-recognized/accredited organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request with endorsement from the Head of Unit			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Email letter of request to OVCCA: ovcca.updiliman@up.edu.ph (Subject: TARPAULIN POSTING)	1. Evaluate request and endorse to EA III for VCCA action	None	10 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Evaluate request and endorse to the VCCA for appropriate action		1 Day	<i>Executive Assistant III</i> OVCCA
2. Receive approval and instructions from OVCCA	2. Email requesting party: (c) Approval from OVCCA (copy furnished the Campus Maintenance Office)	None	1 Day	<i>Administrative Assistant II</i> OVCCA



	(d) Instructions to bring the tarpaulins to the Campus Maintenance Office for posting)			
3. Bring OVCCA-approved application form and tarpaulins to the Campus Maintenance Office for its placement in the approved locations				<i>Receiving Personnel</i> CMO
TOTAL:		None	2 Days and 10 Minutes	

6. Requests to post posters on Bulletin Boards for UP offices/units and Employees

The approval to post posters on bulletin boards located at common areas and outside the offices/colleges within the Diliman campus may be granted to UP units: Faculty, REPS, Staff and/or Alumni. Approved posters are valid for two (2) weeks.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Faculty, REPS, Staff



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished application form		Download from ovcca.upd.edu.ph		
Posters for approval and posting		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the OVCCA or Email duly accomplished application form and a copy of the poster for posting to the OVCCA: ovcca.updiliman@up.edu.ph (Subject: POSTERS)	1. Evaluate submitted application form and copy of poster 1.1 Endorse the request to the VCCA for appropriate action 1.2 Inform the requesting party regarding the approval Or Email him/her the Statement of Account (SoA) with payment instructions and ask them to leave posters at the OVCCA for stamping.	None	5 Minutes	<i>Receiving Personnel</i> OVCCA
			1 Hour	<i>Executive Assistant III</i> OVCCA
			10 Minutes	<i>Administrative Assistant II</i>
2. Pay prescribed fee thru online banking 2.1 Email proof of payment to	2. Check transaction receipt emailed by applicant Type of announcement: a. Non-profit		1 Day	<i>Special Collecting Officer</i>



ovcca.updiliman@up.edu.ph	b. Income generating 2.1 Email requesting party to go to the OVCCA and bring Claim Stub to pick up posters 2.2 Stamp approval and duration of posting on the posters	None PHP 100.00	 10 Minutes 1 Day	OVCCA <i>Administrative Aide III/ Administrative Aide IV</i> OVCCA
3. Present Claim Stub with full name and signature to OVCCA on the scheduled date for pick-up of posters	3. Check Claim Stub to ensure that applicant wrote his/her name and signature 3.1 Release stamped posters to requesting party	None	10 Minutes	<i>Administrative Aide III/ Administrative Aide IV</i> OVCCA
TOTAL:	None	2 Days, 3 Hours and 35 Minutes		



7. Requests to post posters on Bulletin Boards for Alumni and Non-UP Entities

The approval to post posters on bulletin boards located at common areas and outside the offices/colleges within the Diliman campus may be granted to UP units: Faculty, REPS, Staff and/or Alumni. Approved posters are valid for two (2) weeks.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Business			
Who may avail:	Alumni and Non-UP Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished application form		Download from ovcca.upd.edu.ph		
Posters for approval and posting		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the OVCCA or Email duly accomplished application form and a copy of the layout for posting to the OVCCA: ovcca.updiliman@up.edu.ph (Subject: POSTERS)	1. Evaluate submitted application form and copy of poster	None	5 Minutes	<i>Receiving Personnel</i> OVCCA
	1.1 Endorse the request to the VCCA for appropriate action		1 Hour	<i>Executive Assistant III</i> OVCCA
	1.2 Inform the requesting party regarding the approval. Or email him/her the Statement of Account (SoA) with payment instructions and ask them to leave posters at the OVCCA for stamping.		10 Minutes	<i>Administrative Assistant II</i>



<p>2. Pay prescribed fee to the Special Collecting Officer or thru online banking</p> <p>2.1 Submit Official Receipt or Email proof of payment to ovcca.updiliman@up.edu.ph</p>	<p>2. Check transaction receipt emailed by applicant</p> <p>Type of announcement:</p> <p>a. Non-profit b. Income generating</p> <p>i. Alumni ii. Non-UP</p> <p>2.1 Email requesting party to go to the OVCCA and bring Claim Stub to pick up posters</p> <p>2.2 Stamp approval and duration of posting on the posters</p>	<p>None</p> <p>PHP</p> <p>100.00</p> <p>PHP</p> <p>200.00</p>	<p>1 Day</p> <p>10 Minutes</p> <p>1 Day</p>	<p><i>Special Collecting Officer</i> OVCCA</p> <p><i>Administrative Aide III/ Administrative Aide IV</i> OVCCA</p>
<p>3. Present Claim Stub with full name and signature to OVCCA on the scheduled date for pick-up of posters</p>	<p>3. Check Claim Stub to ensure that applicant wrote his/her name and signature</p> <p>3.1 Release stamped posters to requesting party</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Administrative Aide III/ Administrative Aide IV</i> OVCCA</p>



TOTAL:		None	2 Days, 3 Hours and 35 Minutes	

8. Requests for Use of Grounds: Events and Fun Runs (UP Units: Faculty, REPS, Staff and UP-accredited employees' organizations)

Request for the use of the University grounds shall be allowed for students, faculty, REPS, staff and alumni. Consideration may be given to other government units, depending on their purposes for using the University's grounds. Political and religious events are not allowed to be held on the University's open common grounds.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UP Faculty, REPS, Staff and UP-accredited employees' organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the VCCA, with endorsement from the Dean or Head of Unit		Requesting Party's respective college		
Properly accomplished application form		Download from ovcca.upd.edu.ph		
Program of activities		Requesting Party		
Route map (if applicable)		Requesting Party		
Program lay-out		Requesting Party		
Security flow (if applicable)		Requesting Party		
Details of vehicles that will enter the University's premises (if applicable)		Requesting Party		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Evaluate submitted letter of request,			



<p>1. Submit to OVCCA or Email ovcca.updiliman@up.edu.ph the letter of request with endorsement from the Dean or Head of Unit, duly accomplished application form and other requirements at least 20 Days before the scheduled activity (Subject: USE OF GROUNDS)</p>	<p>application form and other requirements stated above for completeness</p> <p>1.1 Assess submitted documents and request the following offices to evaluate, assess, compute and recommend appropriate action for the request:</p> <p>a. Campus Maintenance Office: Personnel services and rental of equipment/ property</p> <p>b. UMT: Use of Electricity/Water</p> <p>c. UP Diliman Police: Security/ Traffic</p> <p>d. OVCCA: Rental of facilities</p> <p>1.2 Prepare Statement of Account (SoA)</p> <p>1.3 VCCA approves SoA</p>	<p>None</p>	<p>10 Minutes</p> <p>15 Minutes</p> <p>3 Days</p> <p>3 Days</p> <p>3 Days</p> <p>1 Day</p>	<p><i>Administrative Assistant II</i> OVCCA</p> <p><i>Executive Assistant III</i> OVCCA</p> <p><i>Processing Officer</i> CMO</p> <p><i>Processing Officer</i> UMT</p> <p><i>Processing Officer</i> UPDP</p>
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			1 Day	<i>Administrative Assistant II</i> OVCCA <i>Executive Assistant III/Vice Chancellor</i> OVCCA
2. Receive Statement of Account from OVCCA	2. Issue Order of Payment or Email Statement of Account and payment instructions to requesting party i. Security Deposit ii. Rental for Use of Grounds iii. Personnel Fees iv. Electrical Connection v. Equipment Rental vi. Delivery fee	None	10 Minutes	<i>Administrative Assistant II</i> OVCCA
3. Proceed to OVCCA to pay prescribed fees	3. Collect payment 3.1 Issue Official Receipt	Refer to Table of Rates below	1 Hour	<i>Special Collecting Officer</i> OVCCA



<p>4. Wait for the release of permit from OVCCA</p>	<p>4. Photocopy Official Receipt for records purposes</p> <p>4.1 Endorse application to the VCCA for final action</p> <p>4.2 Update the database to include the VCCA's action on the request</p>	<p>None</p>	<p>3 Minutes</p> <p>1 Day</p> <p>15 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p> <p><i>Executive Assistant III</i> OVCCA</p> <p><i>Administrative Assistant II</i> OVCCA</p>
<p>5. Claim approval from the OVCCA</p>	<p>5. Photocopy approval for records purposes</p> <p>5.1 Ask requesting party to sign the OVCCA's receiving copy</p> <p>5.2 Release approval to requesting party (copy furnished to concerned offices)</p> <p>Or Email applicant the approval for his/her request (copy furnished to all concerned offices)</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p>
<p>6. Coordinate with OVCCA regarding the preparation and logistics for the event</p>	<p>6. Coordinate with the requesting party regarding the preparation and logistics for the event</p>	<p>None</p>	<p>7 Days</p>	<p><i>Administrative Assistant II</i> OVCCA</p>



TOTAL:	Security Bond + Rental of Use of Grounds = Total Fees Additional Personnel Fees, Electrical Connection and Equipment Rental (if applicable)	19 Days, 2 Hours and 3 Minutes	
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RENTAL RATES FOR USE OF GROUNDS		
Security Deposit (Refundable)	PHP 5,000.00 or 10% of the total rent for the use of grounds, whichever is higher	
NON-COMMERCIAL USE		
Location	Rate (per hour)	
Sunken Garden	PHP 1,573.00	
Lagoon	PHP 1,375.00	
Playground/ Academic Oval/ Parking Lot and other grounds	PHP 1,100.00	
COMMERCIAL USE		
Location	Rate (per hour)	
Sunken Garden	PHP 6,232.00	
Lagoon	PHP 5,566.00	
Playground/ Academic Oval/ Parking Lot and other grounds	PHP 3,146.00	
ELECTRICAL CONNECTION		
Fees depend on the electric equipment used and its voltage		
PERSONNEL RATES		
Electrician/Custodial Services (rate for the first 4 hours)	Weekend/Holidays	PHP 450.00
	After office hours	PHP 380.00
Utility workers (rate for the first 4 hours)	Weekend/Holidays	PHP 350.00
	After office hours	PHP 300.00
Police/SSB Security and/or Traffic Assistance	First 3 hours	PHP 500.00
	Every succeeding hour	PHP 100.00
EQUIPMENT RENTAL		
Type	Rate	
Barricade/s	per piece/day	PHP 1,573.00
Table/s	per piece/day	PHP 1,375.00
Chairs	per piece/day	PHP 1,100.00
	First 4 hours	PHP 1,000.00



Tent, Sound System, Generator Set, Payloader, High Pruner, Telescopic Chain Saw	Every succeeding hour	PHP 100.00
Delivery fee		PHP 200.00

9. Requests for Use of Grounds: Events and Fun Runs (UP Students, UP Alumni, Other Government Offices)

Request for the use of the University grounds shall be allowed for students, faculty, REPS, staff and alumni. Consideration may be given to other government units, depending on their purposes for using the University's grounds. Political and religious events are not allowed to be held on the University's open common grounds.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizens, Government to Business, Government to Government	
Who may avail:	UP Students, Alumni Associations and Organized Groups of Alumni, Government Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For UP Students: Activity Form (AF) and letter of request with endorsement from: c. Office of the Vice Chancellor for Student Affairs (OVCSA) and Office of Student Projects and Activities (OSPA) if activity/event is sponsored by a student organization; or d. College Dean if the activity is sponsored by a college-based organization		OVCSA and OSPA Requesting Party's respective college/unit
For Alumni: Letter of request addressed to the VCCA, with endorsement from the sponsoring UP Head of Unit		Requesting Party's respective college/unit
For Other Government Offices: Letter of request addressed to the VCCA		Requesting Party
Properly accomplished application form		Download from ovcca.upd.edu.ph
Program of activities		Requesting Party
Route map (if applicable)		Requesting Party
Program lay-out		Requesting Party



Security flow (if applicable)		Requesting Party		
Details of vehicles that will enter the University's premises (if applicable)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. <u>For students:</u></p> <p>Submit to OVCCA or Email to OVCCA at ovcca.updiliman@up.edu.ph the following requirements at least 20 days before the scheduled activity:</p> <p>a.i OVCSA and OSPA-endorsed AF and letter of request; or</p> <p>a.ii Letter of request endorsed by the College Dean (if applicable)</p> <p>b. duly accomplished application form; and</p> <p>c. other requirements stated above</p> <p>(Subject: USE OF GROUNDS)</p> <p><u>For Alumni and other government offices:</u></p>	<p>1. Evaluate submitted letter of request, application form and other requirements stated above for completeness</p> <p>2.1 Assess submitted documents and request the following offices to evaluate, assess, compute and recommend appropriate action for the request:</p> <p>a. Campus Maintenance Office: Personnel services and rental of equipment/property</p> <p>b. UMT: Use of Electricity/Water</p> <p>c. UP Diliman Police: Security/Traffic</p> <p>d. OVCCA: Rental of facilities</p> <p>2.2 Prepare Statement of Account (SoA)</p>	<p>None</p>	<p>10 Minutes</p> <p>15 Minutes</p> <p>3 Days</p>	<p><i>Administrative Assistant II</i> OVCCA</p> <p><i>Executive Assistant III</i> OVCCA</p> <p><i>Processing Officer</i> CMO</p>



<p>Submit to OVCCA or Email to OVCCA at ovcca.updiliman@up.edu.ph the following requirements at least 20 days before the scheduled activity:</p> <p>(i) the letter of request, with endorsement from the UP Sponsor Head of Unit (if alumni);</p> <p>(ii) duly accomplished application form; and</p> <p>(iii) other requirements (Subject: USE OF GROUNDS)</p>	<p>2.3 VCCA approves SoA</p>		<p>3 Days</p> <p>3 Days</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Processing Officer</i> UMT</p> <p><i>Processing Officer</i> UPDP</p> <p><i>Administrative Assistant II</i> OVCCA</p> <p><i>Executive Assistant III/Vice Chancellor</i> OVCCA</p>
<p>2. Receive Statement of Account from OVCCA</p>	<p>2. Issue order of payment as indicated below or Email Statement of Account and payment instructions to requesting party</p> <p>i. Security Deposit</p> <p>ii. Rental for Use of Grounds</p> <p>iii. Personnel Fees</p> <p>iv. Electrical Connection</p> <p>v. Equipment Rental</p> <p>vi. Delivery fee</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p>



<p>3. Proceed to OVCCA to pay prescribed fees</p>	<p>3. Collect payment 3.1 Issue Official Receipt</p>	<p>Refer to Table of Rates below</p>	<p>1 Hour</p>	<p><i>Special Collecting Officer</i> OVCCA</p>
<p>4. Wait for the release of permit from OVCCA</p>	<p>4. Photocopy Official Receipt for records purposes 4.1 Endorse application to the VCCA for final action 4.2 Update the database to include the VCCA's action on the request</p>	<p>None</p>	<p>3 Minutes 1 Day 15 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA <i>Executive Assistant III</i> OVCCA <i>Administrative Assistant II</i> OVCCA</p>
<p>5. Claim approval from the OVCCA</p>	<p>5. Photocopy approval for records purposes 5.1 Ask requesting party to sign the OVCCA's receiving copy 5.2 Release approval to requesting party (copy furnished to concerned offices) Or Email applicant the approval for</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p>



	his/her request (copy furnished to all concerned offices)			
6. Coordinate with OVCCA regarding the preparation and logistics for the event	6. Coordinate with the requesting party regarding the preparation and logistics for the event	None	7 Days	<i>Administrative Assistant II</i> OVCCA
TOTAL:		Security Bond + Rental of Use of Grounds = Total Fees Additional Personnel Fees, Electrical Connection and Equipment Rental (if applicable)	19 Days, 2 Hours and 3Minutes	

RENTAL RATES FOR USE OF GROUNDS			
Security Deposit (Refundable)	PHP 5,000.00 or 10% of the total rent for the use of grounds, whichever is higher		
NON-COMMERCIAL USE			
Location	Rate (per hour) For Students and Alumni	Rate (per hour) For Other Government Offices	
Sunken Garden	PHP 1,573.00	PHP 6,232.00	
Lagoon	PHP 1,375.00	PHP 5,566.00	
Playground/ Academic Oval/ Parking Lot and other grounds	PHP 1,100.00	PHP 3,146.00	
COMMERCIAL USE			



Location	Rate (per hour) For Students and Alumni	Rate (per hour) For Other Government Offices
Sunken Garden	PHP 6,232.00	PHP 15,549.00
Lagoon	PHP 5,566.00	PHP 13,673.00
Playground/ Academic Oval/ Parking Lot and other grounds	PHP 3,146.00	PHP 7,502.00
ELECTRICAL CONNECTION		
Fees depend on the electric equipment used and its voltage		
PERSONNEL RATES		
Electrician/Custodial Services (rate for the first 4 hours)	Weekend/Holidays	PHP 450.00
	After office hours	PHP 380.00
Utility workers (rate for the first 4 hours)	Weekend/Holidays	PHP 350.00
	After office hours	PHP 300.00
Police/SSB Security and/or Traffic Assistance	First 3 hours	PHP 500.00
	Every succeeding hour	PHP 100.00
EQUIPMENT RENTAL		
Type	Rate	
Barricade/s	per piece/day	PHP 1,573.00
Table/s	per piece/day	PHP 1,375.00
Chairs	per piece/day	PHP 1,100.00
Tent, Sound System, Generator Set, Payloader, High Pruner, Telescopic Chain Saw	First 4 hours	PHP 1,000.00
	Every succeeding hour	PHP 100.00
Delivery fee		PHP 200.00

10. Requests for Use of Grounds: Photography/Pictorials/Video Shoots (Faculty, REPS and Staff)

Photography/pictorials conducted inside the University grounds need to secure prior approval or permit from the Office of the Vice Chancellor for Community Affairs (OVCCA). The permit is issued only for locations that are under the OVCCA, i.e. the Lagoon, Academic Oval and other common outside University grounds. For Quezon Hall, Palma Hall Steps and other buildings and their interiors, approval shall be secured from their respective heads of units.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Faculty, REPS and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly accomplished application form, OR		Download from ovcca.upd.edu.ph



<p>Letter of request addressed to the VCCA, specifying the following:</p> <ol style="list-style-type: none"> a. Date and time of shoot b. Specific areas to shoot c. Approximate number of users d. Purpose of shoot e. Props, if any 	Requesting Party			
UP Identification Card (1 photocopy)	Office of the University Registrar			
Endorsement from the Head of Unit/College (for Academic Purposes or college-related activities, if applicable)	Requesting Party's respective Unit or College			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Email the letter of request or duly accomplished application form and other requirements to OVCCA at ovcca.updiliman@up.edu.ph (Subject: PHOTO SHOOT)</p>	<ol style="list-style-type: none"> 1. Evaluate request and requirements submitted and endorse to EA III for VCCA's action 1.1 Evaluate and endorse request to the VCCA for appropriate action 1.2 Encode VCCA's action in the database 	None	<p>30 Minutes</p> <p>2 Days</p> <p>5 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p> <p><i>Executive Assistant III</i> <i>Vice Chancellor</i></p> <p><i>Administrative Assistant II</i> OVCCA</p>
<p>2. Claim approval from the OVCCA</p>	<p>2. Email approval to requesting party</p>	None	10 Minutes	<p><i>Administrative Assistant II</i> OVCCA</p>



TOTAL:	None	2 Days and 45 Minutes	
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11. Requests for the Use of Grounds: Photography/Pictorials/Video Shoots (UP Students and Alumni)

Photography/pictorials conducted inside the University grounds need to secure prior approval or permit from the Office of the Vice Chancellor for Community Affairs (OVCCA). The permit is issued only for locations that are under the OVCCA, i.e. the Lagoon, Academic Oval and other common outside University grounds. For Quezon Hall, Palma Hall Steps and other buildings and their interiors, approval shall be secured from their respective heads of units.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished application form, OR		Download from ovcca.upd.edu.ph		
Letter of request addressed to the VCCA, specifying the following: <ul style="list-style-type: none"> a. Date and time of shoot b. Specific areas to shoot c. Approximate number of users d. Purpose of shoot e. Props, if any 		Requesting Party		
For Students:				
UP Identification Card (1 photocopy)		Office of the University Registrar		
Endorsement from the class adviser/head of college (for shoots to be used for Academic Purposes or college-related activity, if applicable)		Requesting Party		
For Alumni:				
UPAA Identification Card/Diploma (1 photocopy)		UP Alumni Association Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Email the letter of request or duly accomplished application form and other requirements to OVCCA at ovcca.updiliman@up.edu.ph (Subject: PHOTO SHOOT)	1. Evaluate request and requirements submitted and endorse to EA III for VCCA's action	None	30 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Evaluate and endorse request to the VCCA for appropriate action		2 Days	<i>Executive Assistant III</i> <i>Vice Chancellor</i>
	1.2 Encode VCCA's action in the database		5 Minutes	<i>Administrative Assistant II</i> OVCCA
2. Claim approval from the OVCCA	2. Email approval to requesting party	None	10 Minutes	<i>Administrative Assistant II</i> OVCCA
TOTAL:		None	2 Days and 45 Minutes	

12. Requests for the Use of Grounds: Photography/Pictorials (Non-UP Users)

Photography/pictorials conducted inside the University grounds need to secure prior approval or permit from the Office of the Vice Chancellor for Community Affairs (OVCCA). The permit is issued only for locations that are under the OVCCA, i.e. the Lagoon, Academic Oval and other common outside University grounds. For Quezon Hall, Palma Hall Steps and other buildings and their interiors, approval shall be secured from their respective heads of units. The following are considered as UP users: Students, Faculty, REPS, Staff and Alumni of the University.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)
Classification:	Simple



Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Non-UP users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished application form, OR Letter of request specifying the following: <ol style="list-style-type: none"> Date and time of shoot Specific areas to shoot Approximate number of users Purpose of shoot Props, if any 		Download from ovcca.upd.edu.ph Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the letter of request or duly accomplished application form to OVCCA at ovcca.updiliman@upd.edu.ph (Subject: PHOTO SHOOT)	1. Evaluate request and requirements submitted and endorse to EA III for VCCA's action	None	30 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Evaluate and endorse request to the VCCA for appropriate action		1 Day	<i>Executive Assistant III</i> <i>Vice Chancellor</i>
	1.2 Encode VCCA's action in the database		5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.3 Email Statement of Account (SoA) and payment instructions to requesting party		5 Minutes	<i>Special Collecting Officer</i> OVCCA



<p>2. Pay prescribed fees thru online banking</p> <p>2.1 Email proof of payment to ovcca.updiliman@up.edu.ph</p>	<p>2. Check transaction receipt or emailed by applicant</p> <p>Rate per hour: PHP 3,146.00</p>	<p>PHP 3,146.00</p> <p>X no. of hours = Total amount to be paid</p>	<p>1 Day</p>	<p><i>Special Collecting Officer</i> OVCCA</p>
<p>3. Receive approval from OVCCA</p>	<p>3. Email approval of request to applicant</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p>
<p>TOTAL:</p>		<p>PHP 3,146.00</p> <p>X no. of hours = Total amount to be paid</p>	<p>2 Days and 55 Minutes</p>	

13. Requests for the Use of Grounds: Film Shooting for Motion Picture/Television (Non-UP Users: Commercial use)

Video shoots for Motion Pictures/Television conducted inside the University grounds need to secure prior approval or permit from the Office of the Vice Chancellor for Community Affairs (OVCCA). The permit is issued only for locations that are under the OVCCA, i.e. the Lagoon, Academic Oval and other common outside University grounds. For Quezon Hall, Palma Hall Steps and other buildings and their interiors, approval shall be secured from their respective heads of units.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)
Classification:	Simple



Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Non-UP users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter of request specifying the following:</p> <ol style="list-style-type: none"> Date and time of shoot Specific areas to shoot Approximate number of users Purpose of shoot Props, if any 		Requesting Party		
Approval from TTBDO to use UP trademarks, images and icons in film and photography (1 photocopy)		Technology Transfer and Business Development Office (TTBDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the letter of request to OVCCA at ovcca.updiliman@up.edu.ph (Subject: FILM SHOOTING)	1. Evaluate submitted letter of request for completeness and endorse to EA III for VCCA action	None	20 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Assess request and endorse for VCCA's appropriate action		1 Day	<i>Executive Assistant III</i> <i>Vice Chancellor</i> OVCCA
	1.2 Update the database to include the VCCA's action on the request		15 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.3 Email Statement of Account (SoA) and payment instructions to requesting party		5 Minutes	<i>Special Collecting Officer</i>



				OVCCA
2. Pay prescribed fees 2.1 Email proof of payment to ovcca.updiliman@up.edu.ph	2. Check transaction receipt emailed by applicant Rate per hour: PHP 13,068.00	PHP 13,068.00 X no. of hours = Total amount to be paid	1 Day	<i>Special Collecting Officer</i> OVCCA
3. Receive approval from OVCCA	4. Email approval of request to applicant	None	15 Minutes	<i>Administrative Assistant II</i> OVCCA
TOTAL:		PHP 13,068.00 X no. of hours = Total amount to be paid	2 Days and 55 Minutes	



RENTAL RATES FOR USE OF GROUNDS: FILM SHOOTING	
Venue	Rates (per hour)
Interior	PHP 20,812.00
Exterior	PHP 13,068.00
Security Deposit (Refundable)	PHP 5,000.00 or 10% of the total rent for the use of grounds, whichever is higher

14. Request for the Entry of Vehicles (UP Academic and Non-academic Units, Faculty, REPS and Staff)

The Office of the Vice Chancellor for Community Affairs issue permits for the entrance of non-University connected vehicles inside the campus. However, permits shall only be issued to those who have official businesses within the University.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Academic and Non-academic Units, Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with the required information: <ol style="list-style-type: none"> 1. Date and time of entry 2. Purpose of entry 3. Plate number of vehicle/bus 4. Endorsement from the Unit (to be visited or who will be providing service for) 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter of request to OVCCA at ovcca.updiliman@up.edu.ph	1. Evaluate completeness of request and endorse to EA III for VCCA action	None	15 Minutes	<i>Administrative Assistant II</i> OVCCA



	1.1 Assess request and endorse to VCCA for appropriate action 1.2 Update the database to include VCCA's action to the request		2 Days 15 Minutes	<i>Executive Assistant III</i> <i>Vice Chancellor</i> OVCCA <i>Administrative Assistant II</i> OVCCA
2. Receive approval from OVCCA	2. Email approval of request to applicant	None	15 Minutes	<i>Administrative Assistant II</i> OVCCA
TOTAL:		None	2 Days and 45 Minutes	

15. Request for the Entry of Vehicles (Students, Alumni, Non-UP users)

The Office of the Vice Chancellor for Community Affairs issue permits for the entrance of non-University connected vehicles inside the campus. However, permits shall only be issued to those who have official businesses within the University.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)	
Classification:	Simple	
Type of Transaction:	Government to Citizen, Government to Business	
Who may avail:	Students, Alumni, Non-UP users	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request with the required information: <ol style="list-style-type: none"> 1. Date and time of entry 2. Purpose of entry 3. Plate number of vehicle/bus 		Requesting Party



4. Endorsement from the Unit (to be visited or who will be providing service for)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter of request to OVCCA at ovcca.updiliman@up.edu.ph	1. Evaluate completeness of request and endorse to EA III for VCCA action	None	15 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Assess request and endorse to VCCA for appropriate action		2 Days	<i>Executive Assistant III</i> <i>Vice Chancellor</i> OVCCA
	1.2 Update the database to include VCCA's action to the request		15 Minutes	<i>Administrative Assistant II</i> OVCCA
2. Receive approval from OVCCA	2. Email approval of request to applicant	None	15 Minutes	<i>Administrative Assistant II</i> OVCCA
TOTAL:		None	2 Days and 45 Minutes	



16. Process Off-Campus Housing Soft Loan Applications (for UP Employees only)

The University recognizes its employees need for housing facilities and/or additional financing in connection with their housing needs. The Off-Campus Housing loan facility is available to University employees (1) to purchase property (old and new); (2) for construction/ improvement/ completion of a property; and (3) as supplement to an approved housing loan facility from other agencies (e.g. Pag-IBIG Fund, GSIS, etc.).

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Permanent Faculty, REPS and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Properly accomplished application form 2. Attach the following documents based on purpose of loan: <ol style="list-style-type: none"> a. <u>To purchase a property (old or new)</u> <ol style="list-style-type: none"> 1. Certified True Copy of Pag-IBIG Fund Housing Loan Application 2. Certified True Copy of contract or equivalent agreement between loan requesting party and contractor/funding entity Location 3. Notarized Agreement to Sell/Intent to Sell duly signed by contractor/developer/ owner 4. Location and specifications of project/property b. <u>For renovation/ improvement/ construction of house</u> <ol style="list-style-type: none"> 1. Certified True Copy of Land Title <ol style="list-style-type: none"> 1.1. (If Land Title is not under the name of requesting party/spouse) Notarized written expression of owner/rightful party/ies' consent for requesting party to construct on the property 2. Estimate of bill of materials and labor cost 		<p>OVCCA or download from ovcca.upd.edu.ph</p> <p>Pag-IBIG Fund</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p>



<p>4. Endorsement from Human Resources Development Office that applicant has served the University for not less than one (1) year as a regular employee and is not on leave of absence without pay</p>	<p>Human Resources Development Office</p>			
<p>5. Endorsement from the Diliman Accounting Office that applicant has net pay of not less than P 5,000.00 after deducting the monthly loan amortization</p>	<p>UP Diliman Accounting Office</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>
<p>1. Submit to the OVCCA or email ovcca.updiliman@up.edu.ph the properly accomplished application form and other requirements stated above</p>	<p>1.1 Encode and enter the request in the database</p> <p>1.2 Assess completeness of submitted documents, prepare monthly deduction of loan and endorse to the Vice Chancellor for appropriate action</p> <p>1.3 The UPD Committee on Housing Soft Loan evaluates the application and recommends action for approval or disapproval of the loan application.</p> <p>1.4 Prepare endorsement letter of the application to the Chancellor for appropriate action</p> <p>1.5 Endorse to OC for approval of application</p>	<p>None</p>	<p>15 Minutes</p> <p>1 Day</p> <p>14 Days</p>	<p><i>Administrative Assistant II</i> OVCCA</p> <p><i>Executive Assistant III</i> OVCCA</p> <p><i>Committee-in-Charge</i> OVCCA</p>



			1 Day	<i>Administrative Officer/ Executive Assistant III</i> OVCCA Chancellor OC
			3 Days	
2. Applicant visits office to sign an Authorization to Deduct Salary	2. Invite applicant with approved application to come to OVCCA and sign Authorization to Deduct Salary		5 Minutes	<i>Administrative Assistant II</i> OVCCA
3. Applicants waits for the completion of the process	3. Prepare Disbursement Voucher and corresponding Budget Utilization. VCCA signs the DV and BUR and informs the UP Accounting Office of the corresponding monthly deductions		1 Day	<i>Administrative Officer/Administrative Assistant II</i> DBO
	3.1 Forward the approved soft loan application, Disbursement Voucher and Budget Utilization Request to UPD Budget		1 Day	<i>Budget Officer</i> DBO



	<p>office for budget clearance.</p> <p>3.2 The Budget Office then forwards the documents to the Accounting Office for the processing of payment.</p> <p>3.3 The Accounting Office shall then forward the same to the UPD Cash Office for the release of check payment.</p>		<p>3 Days</p> <p>3 Days</p>	<p><i>Accounting Officer</i> DAO</p> <p><i>Cash Officer</i> Cash Office</p>
4. Applicant claims check from the UP Cash Office	4. Collect payment from the Cash Office	None	5 Mins	
TOTAL:		None	27 Days and 20 Minutes	



17. Request to Refund Security and Cleanliness Bond

To be able to use the University's facilities, organizers requesting approval to use these facilities are required to pay security and cleanliness bond that is equivalent to 10% of the total rental fee for the use of UP facilities or PHP 5,000.00, whichever is higher. This security bond shall answer for any of the following: damages to the physical facilities resulting to its use; unpaid personnel services; and/or unpaid utilities bill.

The OVCCA will refund the security deposit only after the UP Diliman Police (UPDP), Public Safety and Security Office (PSSO) and the Campus Maintenance Office (CMO) have cleared the users of any responsibility and after deducting all expenditures for damages to properties and unpaid claims and utilities, if any.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Students, Alumni, Non-UP Users, Other Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Application Form		Download from ovcca.upd.edu.ph		
Letter of request		Requesting Party		
Letter of endorsement from the Head of UP Diliman Police		UP Diliman Police		
Letter of endorsement from the Director of the Public Safety and Security Office		Public Safety and Security Office		
Letter of endorsement from the Director of the Campus Maintenance Office		Campus Maintenance Office		
Original Official Receipt of Security Bond		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to OVCCA the following in a sealed brown envelope: a. Accomplished application form	1. Evaluate submitted application form and documents for completeness 1.1 Prepare Disbursement Voucher and other pertinent documents	None	20 Minutes	<i>Administrative Assistant II</i> OVCCA



<p>b. Letter of Request c. Endorsements from (i) UPDP, (ii) PSSO, and (iii) CMO.</p> <p>Seal the envelope and label it with the requesting party's name and REQUEST FOR REFUND</p>	<p>and forward to the authorized signatories</p> <p>1.2 Assess documents for completeness and accuracy, sign documents and forward to VCCA for approval/signature</p> <p>1.3 Forward documents to UPD Accounting Office (UP DAO) for processing</p> <p>1.4 UP DAO forwards documents to UPD Cash Office for preparation and release of check.</p>		<p>1 Day</p> <p>1 Day</p> <p>7 Days</p> <p>7 Days</p>	<p><i>Executive Assistant III</i> <i>Vice Chancellor</i> OVCCA</p> <p><i>Accounting Officer</i> UPD Accounting Office</p> <p><i>Cash Officer</i> UPD Cash Office</p>
<p>2. Receive email from OVCCA regarding the processing of request</p>	<p>2. Email requesting party that their request has been processed and received by UP DBO (specify date</p>	<p>None</p>	<p>1 Day</p>	<p><i>Administrative Assistant II</i> OVCCA</p>



	received in the email)			
3. Receive refund from the UPD Cash Office				Cash Officer UPD Cash Office
TOTAL:		None	17 Days and 20 Minutes	

18. Request for meetings, conduct interviews and research, invitation of participation or partnership from Students, Alumni or Non-UP Constituents

UP Students, Alumni, and even Non-UP Constituents request meetings with the Vice Chancellor for Community Affairs (OVCCA) for various issues and reasons, such as interviews for school requirements, business partnerships, and UP Diliman special activities, among others.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with endorsement by the College/Department's Unit Head		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter of request to OVCCA	1. Evaluate letter of request for	None	20 Minutes	Administrative Assistant II



at ovcca.updiliman@u p.edu.ph	completeness and forward to EA III for VCCA's action 1.1 Assess received request and endorse to the VCCA for appropriate action		1 Day	OVCCA <i>Executive Assistant III</i> <i>Vice Chancellor</i> OVCCA
2. Receive email from OVCCA regarding the VCCA's action on his/her request	2. Email the requesting party his/her letter of request with the VCCA's action	None	1 Day	<i>Administrative Assistant II</i> OVCCA
TOTAL:		None	2 Days and 20 Minutes	

19. Request for campus rolling tours

The University allows ground educational tours within the UP Diliman subject to prior approval by the Diliman Information Office. But some are only interested to conduct rolling tours, which is subject to the approval of the Office of the Vice Chancellor for Community Affairs.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	Government Agencies, Local Government Units, Academic Institutions, Tour Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request with endorsement by the Head of the Agency/Unit/Institution with the following information: 1. Number of vehicle/s to be used;	Requesting Party



2. Plate numbers of vehicle/s to be used; 3. Number of passengers; 4. Locations/Destinations				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter of request to OVCCA at ovcca.updiliman@up.edu.ph at least three (3) days prior the intended schedule of the tour	1. Evaluate the letter of request received for completeness and forward to EA III for action	None	20 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Assess request and endorse to the VCCA for appropriate action		1 Day	<i>Executive Assistant III</i> <i>Vice Chancellor</i> OVCCA
2. Receive notification of action taken or email from OVCCA regarding the VCCA's action on his/her request	2. Inform or Email the requesting party his/her letter of request with the VCCA's action	None	1 Day	<i>Administrative Assistant II</i> OVCCA
TOTAL:		None	2 Days and 20 Minutes	



20. Request to provide community-related services (e.g. transportation, traffic, housing, and self-built units among others) to University Officials, Faculty, REPS and Staff

The Office of the Vice Chancellor for Community Affairs attends to the different concerns of UP Diliman community such as (a) management of employee, faculty and campus residents housing, (b) primary health care, (c) upkeep of campus facilities and grounds, as well as (d) the management of transportation and traffic, among others.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman and UP System Units Officials, Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For UP Units, Organization or Association:				
Letter of request with endorsement by the Head of the Unit/Institution/Organization		Requesting Party		
For UP-connected individuals (Official, Faculty, REPS or Staff)				
Letter of request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter of request to OVCCA at ovcca.updiliman@up.edu.ph	1. Evaluate the letter of request received for completeness and forward to EA III for action	None	15 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Assess request and other supporting documents (if needed) and forward to VCCA for appropriate action		1 Day	<i>Executive Assistant III</i> <i>Vice Chancellor</i> OVCCA



<p>2. Wait for the completion of the assessment</p>	<p>2. The Committee assigned on the specific service assesses request and recommends action/applicable policy/rule and regulations</p> <p>2.1 Submit draft report/ response to request</p> <p>2.2 Approve or Disapprove request</p>		<p>15 Days</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Committee-in-Charge</i> OVCCA</p> <p><i>Planning Officer III/ Executive Assistant III</i> OVCCA</p> <p><i>Vice Chancellor</i> OVCCA</p>
<p>3. Receive email from OVCCA regarding the VCCA's action on his/her request</p>	<p>3. Email the requesting party his/her letter of request with the VCCA's action</p>	<p>None</p>	<p>1 Day</p>	<p><i>Administrative Assistant II</i> OVCCA</p>
TOTAL:		<p>None</p>	<p>19 Days and 15 Minutes</p>	



21. Request to provide community-related services (e.g. transportation, traffic, housing, and self-built units among others) to Students, Alumni, members and non-members of the UP Diliman Community

The Office of the Vice Chancellor for Community Affairs attends to the different concerns of UP Diliman community such as (a) management of employee, faculty and campus residents housing, (b) primary health care, (c) upkeep of campus facilities and grounds, as well as (d) the management of transportation and traffic, among others. The same service also extends to non-members of the UP Diliman.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Community, Organization, Association, and/or Agency concern:				
Letter of request with endorsement from the head of the community, e.g. Barangay Chairman, President of Agency Organization or Association		Requesting Party		
For Individual concern:				
Letter of request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to OVCCA at ovcca.updiliman@up.edu.ph	1. Evaluate the letter of request received for completeness and forward to EA III for action	None	15 Minutes	<i>Administrative Assistant II</i> OVCCA
	Assess request and other supporting documents (if needed) and forward to VCCA for appropriate action		1 Day	<i>Executive Assistant III</i> <i>Vice Chancellor</i> OVCCA



2. Wait for the completion of the assessment	<p>2. The Committee assigned on the specific service assesses request and recommends action/applicable policy/rule and regulations</p> <p>2.1 Submit draft report/ response to request</p> <p>2.2 Approve or Disapprove request</p>		<p>15 Days</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Committee-in-Charge</i> OVCCA</p> <p><i>Planning Officer III/ Executive Assistant III</i> OVCCA</p> <p><i>Vice Chancellor</i> OVCCA</p>
4. Receive email from OVCCA regarding the VCCA's action on his/her request	Email the requesting party his/her letter of request with the VCCA's action	None	1 Day	<i>Administrative Assistant II</i> OVCCA
TOTAL:		None	19 Days and 15 Minutes	



Campus Maintenance Office (CMO)

External Services



1. Attend to Request for Repair and Maintenance of Buildings, Dormitories, Housing Units and Grounds of Students and University-accredited Organizations/Associations

Maintenance and upkeep of University facilities are essential in ensuring the delivery of highest quality of service to the University's stakeholders. This involves delivery of maintenance and repair services to building and infrastructure systems which include carpentry works, electrical works, plumbing works, painting works and road repairs.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students and University-accredited Organizations/Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	1. Evaluate submitted Job Request Form 1.1 Endorse request to the Director for evaluation, approval and assignment of task	None	15 Minutes 1 Day	<i>Receiving Personnel</i> CMO <i>Administrative Officer</i> OVCCA
2. Wait for the CMO Team	2. Attend to requesting party's concern	None	2 Days	<i>Foreman and Team</i> CMO
TOTAL:		None	3 Days and 15 Minutes	



2. Attend to Request for Hauling Services of Students and University-accredited Organizations/Associations

The Campus Maintenance Office includes in its fleet 2 trucks that provide hauling services to different units of the University. Because of this, CMO is the only unit capable of assisting in the transfer of unserviceable property, especially bulky and high volume bathes, from their respective units to the Supply and Property Management Office.

For this specific service, the requesting party shall provide for the gasoline that will be used by the hauling truck/s.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students and University-accredited Organizations/Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	1. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	1.1 Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
2. Wait for the CMO Team	2. Attend to requesting party's hauling concerns	None	2 Days	<i>Foreman and Team</i> CMO



TOTAL:		None	3 Days and 15 Minutes	

3. Attend to Request for the Inspection of Academic and Non-Academic Buildings, Housing Units, Dormitories and Grounds of Students and Non-UP Units

As part of good facilities management practices, the Campus Maintenance Office also attends to requests for preventive maintenance inspection of different University facilities. This involves ocular inspection of the facilities, checking of building utilities and systems to make sure that any concern is addressed before maintenance problems that may affect operations arise.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students, University-accredited Organizations/Associations and business concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	1. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	1.1 Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i>



				CMO
2. Wait for the CMO Team to conduct inspection	2. Proceed to the location and conduct inspection according to request 2.1 Prepare and Submit Inspection Report (and Cost Estimate if applicable)	None	2 Days	<i>Foreman and Team</i> CMO
3. Receive Inspection Report (and/or Cost Estimate if applicable) from CMO	3. Email Inspection Report (and Cost Estimate if applicable) to requesting party	None	15 Minutes	<i>Releasing Personnel</i> CMO
TOTAL:		None	3 Days and 30 Minutes	



4. Attend to Request for Posting of Tarpaulins of Students and University-accredited Organizations/Associations

Posting of tarpaulins allow the promotion of the many events and programs hosted and initiated by the University. It also adds to the character of the campus as an institution. The Campus Maintenance Office is equipped with the necessary equipment's and skilled personnel who assist organizers and various University units in setting up these promotional materials on designated areas.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students and University-accredited Organizations/Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
OVCCA-approved letter of request		Requesting Party		
Tarpaulins (for posting; approved standard size)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Job Request Form and OVCCA approval to CMO or thru email at cmo.updiliman@up.edu.ph	1. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	1.1 Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
	1.2 Email requesting party to bring tarpaulins to CMO for posting		15 Minutes	<i>Administrative Personnel</i> CMO



2. Bring OVCCA-approved tarpaulins to CMO for posting	2. Attend to requesting party's concern and post tarpaulins on approved locations	None	2 Days	<i>BMD Foreman and Team</i> CMO
TOTAL:		None	3 Days and 30 Minutes	

5. Attend to Emergency Response Request (Quick Response Team) of Students and University-accredited Organizations/Associations

Maintenance emergencies can occur even outside office hours. To ensure that such issues are addressed and their negative impacts prevented or minimized, the Campus Maintenance Office provides emergency maintenance response to such cases that occur outside office hours.

Office or Division:	Quick Response Team, Campus Maintenance Office (CMO)
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Business
Who may avail:	Students and University-accredited Organizations/Associations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Phone call or text message sent via the QRT number: 0977 784 12341pc	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or text request via QRT hotline number: 0977 784 1234. State the following information:	1. Receive request and gather all necessary information, including exact location of the request 1.1 Delegate orders to the other members of the QRT	None	5 Minutes 10 Minutes	<i>QRT Team Leader</i> CMO



a. Name of requestor; b. Location; and c. Request	Proceed to the location of the requesting party and immediately attend to concern		30 Minutes	QRT CMO
TOTAL:		None	45 Minutes	

6. Attend to Request for Assistance for Physical Arrangement and Plant Decorations of Students and University-accredited Organizations/Associations

The Campus Maintenance Office provides physical arrangement and decoration services to the many events hosted by the University. It has a team of experienced decorators that are familiar with the appropriate physical and decoration setups in the University's many event spaces.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Students and University-accredited Organizations/Associations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly accomplished Job Request Form	CMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	1. Receive and evaluate submitted Job Request Form 1.1 Endorse request to the Director for evaluation, approval and assignment of task	None	15 Minutes 1 Day	<i>Receiving Personnel</i> CMO



				Administrative Officer CMO
2. Wait for the CMO Team	2. Attend to requesting party's request for physical arrangement and decoration	None	2 Days	Foreman and Team CMO
TOTAL:		None	3 Days and 15 Minutes	

7. Attend to Request for Grass Cutting and Pruning Activities of Students and University-accredited Organizations/Associations

Outside the University's hundreds of buildings are hectares of open spaces that require periodical grass cutting and tree pruning to keep the campus safe to all stakeholders. It has several teams of grass cutters and a tree pruning crew that attend to request around the University.

For this service, the requesting party shall provide for the gasoline.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students and University-accredited Organizations/Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	1. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	1.1 Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
2. Wait for the CMO Team	2. Attend to requesting party's request for grass cutting and pruning	None	2 Days	<i>Foreman and Team</i> CMO
TOTAL:		None	3 Days and 15 Minutes	

8. Provide Rental of Sound System, Generator Set, Tent, Payloader, Tents, Tables, Chairs and Barricades to Students and University-accredited Organizations/Associations

Because of the office's usual engagement in the preparation for University events, the Campus Maintenance Office also rents out equipment that are commonly used in such occasions. Most of the time, these items require the assistance of CMO personnel in the delivery, set-up and hauling out from the respective venues.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Business



Who may avail:	Students and University-accredited Organizations/Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	1. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	1.1 Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
	1.2 Prepare Order of Payment		1 Day	<i>Administrative Personnel</i> CMO
	1.3 Email Order of Payment to requesting party		15 Minutes	CMO
2. Pay prescribed fees at the UP Cash Office	2. Collect payment based on prescribed fees	Refer to Table of Fees below	30 Minutes	<i>Collecting Officer</i> UP Cash Office



3. Email Official Receipt to CMO as proof of payment	3. Record Official Receipt as proof of payment 3.1 Forward Job Request to Unit Concerned for the delivery of the rented equipment	None	15 Minutes	<i>Administrative Personnel</i> CMO <i>Releasing Personnel</i> CMO
4. Wait for the delivery of rented equipment	4. Deliver rented equipment to requesting party	None	1 Day	<i>Foreman and Team</i> CMO
TOTAL:		None	3 Days, 1 Hour and 15 Minutes	

EQUIPMENT RENTAL		
Type	Rate	
Barricade/s	per piece/day	PHP 200.00
Table/s	per piece/day	PHP 100.00
Chairs	per piece/day	PHP 10.00
Tent, Sound System, Generator Set, Payloader, High Pruner, Telescopic Chain Saw	First 4 hours	PHP 1,000.00
	Every succeeding hour	PHP 100.00
Delivery fee	PHP 200.00	



Diliman Environmental Management Office (DEMO)

External Services



1. Process Requests for Training/Seminar of Students, Alumni and Non-UP Units

Interested parties may request from the Diliman Environmental Management Office (DEMO) to conduct trainings/seminars on Solid Waste Management, Organic Fertilizer Production and/or Urban Agriculture.

Office or Section:	Diliman Environmental Management Office (DEMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students, Alumni and Non-UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request, indicating: <ol style="list-style-type: none"> 1. Type of Training/Seminar 2. Date 3. Time 4. Venue 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter of request to DEMO at demo.updiliman@up.edu.ph	1. Receive and evaluate letter of request	None	15 Minutes	<i>Receiving Personnel</i> DEMO
	1.1 Endorse request to the Director for approval		3 Days	<i>Extension Staff</i> DEMO
	1.2 Email requesting party the Order of Payment with payment instructions		15 Minutes	



2. Pay prescribed fees to the UPD Cash Office	2. Collect payment 2.1 Issue Official Receipt	Refer to Table of Rates below	30 Minutes	Collecting Officer UPD Cash Office
3. Email Official Receipt to DEMO	3. Send signed approval (PDF format) to requesting party	None	1 Day	Extension Staff DEMO
4. Coordinate with DEMO regarding the schedule and logistics of the seminar/training	4. Coordinate with the requesting party regarding the schedule and logistics of the seminar/training	None	5 Days	Extension Staff DEMO
TOTAL:		None	9 Days and 1 Hour	

SEMINAR/TRAINING	RATES (per Attendee)	
	UP Units	Non-UP Units
Solid Waste Management	None	PHP 200.00
Organic Fertilizer Production		



a. Vermicomposting	PHP 300.00	PHP 700.00
b. Bokashi	PHP 300.00	PHP 700.00
Urban Agriculture	PHP 200.00	PHP 500.00

2. Purchase of Products for Students, Alumni and Non-UP Units

Composts, organic produce and African Night Crawlers for vermicomposting are available for purchasing at the Diliman Environmental Management Office. These products are available to UP and Non-UP units.

Office or Section:	Diliman Environmental Management Office (DEMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students, Alumni and Non-UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Order Form		DEMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email Order Form to DEMO at demo.updiliman@up.edu.ph	1. Evaluate Order Form 1.1 Email client to acknowledge receipt of order and send Order of Payment	None	5 Minutes 10 Minutes	<i>Receiving Personnel DEMO</i>
2. Pay prescribed fees to the UPD Cash Office	2. Collect payment 2.1 Issue Official Receipt	Refer to Table of Rates below	30 Minutes	<i>Collecting Officer UPD Cash Office</i>



3. Email Official Receipt to DEMO as proof of payment	3. Email requesting party his/her schedule to pick up purchased product/s 3.1 Prepare and label purchased products for pick-up	None	1 Day 15 Minutes	<i>Administrative Staff</i> DEMO
4. Claim purchased products from DEMO on scheduled pick-up date	4. Release purchased products	None	15 Minutes	<i>Releasing Personnel</i> DEMO
TOTAL:		None	1 Day, 1 Hour and 15 Minutes	

Particulars	Rate
Soil Compost (4kg)	PHP 30.00
Vermicompost (4kg)	PHP 40.00
Vermicast (4kg)	PHP 50.00
Soil Compost (1 sack)	PHP 200.00
Vermicompost (1 sack)	PHP 400.00
African Night Crawlers foe Vermicomposting (per kilo)	PHP 500.00
Organic Produce (per 100 grams)	PHP 20.00 – PHP 40.00



3. Process Request to Reserve Products for Students, Alumni and Non-UP Units

Composts, organic produce and African Night Crawlers for vermicomposting are available for purchasing at the Diliman Environmental Management Office. These products are available to UP and Non-UP units.

Office or Section:	Diliman Environmental Management Office (DEMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students, Alumni and Non-UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Reservation Form		DEMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email Reservation Form to DEMO at demo.updiliman@up.edu.ph	1. Evaluate Order Form	None	5 Minutes	<i>Receiving Personnel</i> <i>DEMO</i>
	1.1 Process reservation of products		7 Days	<i>Administrative Staff</i> <i>DEMO</i>
	1.2 Email requesting party their Order of Payment once products are available		10 Minutes	
2. Pay prescribed fees to the UPD Cash Office	2. Collect payment	Refer to Table of Rates below	30 Minutes	<i>Collecting Officer</i> UPD Cash Office
	2.1 Issue Official Receipt			



3. Email Official Receipt to DEMO as proof of payment	3. Email requesting party his/her schedule to pick up reserved product/s 3.1 Prepare and label purchased products for pick-up	None	1 Day 15 Minutes	<i>Administrative Staff</i> DEMO
4. Claim purchased products from DEMO on scheduled pick-up date	4. Release purchased products	None	15 Minutes	<i>Releasing Personnel</i> DEMO
TOTAL:		None	8 Days, 1 Hour and 30 Minutes	

Particulars	Rate
Soil Compost (4kg)	PHP 30.00
Vermicompost (4kg)	PHP 40.00
Vermicast (4kg)	PHP 50.00
Soil Compost (1 sack)	PHP 200.00
Vermicompost (1 sack)	PHP 400.00
African Night Crawlers foe Vermicomposting (per kilo)	PHP 500.00
Organic Produce (per 100 grams)	PHP 20.00 – PHP 40.00



Office of Community Relations (OCR)

External Services



1. Issuance of Permit to Repair for Self-Built Units and Informal Structures owned by Non-UP Employees

All residents occupying Self-Built Units (SBUs) and Informal Structures (IS) in UP need to secure a permit to repair from the Office of the Vice Chancellor for Community Affairs through the Office of Community Relations prior to conducting house repairs.

Office or Division:	Office of Community Relations (OCR)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Residents who are enlisted as owner/co-owner in the 2011 UP Census for SBUs and IS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter signed by the Pook Coordinator and Punong Barangay (1 original)		Pook Coordinator		
Previously accomplished Permit to Repair Form		OCR		
Valid government issued photo ID (1 photocopy)		BIR, COMELEC, SSS, GSIS, DFA, POST OFFICE, LTO, PHILHEALTH, PRC		
Other applicable supporting documents (i.e. Birth Certificate/ Death Certificate/ Marriage Contract) (1 photocopy)		PSA, BIR, COMELEC, SSS, GSIS, DFA, NBI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client must secure/request endorsement letter from the Pook Coordinator and Punong Barangay	1. Release endorsement paper	None	15 Minutes	Barangay Personnel Barangay
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2. Submit endorsement letter (signed by the Pook Coordinator and Punong Barangay), valid ID and other supporting documents to OCR <i>For online submissions:</i> Email requirements to ocr.updiliman@up.edu.ph	2. Evaluate submitted documents 1. Verify the requesting party's status in the 2011 UP Census on SBUs	None	5 Minutes 5 Minutes	Receiving Personnel OCR
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<p><u>For manual submissions:</u></p> <p>Please put the documents inside the designated drop box outside of OCR together with your full name and contact details.</p>				
<p>3. Wait for the scheduled ocular inspection</p> <p>If an ocular inspection is not feasible, requesting party may submit photographs of the parts of the house that needs to be repaired.</p> <p><u>For online submissions:</u> Email requirements to ocr.updiliman@up.edu.ph</p> <p><u>For manual submissions:</u></p> <p>Please put the documents inside the designated drop box outside of OCR together with your full name and contact details.</p>	<p>3. Conduct ocular inspection on the SBU/IS and check the following:</p> <p>a. Specifications of the repair;</p> <p>b. Measurement of the total floor area and height of the structure;</p> <p>c. Photo documentation of the structure prior to the repair</p>	None	3 Days	Community Relations Officer OCR
<p>4. Claim Order of Payment for the Permit to Repair from OCR</p>	<p>4. Issue Order of Payment for the Permit to Repair</p>	None	5 Minutes	Administrative Aide VI OCR



<p><i>Due to the current pandemic, payment for the Permit to Repair is on hold.</i></p>				
<p>5. Pay corresponding fee at the UP Cash Office</p> <p><i>Due to the current pandemic, payment for the Permit to Repair is on hold.</i></p>	<p>5. Collect prescribed fee based on the Order of Payment</p> <p>1. Issue Official Receipt (OR)</p>	<p>PHP 115.00</p>	<p>25 Minutes</p>	<p>Collecting Officer UP Cash Office</p>
<p>6. Submit OR to OCR as proof of payment</p> <p><i>Due to the current pandemic, payment for the Permit to Repair is on hold.</i></p>	<p>6. Receive OR and photocopy for records purposes</p> <p>1. Ask requesting party to fill up Permit to Repair form</p>	<p>None</p>	<p>5 Minutes</p> <p>10 Minutes</p>	<p>Administrative Aide VI OCR</p>
<p>7. Fill up and submit Permit to Repair form to OCR</p>	<p>7. Evaluate requesting party-filled Permit to Repair form for completeness</p> <p>1. Take requesting party's photo and attach it to the Permit to Repair form</p> <p>2. Recommend approval/ disapproval to the Director for the Permit to Repair based on the ocular inspection</p>	<p>None</p>	<p>15 Minutes</p> <p>5 Minutes</p> <p>1 Day</p>	<p>Administrative Aide VI OCR</p> <p>Community Relations Officer OCR</p>



	<p>3. Forward Permit to Repair to the Office of the Vice Chancellor for Community Affairs for the VCCA's signature</p> <p>4. Invite requesting party to claim approved Permit to Repair from OCR</p>		<p>3 Days</p> <p>15 Minutes</p>	<p><i>Community Relations Officer/ Administrative Aide VI</i> OCR</p>
<p>8. Claim approved Permit to Repair from OCR</p>	<p>8. Release approved Permit to Repair</p> <p>1. Ask requesting party to sign Permit to Repair's receiving copy</p>	<p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Releasing Personnel</i> OCR</p>
<p>TOTAL:</p>		<p>None</p>	<p>7 Days, 1 Hour and 55 Minutes</p>	



2. Issuance of UP Certification for water and electricity line connection of Self-Built Units (SBUs) and Informal Structures (IS) owned by Non-UP Employees

To apply for a water and/or electricity connection, applicants who reside in SBUs and IS are required to submit a Certification from the University to the utility providers, specifically MERALCO and the Manila Water Company, Inc. (MWCI). Residents will request the said certification from the OCR which they will submit to MERALCO or MWCI.

Office or Division:	Office of Community Relations (OCR)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Residents who are enlisted as owner/co-owner in the 1992 and 2001 UP Census for SBUs and IS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter signed by the Pook Coordinator and Punong Barangay (1 original)		Pook Coordinator		
Properly accomplished Application Form for Water and Electricity Connection Certification		OCR		
Valid government issued photo ID (1 photocopy)		BIR, COMELEC, SSS, GSIS, DFA, POST OFFICE, LTO, PHILHEALTH, PRC		
Other applicable supporting documents (i.e. Birth Certificate/ Death Certificate/ Marriage Contract) (1 photocopy)		PSA, BIR, COMELEC, SSS, GSIS, DFA, NBI		
Old Electricity and/or Water Bill (for line reconnection requests) (1 photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client must secure/request endorsement letter from the Pook Coordinator and Punong Barangay	1. Release endorsement paper		None	15 Minutes	Barangay Personnel Barangay
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<p>2. Submit endorsement letter (signed by the Pook Coordinator and Punong Barangay), valid ID and other supporting documents to OCR</p> <p><u>For online submissions:</u> Email requirements to ocr.updiliman@up.edu.ph</p> <p><u>For manual submissions:</u> Please put the documents inside the designated drop box outside of OCR together with your full name and contact details.</p>	<p>2. Evaluate submitted documents</p> <p>2. Verify the requesting party's status in the 1992 and 2001 UP Census on SBUs and IS</p>	<p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p>	<p>Receiving Personnel OCR</p>
<p>3. Wait for the scheduled ocular inspection</p>	<p>3. Conduct ocular inspection on the SBU/IS</p> <p>1. Verify that the request is not for an additional electricity or water connection</p> <p>2. Invite requesting party to OCR to fill up Application Form for Water and Electricity Connection Certification</p>	<p>None</p>	<p>3 Days</p> <p>10 Minutes</p>	<p>Community Relations Officer OCR</p>



<p>4. Fill up the Application Form for Water and Electricity Connection Certification</p>	<p>4. Evaluate requesting party-filled Permit to Repair form for completeness</p> <p>1. Take requesting party's photo and attach it to the Permit to Repair form</p> <p>2. Recommend approval/ disapproval to the Director for the Certification based on the ocular inspection</p> <p>3. Forward Application form and Certification to the Office of the Vice Chancellor for Community Affairs for the VCCA's signature</p> <p>4. Invite the requesting party to OCR to claim the Certification for the Water and/or Electricity connection</p>	<p>None</p>	<p>10 Minutes</p> <p>5 Minutes</p> <p>1 Day</p> <p>3 Days</p> <p>15 Minutes</p>	<p><i>Administrative Aide VI</i> OCR</p> <p><i>Community Relations Officer</i> OCR</p> <p><i>Administrative Aide VI</i> OCR</p> <p><i>Administrative Aide VI/ Community Relations Officer</i> OCR</p>
<p>5. Claim Certification from OCR</p>	<p>5. Release Certification to the requesting party</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Releasing Personnel</i> OCR</p>



	1. Ask requesting party to sign Certification's receiving copy		5 Minutes	
	TOTAL:	None	7 Days and 1 Hour and 10 Minutes	



Transportation Management Office (TMO)

External Services



1. Perform Annual Inspection of Public Utility Jeepneys (PUJs)

The annual inspection is a requirement for all PUJs plying inside the campus to ensure their conformity to traffic safety and smoke emission regulations. A PUJ is required to pass the above carriage and under carriage inspections by the Transportation Management Office and the Campus Maintenance Office, as well as the smoke emission testing by the Department of Environment and Natural Resources (DENR). Only after passing the inspections will the jeepney operator be allowed to apply for the PUJ's Permit to Operate (PTO).

Office or Division:	Transportation Management Office (TMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	All PUJs with previous Permits to Operate within the UP Diliman Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished application form		Transportation Management Office		
Land Transportation Office's (LTO) Certificate of Registration (1 photocopy)		LTO		
LTO's Official Receipt (1 photocopy)		LTO		
Certificate of Public Convenience or Application for Extension of Validity (1 photocopy)		Land Transportation Franchising and Regulatory Board (LTFRB)		
Third Party Liability (TPL) Insurance (1 photocopy)		Requesting Party's choice of TPL Insurance provider		
Stencil of vehicle's motor and chassis number		Requesting Party		
Location sketch of the PUJ's garage (indicating the nearest landmark)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished application form, photocopies of the required documents and location sketch of the garage to the TMO	1. Evaluate application form and other requirements for completeness 1.1 Give applicant the designated schedule (date and time) for the batch inspection of his/her PUJ	None	5 Days	<i>Receiving Personnel</i> TMO



<p>2. Bring the PUJ to the UP Diliman Police Headquarters for inspection on scheduled date and time</p>	<p>2. Inspect the above carriage (physical appearance) of the PUJ</p> <p>2.1 Inspect the under carriage to ensure that the PUJ's engine is functioning well and of its parts are complete</p> <p>2.2 Give the driver/operator the schedule for the PUJ's smoke emission test (batch testing)</p>	<p>None</p>	<p>8 Days</p>	<p><i>Transportation Management Enforcer</i> TMO</p> <p><i>Mechanic</i> CMO</p> <p><i>Transportation Management Officer</i> TMO</p>
<p>3. Proceed to the UPDP Headquarters for the PUJ's smoke emission testing</p>	<p>3. Conduct smoke emission test for the PUJ</p>	<p>None</p>	<p>3 Days</p>	<p><i>Smoke Emission Team</i> DENR</p>



<p>4. Claim Order of Payment for the PTO</p>	<p>4. Issue Order of Payment for PTO to requesting party</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Transportation Management Officer</i> TMO</p>
<p>5. Pay prescribed fees to the UP Cash Office</p>	<p>5. Collect payment based on the Order of Payment</p> <p>5.1 Issue Official Receipt</p>	<p>Refer to Table of Rates below</p>	<p>25 Minutes</p>	<p><i>Collecting Officer</i> UP Cash Office</p>
<p>6. Submit photocopy of Order of Payment and Official Receipt to TMO</p> <p>6.1 Claim PTO</p>	<p>6. Receive photocopy of Order of Payment and Official Receipt</p> <p>The Order of Payment includes the PUJ's sticker number.</p> <p>6.1 Release PTO to applicant</p>	<p>None</p>	<p>1 Day</p>	<p><i>Transportation Management Officer</i> TMO</p>
<p>TOTAL:</p>	<p>PTO Fee + penalty (if applicable) = Total Fees</p>	<p>17 Days and 35 Minutes</p>		



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Route	Rates of PTO
UP-Pantranco	PHP 1,000.00
UP-SM North	PHP 1,000.00
UP-Katipunan	PHP 1,000.00
UP-Philcoa	PHP 850.00
UP-IKOT	PHP 850.00
UP-TOKI	PHP 850.00
*A penalty is imposed on late applicants, with the new rate computed as follows: $\text{TOTAL FEES} = \left(\frac{\text{Total number of late applicants}}{\text{Total expenses for the extension period}} \right) + \text{PTO Rate}$	

2. Processing of applications for Public Utility Jeepney (PUJ) Driver's Identification Card

Drivers of all the PUJs plying inside the campus are required to annually renew their PUJ Driver's Identification Cards. Once received, it is compulsory that the driver's Identification Card is always displayed and visible to the commuting public.

Office or Division:	Transportation Management Office (TMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Drivers of PUJs with Permits to Operate within the UP Diliman Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished application form		TMO		
Driver's License (1 photocopy)		LTO		
Endorsement letter from the Operator of the PUJ		Requesting Party		
Endorsement letter from the President of the PUJ Operators' and Drivers' Association		Requesting Party's respective association		
Barangay Clearance		Requesting Party's respective Barangay		
NBI Clearance (1 photocopy) (for new applicant)		NBI		
1 ½ x 1 ½ Recent colored photo (2 pieces)		Requesting Party		
Drug Test Result		University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished application form and photocopies of	1. Evaluate application form and other requirements for completeness	None	4 Days (batch processing)	Receiving Clerk TMO



<p>the required documents to TMO</p> <p>1.1 Bring the original copies of the documents and Identification Cards for verification at the TMO</p>	<p>1.1 Compare the original documents and Identification Cards to verify their authenticity</p> <p>1.2 Inform the requesting party regarding the schedule of the seminar</p>			<p><i>Transportation Management Enforcer</i> TMO</p>
<p>2. Attend one (1) day seminar for drivers within the UP Diliman Campus</p>	<p>2. Facilitate the seminar with following topics for the PUJ drivers:</p> <ul style="list-style-type: none"> - Road Safety - Responsible Driving - Traffic Discipline - Anti-sexual Harassment 	<p>None</p>	<p>2 Days</p>	<p><i>Transportation Management Enforcer</i> TMO</p> <p>NCTS NCTS NCTS OASH</p>
<p>3. Wait for the call for the Drug Testing</p> <p>The schedule for the drug testing is unannounced to prevent any <i>preparation</i> that may affect the integrity of the test and its result.</p>	<p>3. Inform the requesting party about his drug test two (2) days before the intended drug test schedule</p>	<p>None</p>	<p>1 Day</p>	<p><i>Transportation Management Enforcer</i> TMO</p>
<p>4. Proceed to the UHS for the Drug Testing</p> <p>4.1 Submit properly filled out Drug Test Form and valid Identification Card</p> <p>4.2 Get Charge Slip from the UHS – Drug Testing Laboratory</p>	<p>4. Provide Drug Test Form to the applicant</p> <p>4.1 Receive submitted Drug Test Form and ID and check if all necessary information is provided</p> <p>4.2 Issue Charge Slip</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Drug Test Laboratory Personnel</i> UHS</p>



<p>5. Pay prescribed fee to the UHS-Cashier</p>	<p>5. Collect payment based on Charge Slip</p> <p>5.1 Issue Official Receipt</p>	<p>PHP 300.00</p>	<p>5 Minutes</p>	<p>Cashier UHS</p>
<p>6. Proceed to the Drug Testing Laboratory at the UHS</p> <p>6.1 Present Official Receipt as Proof of Payment</p> <p>6.2 Produce urine sample under the supervision of the UHS Drug Test Authorized Specimen Collector (ASC)</p> <p>6.3 Submit urine sample to the Drug Test ASC</p>	<p>6. Facilitate the Drug Test Process</p> <p>6.1 Take note of the Official Receipt No.</p> <p>6.2 Accompany the applicant to the Comfort Room for the urine sample</p> <p>6.3 Collect the submitted urine sample for the test</p> <p>6.4 Process the urine sample</p> <p>For initial negative drug tests, the results will be released after 10 working days.</p> <p>However, for initial positive drug tests, the sample and results will be forwarded to East Avenue Medical Center for confirmatory testing. Results will be released after 20 working days.</p> <p>6.5 Forward the results to TMO</p> <p>6.6 Process the UP Driver's Identification Cards and Orders of Payment based on the results of the Drug Test</p>	<p>None</p>	<p>5 Minutes</p> <p>15 Minutes 10 Minutes</p> <p>5 Minutes</p> <p>10 Days</p> <p>20 Days</p>	<p>Drug Test ASC UHS</p> <p>Drug Test Analyst UHS</p> <p>Transportation Management Enforcer TMO</p>



	Only those with NEGATIVE results shall be processed.			
7. Get Order of Payment from TMO for the Identification Card	7. Issue Order of Payment for the Identification Card	None	10 Minutes	<i>Transportation Management Officer</i> TMO
8. Pay prescribed fees at the UP Cash Office	8. Collect payment based on Order of Payment 8.1 Issue Official Receipt	PHP 100.00	25 Minutes	<i>Cashier</i> UP Cash Office
9. Submit Photocopy of Order of Payment and Official Receipt to TMO 9.1 Claim UP Driver's Identification Card from TMO	9. Receive photocopy of Order of Payment and Official Receipt The Order of Payment includes the applicant's UP Identification Card number. 9.1 Release UP Driver's Identification Card to applicant	None	5 Days	<i>Transportation Management Officer</i> TMO
TOTAL:		PHP 400.00	43 Days, 1 Hour and 25 Minutes	

*Processing of applications for Public Utility Jeepney (PUJ) Driver's Identification Card: qualified for multi-stage processing.



3. Attend to Request for Traffic Assistance: Academic and Non-Academic Units

The Transportation Management Office provides traffic assistance during special events or by request to the University's academic and non-academic units. Designated TMO personnel help direct traffic flow during special events and aid motorists inside the UP Diliman campus.

Office or Division:	Transportation Management Office (TMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Academic and Non-academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with approval from the Vice Chancellor for Community Affairs (VCCA)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the approved letter of request to TMO	1. Receive and evaluate approved letter of request	None	10 Minutes	<i>Receiving Personnel</i> TMO
	1.1 Interview the requesting party for the following information: a. Date and Time of event b. Location c. Expected number of participants		30 Minutes	
	1.2 Endorse request to the Director for approval		1 Day	
	1.3 Coordinate request and details provided to concerned unit		10 Minutes	



4. Wait for the approval from the TMO	<p>2. Arrange the schedule for the deployment of personnel</p> <p>Personnel assigned to provide traffic assistance are those who are off-duty on the requested date/time.</p> <p>4.1 Inform the requesting party of the approval and designation of personnel.</p> <p>4.2 Invite requesting party to TMO to claim Order of Payment</p> <p>4.3 Prepare the Order of Payment</p>	None	1 Day	<i>Administrative Staff TMO</i>
5. Claim Order of Payment from the TMO	3. Issue Order of Payment to requesting party	None	10 Minutes	<i>Administrative Staff TMO</i>
4. Pay prescribed fees to Special Collecting Officer	<p>4. Collect fees from requesting party</p> <p>First three (3) hours:</p> <p>Every succeeding hour:</p>	PHP 500.00 PHP 100.00	25 Minutes	<i>Special Collecting Officer TMO</i>
5. Coordinate with TMO for traffic assistance on scheduled date	5. Provide traffic assistance on scheduled date	None		<i>Transportation Management Team TMO</i>
TOTAL:		PHP 500.00 + (PHP 100.00 x no. of hours	2 Days, 1 Hour and 45 Minutes	



	after the first 3 hours) = Total Fees		
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4. Attend to Request for Traffic Assistance: Student Organizations

The Transportation Management Office provides traffic assistance during special events or by request to the University's academic and non-academic units. Designated TMO personnel help direct traffic flow during special events and aid motorists inside the UP Diliman campus.

Office or Division:	Transportation Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Academic and Non-academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with approval from UP officials		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved letter of request to TMO	1. Receive and evaluate approved letter of request	None	10 Minutes	<i>Receiving Personnel</i> TMO
	1.1 Interview the requesting party for the following information: a. Date and Time of event b. Location c. Expected number of participants		30 Minutes	
	1.2 Endorse request to the Director for approval		1 Day	
	1.3 Coordinate request and details provided to concerned unit		10 Minutes	



<p>2. Wait for the approval from the TMO</p>	<p>2. Arrange the schedule for the deployment of personnel</p> <p>Personnel assigned to provide traffic assistance are those who are off-duty on the requested date/time.</p> <p>2.1 Inform the requesting party of the approval and designation of personnel.</p> <p>2.2 Invite requesting party to TMO to claim Order of Payment</p> <p>2.3 Prepare the Order of Payment</p>	<p>None</p>	<p>1 Day</p> <p>10 Minutes</p> <p>10 Minutes</p>	<p><i>Administrative Staff TMO</i></p>
<p>3. Claim Order of Payment from the TMO</p>	<p>3. Issue Order of Payment to requesting party</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Administrative Staff TMO</i></p>
<p>4. Pay prescribed fees to Special Collecting Officer</p>	<p>4. Collect fees from requesting party</p> <p>First three (3) hours:</p> <p>Every succeeding hour:</p>	<p>PHP 500.00</p> <p>PHP 100.00</p>	<p>25 Minutes</p>	<p><i>Special Collecting Officer TMO</i></p>
<p>5. Coordinate with TMO for traffic assistance on scheduled date</p>	<p>5. Provide traffic assistance on scheduled date</p>	<p>None</p>		<p><i>Transportation Management Team TMO</i></p>
<p style="text-align: right;">TOTAL:</p>		<p>PHP 500.00 + (PHP 100.00 x no. of hours after the first 3 hours) = Total Fees</p>	<p>2 Days, 1 Hour and 45 Minutes</p>	



**University Health Service
(UHS)
External Services**



1. Outpatient Medical Consultation (In-Person)

This service refers to non-emergency consultations for minor illnesses that can be handled at the outpatient clinic. It also includes check-ups for the issuance of medical clearances or certificates for returning to classes or duty. During the COVID-19 pandemic, this service is limited to patients who cannot be assessed and diagnosed through online consultation, to minimize contact and possible transmission of infection.

Office or Division:	General Out Patient Clinic, UP Health Service (UPHS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C -Government to Citizen			
Who may avail:	UP Students, Dependents of UP Staff, Non-UP Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Student ID, Form 5 – for students PWD, Senior Citizen’s ID, when applicable UPHS ID – For UP staff dependents Faculty/employee dependents include: <ul style="list-style-type: none"> • Spouse • Parents • Unmarried children below 21 years old, solely dependent on staff for support • Children 21 years old and above, incapable of self-support due to physical or mental incapacity 		Office of University Registrar Requesting Party Records Section. UPHS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request for Consultation Slip located at the table outside the Records Section's Window 1.1 Queue and present accomplished consultation slip and ID at the Records Section’s Window 1.2 Get queuing number/priority number, and	1. Receive the accomplished Consultation Slip and check ID 1.1 If the patient is included in the database, place in the queue (through the Electronic Health Record [EHR]) and provide a queuing number. If the patient is a senior citizen, PWD, or pregnant, give a priority number instead	None	10 Minutes (Starts from the presentation of consultation slip)	<i>Records staff</i> UPHS



<p>medical chart (if needed) from the Records Section Window, then proceed to the Triage area</p>	<p>1.2 If the patient is not yet included in the database, encode patient data, place in queue, and issue a queuing number or a priority number (whichever is applicable)</p> <p>1.3 Retrieve old record if requested, and release to the patient</p> <p>1.4 Give instruction to leave the record with the attending doctor after consultation</p>		<p>10 Minutes</p>	
<p>2.Wait for the queuing number / priority number to be called. Proceed to Triage once called</p> <p>2.1 Provide Triage Nurse with the requested information</p> <p>2.2 Get queuing number / priority number from the Triage Nurse</p>	<p>2. Ask the patient's reason for consultation and encode it in the patient's EHR</p> <p>2.1 Check the appropriate vital signs; measure the patient's height and weight; and conduct a Visual Acuity Test (as needed); and encode the information in the EHR</p> <p>2.2 Deck patient to a staff physician and issue another queuing number</p>	<p>None</p>	<p>15 Minutes (Starts when the patient's queuing number is called)</p>	<p><i>Triage Nurse</i> UPHS</p>
<p>3. Proceed to Clinic Room of assigned staff physician and wait for queuing number to be called</p>	<p>3.Interview patient for relevant medical history and complaints</p>	<p>None</p>	<p>1 Hour (Starts when the patient enters Doctor's Room)</p>	<p><i>Staff Physician</i> UPHS</p>



	<p>3.1 Perform the appropriate physical examination</p> <p>3.2 Record relevant findings on the EHR/OPD Chart</p> <p>3.3 Make final disposition and advice patient as to the working diagnosis, diagnostic workups deemed necessary, plans, medications needed, supportive measures, and referral to specialty clinic if needed</p> <p>3.4. Print and issue a prescription, laboratory requests, and medical clearance/certificate/referrals once the assessment is complete</p> <p>If client needs Specialty clearance, instruct client to proceed to OPD Specialty Clinic or Medical Specialist of choice</p>			
<p>4. Proceed to Billing/Cashier for payment, if any</p>	<p>4. Accept payment and issue Official Receipt</p>	<p>For non-UP clients only: Facility Fee – PHP50 Consultation Fee – PHP400 plus requested tests For UP clients:</p>	<p>5 Minutes</p>	<p><i>Billing/Cashier</i> UPHS</p>



		pay only for requested tests		
5. If follow-up visit is required, return with results of accomplished tests/ Specialty clearances if any and proceed to Records Section for follow-up consultation with Attending OPD Doctor. (See Steps 1-3)	5. Follow Steps 1-3 5.1 Assess client and issue a medical clearance if applicable and if assessment is completed	None	20 Minutes	<i>Records Staff Triage Nurse</i> <i>OPD Doctor UPHS</i>
TOTAL:		For non-UP clients: Facility Fee – PHP50 Consultation Fee – PHP400 plus requested tests For UP clients: pay only for requested tests	2 Hours	

2. Medical Consultation through Telemedicine

This service refers to the remote assessment and diagnosis of non-urgent consultations for minor illnesses, which may be handled through the use of telecommunications technology (teleconsultation). This also includes the issuance of medical clearances or certificates (i.e., return to work, field work, leave of absence, scholarships).

*Teleconsultation procedure is only available during the time of COVID-19 pandemic or until such time when the OPD will be opened for regular services and is accepting physical consults— after which the regular charter or procedure for non-emergency cases in the OPD will be followed.

Office or Division:	Records Section and General Out-patient Clinic
Classification:	Simple



Type of Transaction:	G2G - Government to Government/ G2C -Government to Citizen			
Who may avail:	UP Students, Dependents of UP Staff, Non-UP Clients (UP Campus residents)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Confirmed appointment booking through uphs.appointlet.com			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request for telemedicine consultation with a UP Health Service physician through Appointlet (web-based appointment scheduler) or email (uhs.updiliman@up.edu.ph)</p> <p>1.1 Accomplish the booking form at uphs.appointlet.com (input patient's personal information, select a physician, and time slot), then wait for confirmation or cancellation (received through email) of appointment</p>	<p>1. Receive telemedicine consultation appointment through Appointlet or email</p> <p>1.1 Following the guidelines for telemedicine consultation, decide whether the patient's booking should push through or not.</p> <p><i>Note: All bookings are automatically confirmed. However, bookings for emergency cases, those made by patients with symptoms that are difficult to assess through telemedicine, and those made by patients not entitled to this service, will be cancelled</i></p> <p>CANCELLATION: Cancel the booking and inform the patient why it was cancelled</p> <p>1.2 If the patient has an existing EHR, place the patient in queue on the date of the appointment</p>	None	<p>15 Minutes</p> <p>10 Minutes</p>	Records Section Staff UPHS



	<p>1.3 For patients without an EHR, create an electronic record then place in queue</p> <p>1.4 Assign patient to their chosen physician for teleconsultation</p>			
<p>2. On the date and time of appointment, wait for the physician to initiate consultation through email, text/Viber message, or call</p> <p>2.1 Ensure the readiness of the resources needed for online consultation (e.g., strong internet connection, signal, enough mobile load for call, phone battery charge), as well as the availability of a quiet and private room where the consultation may proceed without interruptions</p>	<p>2. Preferred physician will inform the patient about the scheduled consultation through one of the following means: email, Viber/text messages, or call</p>	None	15 Minutes	<i>Telemedicine MD</i>
<p>3. Provide doctor with the needed information during online consultation</p>	<p>3. Interview patient and ask for reason for consultation, relevant medical history, and complaints</p> <p>3.1 Assist patient/caregiver in doing a virtual physical examination (if applicable)</p> <p>3.2 Record relevant virtual finding on the EHR/OPD chart</p> <p>3.3 Make final disposition and advice patient as to the</p>	None	30 Minutes	<i>Telemedicine MD</i>



	working diagnosis, diagnostic work-ups deemed necessary, plans, medications needed, supportive measures and referral to specialty clinic if needed 3.4 Issue prescription, laboratory requests, and medical clearance/certificate/referrals once assessment is complete 3.5 Send PDF file of issued prescription through email or Viber		20 Minutes	
TOTAL:		None	1 Hour 30 Minutes	

3. Annual Physical Examination (APE)

This service is for those who want to undergo a routine physical examination at least once a year to determine the presence of an illness or risk factors predisposing to an illness, so that early medical interventions can be done. This service is a health-promotive step to ensure optimal performance in the workplace and school.

During the COVID-19 pandemic, this service is not available due to the limitations in the UPHS infrastructure, which is not designed to prevent COVID-19 transmission (Dental Clinic). Also, only one X-ray machine is working, and is designated for COVID suspect/positive cases, and for emergency cases.

Office or Division:	General Out-patient Clinic, UPHS		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen/ G2B -Government to Business		
Who may avail:	UP College/Graduate Students (currently enrolled) Staff Dependents and Non-UP Clients above pediatric age group		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
UP Student ID, Form 5 – for students	Office of University Registrar		
PWD, Senior Citizen’s ID when applicable	Requesting Party		
UPHS ID – For UP staff dependents Faculty/employee dependents include:	Records Section, UPHS		



1. Spouse 2. Parents 3. Unmarried children below 21 years old, solely dependent on staff for support 4. Children 21 years old and above, incapable of self-support due to physical or mental incapacity				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Request for Consultation Slip located at the table outside the Records Section Window; signify intention to have an APE 1.1 Queue and present accomplished consultation slip and ID at Records Section's Window	1. Receive accomplished Consultation Slip and check ID 1.1 Issue chart and laboratory requests for routine PE signed by issuing Records personnel 1.2 Instruct client to accomplish the following in any order: chest X-ray, dental exam, ECG, and required lab exams after payment 1.3. Give charge slip according to age and client category, and instruct them to proceed to Billing Section	None	5 Minutes 10 Minutes	<i>Records Staff</i> UPHS
2. Proceed to Billing/Cashier for assessment of fees and payment	2. Accept payment and issue Official Receipt	See below for table of Rates	5 Minutes	<i>Billing/Cashier</i> UPHS
3. Proceed to Dental Section with Chart with Official Receipt	3. Deck patient to Dentist on PE duty 3.1 Conduct dental examination, write findings and	None	5 Minutes	<i>Dental Receptionist</i> UPHS <i>Dentist on PE duty</i> UPHS



	recommendations on chart			
4. Proceed to ECG Room and present request	4. Conduct ECG examination on the patient 4.1 Instruct patient when to get results 4.2 Process ECG test	None	10 Minutes 1 day	<i>ECG Technician</i> UPHS <i>Cardiologist-in charge</i>
5. Proceed to Radiology Section and present request	5. Perform Chest X-ray exam on patient and instruct patient when the result will be released 5.1 Process X-ray test	None	20 Minutes 3 Days	<i>Radiologic Technologist</i> UPHS <i>Radiologist</i> UPHS
6. Proceed to Medical Laboratory and present requests 6.1 Submit urine and stool specimen 6.2 Do fasting as instructed for some tests	6. Receive and check the correctness of specimen collection and preparation of patient (fasting time) 6.1 Perform routine tests as requested, and instruct patient when to get results 6.2 Process lab results	None	10 Minutes 1 day	<i>Receptionist</i> Lab, UPHS <i>Medical Technologist</i> UPHS
7. Return with chart and results of all diagnostic exams requested and queue at Records Section's Window	7. Issue queuing or Priority No. for Triage Nurse	None	5 Minutes	<i>Records staff</i> UPHS
8. Wait for queue number to be called and proceed to Triage Nurse	8. Check on patient's vital signs, measure height and weight, perform Visual Acuity test, and record findings on the medical chart	None	10 Minutes	<i>Triage Nurse</i> UPHS



	8.1 Deck patient to an OPD doctor and issue queuing no. to doctor's clinic			
9. Wait for one's turn outside the assigned clinic	9. Perform PE, evaluate laboratory results, and instruct patient as to further recommendations 9.1 Issue medical certificate if the assessment is complete	None	15 Minutes 10 Minutes	OPD Doctor UPHS
TOTAL:		See Table of Rates	5 Days 1 Hour 45 Minutes	

Table of Rates for Annual Physical Examination

AGE OF PATIENT		UP STUDENTS	UP STAFF DEPENDENTS	NON-UP CLIENTS	NON-UP SENIOR CITIZENS
Below 40 years old*		None	PHP300	PHP1200.00	NA
40 years old and above**	Package 1	PHP240	PHP720	PHP1925.00	P1540
	Package 2	PHP700	PHP1570	PHP3075	PHP2460

*Complete Blood Exam, Urinalysis, Stool Exam, Chest X-ray and Medical Dental Examination

****Package 1** - Complete Blood Exam, Urinalysis, Stool Exam (routine and Occult Blood), Chest X-ray, ECG, Fasting Blood Sugar, Cholesterol, Uric Acid and Medical-Dental Exam– Free for UP clients

Package 2 – All of Package 1 plus HbA1c, Lipid Profile, Creatinine, SGPT

4. Psychiatric Teleconsultation – Mental Health Clinic

This service refers to the process of providing a range of mental health services including psychiatric evaluations, therapy, patient education, and medication management using telecommunications technology.

Office or Division:	Records Section and Mental Health Clinic
Classification:	Simple
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen



	1.4 Assign the patient to the psychiatrist for teleconsultation			
<p>2. On the date and time of appointment, wait for the psychiatrist to initiate consultation through email, SMS, Viber, or Google Meet/Hangouts</p> <p>2.1 Ensure the readiness of the resources needed for online consultation (strong internet connection, signal, enough mobile load for call, phone battery charge), and the availability of a quiet and private room where consultation can proceed without interruptions</p>	<p>2. Psychiatrist will initiate consultation through email, SMS, Viber, or Google Meet/Hangouts</p>	None	15 Minutes	<i>Psychiatrist</i> UPHS
3. Provide psychiatrist with the needed information during online consultation	<p>3. Perform psychiatric evaluation, instruct patient as to medications, if any; and give appropriate advice</p> <p>3.1 Issue medical certificate / psychiatric clearance as appropriate</p> <p>3.2 Record relevant virtual finding on the EHR/OPD chart</p> <p>3.3 Send PDF file of issued prescription through email or Viber</p>	None	<p>1 Hour</p> <p>20 Minutes</p>	<i>Psychiatrist</i> UPHS



TOTAL:	None	2 Hours	
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5. Psychiatric Consultation/ Psychiatric Clearance

The UPHS provides outpatient consultation to diagnose and treat psychiatric illnesses among mandated clients, as well as to assess mental fitness prior to enrollment, work, and other endeavors.

To avoid the transmission of infection, in-person psychiatric consultation is not available during the COVID-19 pandemic. Please refer to the psychiatric teleconsultation service.

Office or Division	General Out-patient Clinic			
Classification	Simple			
Type of transaction	G2G – Government to Government, G2C – Government to Citizen			
Who may avail	UP College/Graduate Students (currently enrolled), Staff Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Student ID, Form 5 – for students PWD, Senior Citizen’s ID, when applicable UPHS ID – For UP staff dependents Faculty/employee dependents include: <ul style="list-style-type: none"> • Spouse • Parents • Unmarried children below 21 years old, solely dependent on staff for support • Children 21 years old and above, incapable of self-support due to physical or mental incapacity 		Office of University Registrar Requesting Party Records Section. UPHS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue at the Records Section Window to get an appointment for a consultation	1. Log client on the date requested if available in the appointment logbook or on the earliest available slot	None	5 Minutes	<i>Records staff</i> UPHS
2. Return to Records Section’s Window on the date of the appointment	2. Verify appointment and issue previous medical records 2.1 Give queuing number for Triage	None	10 Minutes	<i>Records staff</i> UPHS



3. Wait for queue number to be called and proceed to Triage for vital signs and initial assessment	3. Check vital signs (BP, CR, and weight) and record on the outpatient chart 3.1 Give queuing number for the psychiatrist	None	15 Minutes	Triage Nurse UPHS
4. Proceed to the clinic and wait for the queue number to be called	4. Perform psychiatric evaluation, instruct patient as to medications, if any; and give appropriate advice 4.1 Issue medical certificate / psychiatric clearance as appropriate	None	1 Hour 15 Minutes	Psychiatrist UPHS
TOTAL:		None	1 Hour 45 Minutes	

6. Emergency Medical Consultation

The UPHS provides emergency medical services 24 hours a day, from Monday to Sunday.

Office or Division:	Emergency Room			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Identification Card* <i>*NOTE: The UP Student ID, Form 5, and UPHS ID for staff dependents are used only to verify category of patients and not a requirement to avail of emergency treatment.</i>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to ER. Provide ER Staff on Duty with the requested information (if possible)	Life-threatening Cases 1. Assess and administer immediate treatment	See Table of Rates	24 hours (Maximum)	<i>ER Staff on Duty (Physician/Nurse, Nursing Attendants)</i> UPHS
	1.1 Coordinate patient to appropriate hospital if needed	None	24 hours (Maximum)	<i>Physician-on-duty</i>
	1.2 Transfer patient as appropriate, thru ambulance conduction	See Table of Rates	Travel time depends on the hospital of destination	<i>Ambulance Driver with EMT and Institutional worker, if needed</i> UPHS
	Non-life-threatening Cases 1.3 Chart and queue to Physician on Duty (POD)	None	24 hours (Maximum)	<i>ER Nurse</i> UPHS
	1.4 Administer treatment	See Table of Rates	Note: <i>Beyond 24 hours, Physician on Duty must decide whether to discharge, admit, or transfer patient</i>	<i>ER Physician</i>
	1.5 Carry out doctor's orders	None		<i>ER Nurse</i> UPHS
	1.6 Issue charge slip or Statement for Service Value (SSV) form (on weekends and holidays), if patient is for discharge or transfer	See below for Table of Rates	15 Minutes	<i>ER Nurse</i> UPHS
2. Recovered patient or companion pay to Cashier / Collecting Officer, or to the ER Nurse in the absence of both	2. Collect payment; If ER Nurse collects, log payment and remit to Cashier on the first following working day	None	3 Minutes	<i>Cashier</i> <i>Collecting Officer</i> <i>ER Nurse</i> UPHS
3. Present proof of payment	3. Discharge patient.	None	3 Minutes	<i>ER Physician on duty</i> UPHS
TOTAL:		See Table of Rates	48 Hours (Maximum)	

Table of Rates



Emergency Room Fees	UP Students and Staff Dependents	Non-UP Clients/ (For Senior Citizen)
Consultation Fee	None	PHP 400 (PHP320)
Facility Fee	None	PHP 50 (PHP 40)
Ambulance Fee - If patient is for transfer	Students – None Staff Dependents: <ul style="list-style-type: none"> • Within Quezon City – PHP 59.50 • Within Metro Manila – PHP 147.00 Non-UP clients: <ul style="list-style-type: none"> • Within Quezon City – PHP225 • Within Metro Manila – PHP525 	<ul style="list-style-type: none"> • Within Quezon City – PHP P225.00 • Within Metro Manila – PHP 525.00
Emergency Procedure	None	Varies
Cost of supplies and medicines	Varies	Varies

7. Specialty Medical Consultation (Teleconsultation)

This refers to the remote assessment and diagnosis of non-urgent consultations with medical specialists (e.g., Cardiologist, ENT, Pulmonologist, etc.) using telecommunication technologies.

Office or Division:	Specialty Outpatient Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C -Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Confirmed appointment booking through uphs-specialist.appointlet.com		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a telemedicine consultation with a UP Health Service Consultant through uphs-specialist.appointlet.com 1.1 Accomplish the booking form at uphs.appointlet.com	1. Receive telemedicine consultation appointment through Appointlet or email 1.1 Following the guidelines for telemedicine	None	15 Minutes	<i>Secretary of the Specialty Clinics</i>



<p>(input patient's personal information, select a physician, and time slot)</p> <p>1.2 Wait for confirmation and payment instructions (received through email)</p>	<p>consultation, decide whether the patient's booking should push through or not</p> <p><i>Note: All bookings are automatically confirmed. However, bookings for emergency cases, those made by patients with symptoms that are difficult to assess through telemedicine, and those made by patients who are not entitled to this service, will be cancelled</i></p> <p>CANCELLATION/ RESCHEDULING: Cancel the booking and inform the patient why it was cancelled AND/OR when it will be rescheduled</p>			
<p>2. Receive booking confirmation and payment instructions; Facilitate payment to proceed with scheduled consult</p> <p><i>Payment methods are: GCash, PayMaya, Online Bank Transfer, and Bank Deposit</i></p>	<p>2. Notify the patient via email or SMS that the booking has been received, and give payment instructions</p> <p>Option A - If consultant's bank details are available, send it to the patient</p> <p>Option B - If the consultant's bank details are NOT available, redirect the booking to patient's preferred consultant; consultant will be the one to give payment instructions</p>	<p>See Table of Rates</p>	<p>30 Minutes</p>	<p><i>Secretary of the Specialty Clinics OR Consultant</i></p>



	2.1 Receive payment then notify the consultant about confirmed bookings and schedule			
<p>3. On the date and time of appointment, wait for the consultant to initiate consultation (Zoom, Viber, Google Meet/Hangouts, Doxy.me, Telegram, and Call)</p> <p>3.1 Ensure the readiness of the resources needed for online consultation (strong internet connection, signal, enough mobile load for call, phone battery charge), and the availability of a quiet and private room where consultation can proceed without interruptions</p>	<p>3. On the day of the patient's appointment:</p> <p>A. If the patient has an existing EHR, place the patient in queue</p> <p>B. Create an EHR if the patient does not have one, then place in queue</p> <p>3.1 Assign the patient to chosen consultant for teleconsultation</p>	None	15 Minutes	<i>Secretary of the Specialty Clinics</i>
4. Provide the doctor the needed information during online consultation	<p>4. Preferred consultant will initiate consultation through email, SMS/call, Viber, or Google Meet/Hangouts</p> <p>4.1 Interview patient and ask for reason for consultation, relevant medical history, and other information focusing on the patient's complaint</p> <p>4.2 Record findings and treatment/medical management on the patient's EHR</p>	None	1 Hour	<i>Consultant</i>



	4.3 Issue any or all of the following to the patient: request for diagnostic tests/ procedures, prescription, medical certificate, referrals			
TOTAL:		See Table of Rates	2 Hours	

Table of Rates for Specialty Medical Consultation (Teleconsultation)

CONSULTANT	UP STUDENT	STAFF DEPENDENTS	NON-UP CLIENT	NON-UP SENIOR/PWD
Eupres Donatao, MD	PHP250	PHP400	PHP650	PHP520
Jane Mendinueto–Salvador, MD	PHP250	PHP400	PHP650	PHP520
Ma. Angela Lavadia, MD	PHP250	PHP400	PHP650	PHP520
Ray Casile, MD	PHP250	PHP400	PHP650	PHP520
Deborah Ann Sales, MD	PHP250	PHP400	PHP650	PHP520
Angeles De Leon, MD	PHP250	PHP400	PHP650	PHP520
Aldous De Leon, MD	PHP250	PHP400	PHP650	PHP520
Jet Conjares, MD	PHP250	PHP400	PHP650	PHP520
Joel Santiaguél, MD	PHP250	PHP400	PHP650	PHP520
Roselyn Garcia, MD	PHP250	PHP400	PHP650	PHP520
Susan Jorge, MD	PHP250	PHP400	PHP650	PHP520



8. Specialty Medical Consultation (In-Person)

The UPHS provide a wide array of medical specialty outpatient services, with emphasis on accessibility and affordability. The Specialty Clinic is manned by highly qualified visiting consultants who charge discounted professional fees for mandated or UP connected clients. During the COVID-19 pandemic, this service is limited to patients who cannot be assessed and diagnosed through online consultation, to minimize contact and possible transmission of infection.

Office or Division:	Specialty Outpatient Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.UP ID (only to categorize clients as UP-connected) 2. Referral letter, if any		Requesting Party Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit or call secretary of Consultant to make an appointment (8981-8500 local 2703) 1.1 Proceed to the Specialty Clinic during clinic hours of desired consultant and approach his secretary 1.2 Stay at the waiting area to await secretary's queue	1. Create chart and place patient on queue 1.1 Instruct patient to pay Facility fee at UHS Billing/Cashier	None	10 Minutes	<i>Medical Secretary</i> UPHS Specialty Clinic
For Non-UP Clients: 2. Proceed to Billing/Cashier to pay Facility Fee	2. Accept payment and issue Official Receipt	Facility Fee - PHP50	5 Minutes	<i>Billing Clerk or Cashier</i> UPHS
3. Present referral letter to Consultant, if any	3. Examine and assess patient, and treat accordingly 3.1 Give feedback to referring physician	None	1 Hour (Start counting time when patient enters clinic)	<i>Visiting Consultant</i> UPHS



4. Pay fees to Secretary	4. Collect payment and issue OR	Professional Fee: (50% Discount, and 20% Discount for UP students and Staff dependents respectively. 20% for Senior citizens. May avail of only one discount privilege, whichever is higher	5 Minutes	<i>Medical Secretary</i> UPHS Specialty Clinic
TOTAL:		(Professional Fee-Discount) + Facility Fee for Non-UP client	1 Hour 20 Minutes	

9. X-ray Services

UPHS provides imaging services relevant to a primary care setting (e.g., routine Chest X-rays for enrollment and pre-employment purposes, X-ray of extremities to rule out fractures); makes use of a computed radiography system which captures X-ray images on photo-luminescent screens instead of the traditional X-ray film.

Office or Division:	Radiology Section	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



Accomplished Request form a) Signed by the requesting physician b) With initials of Records staff if for Annual/Pre-employment P.E. For UP Students – Student ID, Form 5 For Staff Dependents – UPHS ID		Attending physician Records Section Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area	1. Evaluate patient to determine COVID-19 status 1.1 Prepare the request form and indicate proper clinical history of patient 1.2 Contact the X-ray Section for proper scheduling or queuing	None	20 Minutes	<i>Triage Nurse and Doctor</i> UPHS
2. Proceed to Radiology Section Window and present X-ray request	2. Receive and verify patient's x-ray requests 2.1 Encode patient data 2.2 Issue order of payment 2.3 Ask patient to go to the X-ray room	None	5 Minutes	<i>Radiologic Technologist/ Receptionist</i> UPHS
3. Proceed to X-ray Room for the examination	3. Position patient properly 3.1 Take radiograph image	None	15 Minutes	<i>Radiologic Technologist</i> UPHS
4. Await further instructions	4. Process image and present to radiologist for interpretation 4.1 Instruct patient on the availability of results	None	15 Minutes	<i>Radiologic Technologist</i> UPHS



	4.2 Interpret examination		3 Days	Radiologist UPHS
5. Pay prescribed fee at the cashier	5. Collect payment based on prescribed fees	See Table of Rates	10 Minutes	Cashier UPHS
6. To claim results present ID / O.R. / Authorization Letter (as needed)	6. Verify OR and ID or authorization letter (as needed)	None	5 Minutes	Radiologic Technologist Receptionist UPHS Triage Area
6.1 Receive results at the Triage Area	6.1 Release results to client or authorized representative			
TOTAL:		See Table of Rates	3 Days 1 Hour 10 Minutes	

Table of Rates for Radiographic Tests

X-RAY EXAMINATION	FEES (in PHP)				X-RAY EXAMINATION	FEES (in PHP)			
	UP Student	Staff Dep.	Non-UP	Non-UP SC		UP Students	Staff Dep	Non-UP	Non-UP SC
CHEST PA-7+ y/o	60	105	200	160	THORACIC (P/L/O)	200	350	550	440
CHEST P/L 7+ y/o	84	147	260	136	THORACIC (P/L)	120	180	350	280
Chest PA – child	48	84	170	136	Chest P/lat child	80	140	250	200
RIBS	80	140	250	200	LUMBO-SACRAL(P/L)	112	196	330	264
ABDOMEN/ K.U.B.	80	140	250	200	LUMBO-SACRAL(P/L/O)	140	245	400	320
Additional View	28	49	120	96	SACRO-COCCYX/ ILIAC	100	175	300	240
PELVIS	80	140	250	200	SHOULDER	68	119	220	176
HIP JOINTS	80	140	50	200	CLAVICLE/ STERNUM	68	119	220	176
SKULL	88	154	270	216	SCAPULA	68	119	220	176
FACIAL BONES	100	175	300	240	ARM/ FOREARM	200	140	250	200
MANDIBLE	100	175	300	240	ELBOW JOINT	68	119	220	176
MASTOIDS	100	175	300	240	WRIST JOINT	68	119	220	176



NASAL BONE	88	154	270	216	FEMUR	80	140	250	200
ORBITS	100	175	300	240	HAND/ FINGERS	68	119	220	176
PARANASAL SINUSES	100	175	300	240	KNEE JOINT	68	119	220	176
TMJ	100	175	300	240	TIBIA FIBULA	80	140	250	200
SCOLIOSIS	228	399	620	496	ANKLE JOINT	68	119	220	176
CERVICAL P/L	88	154	270	216	FOOT / HEEL	68	119	220	176
CERVICAL P/L/O	128	224	370	296					

Additional Fees:

Duplicate of results – PHP 20.00

Private Room patients – Plus 20%

Ward patients – Plus 10%

Bedside Radiography –Plus P150.00

VLP patients: Plus 30%

10. Request for Duplicate (Radiology)

The UPHS Radiology Section provides duplicate or soft copy of X-ray tests upon request.

Office or Division:	Radiology Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Employee ID / Valid ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Radiology Section (8981-8500 local 2710) and signify request for duplicate	1. Receive request and verify details 1.1 Instruct client to pay fee	None	5 Minutes	<i>Radiologic Technologist Receptionist</i> UPHS
2. Pay duplication fee at Cashier	2. Accept payment and issue OR	Duplication Fee- PHP15.00 hard copy PHP50.00 soft copy	5 Minutes	<i>Billing/Cashier</i> UPHS



3. Present OR and UP ID to the Radiologic Technologist / Household Attendant at the UPHS Triage Area 3.1 Claim duplicate copy	3. Retrieve files 3.1 Re-print results or burn CDs 3.2 Release Duplicate Copy	None	30 Minutes	<i>Radiologic Technologist / Household Attendant UPHS Triage Area</i>
TOTAL:		PHP15.00 hard copy PHP50.00 soft copy	40 Minutes	

11. Ultrasound Services

UPHS offers various ultrasound (sonology) tests—from detection of early pregnancy, fetal status, the presence of a mass, differentiating solid from cystic masses, and other examinations.

This service is currently unavailable because the current infrastructure does not meet the standards to prevent COVID-19 transmission.

Office or Division:	Radiology Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request form Proper Patient Preparation For UP Students – Student ID, Form 5 For Staff Dependents – UPHS ID		Attending Physician Requesting Party Office of University Registrar Records Section, UPHS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request form for ultrasound to get an appointment	1. Assess request 1.1 Schedule appointment for client 1.2 Instruct clients on proper preparation	None	10 minutes	<i>Receptionist</i> Radiology Section, UPHS



	1.3 Issue charge slip and instruct patient to settle fees			
2. Pay fees at the Billing/Cashier	2. Accept payment and issue Official Receipt	See below for Table of Rates	5 Minutes	<i>Billing/Cashier</i> UPHS
3. Return on appointed date and present Official receipt at X-ray Window	3. Verify O.R. and ask patient to go to the ultrasound room	None	5 Minutes	<i>Radiologic Technologist</i> UPHS
4. Proceed to the ultrasound room	4. Encode patient data 4.1 Prepare and instruct patient on proper position	None	5 Minutes	<i>Radiologic Technologist</i> UPHS
5. Assume proper position and await further instructions	5. Determine technical settings on machine and scan patient 5.1. Process image and interpret 5.2. Informs patient on availability of results	None	30 Minutes	<i>Radiologist/ Sonologist</i> UPHS
6. Present ID/OR/Authorization Letter as needed to claim results	6. Verify receipt and ID or authorization letter as needed 6.1 Release results	None	10 Minutes	<i>Radiologic Technologist</i> UPHS
TOTAL:		See below for Table of Rates	1 Hour 5 Minutes	

Table of Rates for Ultrasound Test

ULTRASOUND TEST (FEES in PHP)	UP Students		UP Staff Dependents		Non-UP Clients		Non-UP Senior Citizens	
	Cost	R.F.	Cost	R.F.	Cost	R.F.	Cost	R.F.
One Abdominal Organ	175	140	200	160	250	200	200	160
Two Abdominal Organs	280	140	320	160	400	200	320	160
Three Abdominal Organs	315	175	200	360	450	250	400	200
Four Abdominal Organs	385	175	440	200	550	250	440	200
Five Abdominal Organs	455	175	520	200	650	250	520	200



Kidney-Urinary Bladder	280	140	320	160	400	200	320	160
K.U.B./Prostate	315	175	360	200	450	250	400	200
Urinary Bladder/Prostate	175	140	200	160	250	200	200	150
Prostate Gland -trans rectal	280	210	320	240	400	300	320	240
Testes	210	140	240	150	300	200	240	160
Pelvis (Trans vaginal/Trans rectal	280	210	320	240	400	300	320	240
Pelvis (Transabdominal)	175	140	200	160	250	200	200	160
Fetal Aging	210	210	240	240	300	300	240	240
Biophysical Profile	210	210	240	240	300	300	240	240
Thyroid	210	140	240	160	300	200	240	160
Breast	245	140	280	160	350	200	280	160
Fluid Mapping	245	210	280	240	350	300	280	240
Superficial Mass Scan	210	210	240	240	300	300	240	240
R.F. – Reading Fee								

Additional Service Fees: Duplicate of Results – PHP15.00 VLP Patients – Plus 30%
Private patients – Plus 20% Ward Patients – Plus 10%

12. Ambulance Services

Service provides for pick-up of cases needing emergency vehicle transport for UP-connected clients within UP Diliman Campus.

Office or Division:	Emergency Room			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	UP Students, UP Staff Dependents, UP Units within UP Diliman Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call UPHS emergency contact numbers ER – 8981-8500 local 111 or Ambulance Service - local 110	1. Receive call, briefly obtain necessary information, and refer/notify ER Physician-on-duty (POD)	None	3 Minutes	<i>ER Nurse Ambulance driver</i>
	1.1 Nurse-on-duty (NOD) notifies the ER POD; if	None	1 Minute	<i>ER Nurse Ambulance driver</i>



	ambulance driver, to notify NOD first 1.2 POD signs trip ticket	None	1 Minute	<i>Physician-on-duty</i>
2. Await arrival of ambulance (<i>patient must be accompanied by reliable informant</i>)	2.1 Fetch patient and bring to UHS ER or another health facility, when appropriate	None	3 minutes (for life-threatening cases) 10 minutes (for urgent cases)	<i>Ambulance driver/ Emergency medical technician</i>
	2.2 Give Charge slip to companion	None	2 Minutes	<i>Ambulance driver/ Emergency medical technician</i>
3. Present charge slip and pay to Cashier	3. Receive charge slip and payment	Ambulance transport Fee UP Student-Free Dependents- PHP 40.00 Non-UP – PHP50	5 minutes	<i>Cashier Collecting Officer UPHS</i>
TOTAL:		Ambulance transport Fee UP Student-Free Dependents- PHP 40.00 Non-UP – PHP50	22 Minutes	

*Ongoing revision of rates; Last revised 2010

13. Standby Ambulance Service

Organizers of events inside UP Diliman campus request for ambulance on standby as contingency for possible medical emergencies.

Office or Division:	Nursing Service/Ambulance Service
Classification:	Complex
Type of Transaction:	G2G – Government to Government / G2G – Government to Citizen / G2B – Government to Business
Who may avail:	UP Diliman Units and officially recognized organizations



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request – to be given at least 2 weeks before event		Client's organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter of request to the Director's Office	1. Receive request and check availability of the ambulance and EMS personnel on the specified date 1.1 Coordinate with EMS staff	None	2 days	<i>Director's secretary / EMS Coordinator</i> UPHS
2. Await approval of requested schedule and obtain charge slip from EMS Coordinator	2. Relay approval of standby ambulance duty and names of EMS** staff	None	1 Day	<i>EMS Coordinator</i> UPHS
3. Present charge slip and pay to Cashier	3. Accept payment and issue OR	Fee for Ambulance Use – None Honoraria for Ambulance Personnel (on overtime pay as per Magna Carta for Public Health Workers): Driver – Php 500 per 8 hours EMT* (nurse) – Php 1,500 per 8 hours EMT* (doctor) – Php 2,000 per 8 hours	3 Minutes	<i>Billing Clerk/ Cashier</i> UPHS
4. Present OR with EMS Coordinator	4. Confirm date and schedule of standby	None	2 Minutes	<i>EMS Coordinator</i> UPHS



	duty and personnel involved			
TOTAL:		Driver – Php 500 per 8 hours EMT* (nurse) – Php 1,500 per 8 hours EMT* (doctor) – Php 2,000 per 8 hours	3 Days 5 Minutes	

*EMT – Health personnel who has undergone special training (usually 2 months) in Disaster Response as an Emergency Medical Technician

**EMS – Emergency Medical Services – Services that pertain to responding to Medical Contingencies internally and outside UPHS, but within the UP Diliman Campus

14. Electrocardiographic (ECG) Services

The UPHS provides for this very important but relatively inexpensive diagnostic tool used in medical emergencies as well as for routine physical examination of persons forty (40) years old and above. It can show the presence of cardiac arrhythmias, coronary artery disease, and even electrolyte imbalances.

During the COVID-19 pandemic, this service is limited to emergency cases to minimize contact and possible transmission of infection.

Office or Division:	Nursing Service		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen/ G2G - Government to Government		
Who may avail:	UP Students and UP Staff Dependents, Non-UP Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Completely filled-up ECG request: <ul style="list-style-type: none"> duly signed by requesting physician (for consults) with initials of Records personnel if for annual P.E./Pre-employment/Medical Clearance 		Attending Physician Records Section	



2. Student ID and Form 5, UPHS ID for Staff Dependents – to avail of discounts		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request to Billing and pay to Cashier	1. Accept payment and issue Official Receipt	See below for Table of Rates	3 Minutes	<i>Billing /Cashier</i> UPHS
2. Proceed to ECG Room and present request and proof of payment (OR)	2. Accept documents and log patient's details in logbook 2.1 Give pre-ECG instructions	None	5 Minutes	<i>ECG Technician</i> UPHS
3. Follow instructions until end of procedure	3. Be sure the electrodes are in place 3.1 Take enough strip of ECG paper for accurate reading 3.2 Instruct patient when to get the results 3.4 Submit to reader (Cardiology Consultant) and properly document all ECG tracings for the day	None	10 Minutes	<i>ECG Technician</i> UPHS
4. Await result as instructed	4. Interpret ECG and releases results	See below for Table of Rates (Reader's fee)	2 days	<i>Cardiology Consultant</i> UPHS
5. Claim result as instructed	5. Release result and ask patient to sign in the releasing logbook	None	5 Minutes	<i>ECG Technician</i> UPHS



TOTAL:	See below for Table of Rates	2 Days 23 Minutes	
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Table of ECG Rates

FEEES	UP STUDENT	STAFF DEPENDENTS	NON-UP CLIENT	NON-UP SENIOR
ECG Cost	PHP37	PHP65	PHP190	PHP146
Reader's Fee	None	None	PHP30	PHP30

15. Ambulatory Surgery

The facility provides for the conduct of minor surgeries which do not necessitate any hospital admission. Examples are circumcision, excision biopsy of a small superficial mass and debridement of infected wounds.

Office or Division:	Operating Room (OR) Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	UP Students, UP Staff Dependents and Non-UP Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's orders		Attending Surgeon		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's orders for surgery	1. Check details of doctor's orders 1.1 Schedule for surgery 1.2. Give outpatient record and secure consent form to fill-up	None	10 Minutes	OR Nurse/ Nurse attendant UPHS
2. Sign consent form	2. Collect outpatient record and signed consent form	None	5 Minutes	OR Nurse/ Nurse attendant UPHS



3. Present negative antigen test or RT-PCR result	3. Check result of RT-PCR and present to surgeon	None	3 Minutes	OR Nurse Surgeon
4. Proceed to operating room on scheduled date at least 30 minutes before scheduled time	4. Prepare client for operative procedure 4.1 Perform procedure 4.2 Give discharge instructions (including possible histopath for excision biopsy)	Fees may vary according to procedure, extent of lesion, and patient category: (See below for Fees) *	1 Hour	OR Nurse Surgeon UPHS
5. If with specimen for histopathological examination, proceed to Medical Laboratory to get Charge Slip	5. Evaluate specimen and issue Charge Slip	Fees for Histopath. exam Small-sized specimen – PHP 600 Medium-sized specimen – PHP 1000 Large-sized specimen – PHP2000	5 Minutes	Receptionist/ Medical Technologist UPHS
6. Proceed to Billing/Cashier for payment	6. Accept payment and issue OR	None	5 Minutes	Billing/Cashier UPHS
TOTAL:		[(Surgical fee + Operating Room Fee)- Discount for UP clients] + Cost of Supplies + Fee for Histopathological Examination	1 Hour 28 Minutes	

*1. **Surgical Fee** – goes to the account of the Surgeon; varies depending on extent of surgery, with discounts for UP clients



2. Operating Room Fee – or facility fee. PHP1000 for non-UP clients (60% and 30% discount for Students and Staff Dependents, respectively, subject to BOR approval)

3. Cost of Supplies

4. Fee for Histopathological Examination, as needed for some tissue specimen

16. Pharmaceutical Services

This service pertains to the presence of a pharmacy, duly licensed by the Department of Health to dispense medicines and medical supplies used in a primary care setting. The medicines are usually procured from UP-PGH, and a Therapeutics Committee has evaluated their efficacy.

Office or Division:	Pharmacy Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Prescription 2. Senior citizen or PWD ID (for discount)		Attending Physician Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription (present Senior Citizen ID, PWD ID for discount, if applicable)	1. Receive prescription and determine the total cost of medicines and medical supplies to be dispensed	None	10 Minutes	<i>Pharmacist on Duty</i> UPHS
2. Await prescription medications	2. Dispense medicine and/or medical supplies, and provide instructions to patients	Price of medicines and medical supplies being procured	10 Minutes	<i>Pharmacist on Duty</i> UPHS
TOTAL:		Price of medicines and medical supplies being procured	20 Minutes	



17. Dental Consultation through Phone Call (Teledentistry)

Teledentistry is a contingency action of the Dental Section to be able to provide dental consultation to clients during COVID-19 pandemic. Cases handled through Teledentistry are non-emergency and minor.

Office or Division:	UPHS, Dental clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Student ID, Form 5 – for students UPHS ID for staff dependents		Office of University Registrar Records Section, UPHS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Dental Clinic's designated numbers (8981-8500 local 2704 or +63 953 309 7072)	1. Receive call and ask reason for consultation 1.1 Deck patient to the Dentist for consultation	None	5 Minutes	<i>Dental Aide</i> UPHS
2. Provide necessary information such as good photos and/or videos for case diagnosis	2. Assess patient's dental problem if it could be managed through Teledentistry or needs face-to-face consultation with a dentist 2.1 If case can be managed through teledentistry, give patient homecare advise, medicine prescription, and schedule of follow-up consultation. 2.2 If patient needs face-to-face consultation, deck patient for an appointment	None	30 Minutes	<i>Dentist</i> UPHS



	2.3 Refer to diagnostic clinic and /or specialty clinic if needed.			
TOTAL:		None	35 Minutes	

18. Dental Services (In-Person Consultation)

A Dental Clinic provides basic to secondary dental procedures as well as routine dental check-ups for elementary students, college entrants, for pre-employment purposes, and APE (annual physical examination).

During the COVID-19 pandemic, face-to-face dental consultation is limited to emergency cases and for patients who cannot be managed through Teledentistry. The UPHS Dental Clinic is undergoing renovation to become better equipped to control transmission of infection among patients and UPHS staff during dental procedures.

Office or Division:		UPHS, Dental clinic		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen, G2G - Government to Government		
Who may avail:		UP Students, UP Staff Dependents and Non-UP Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Booked appointment through Teledentistry Health Screening UP Student ID, Form 5 – for students UPHS ID for staff dependents OPD Chart Referral, if any PWD, Senior Citizen’s ID when applicable		Dental Section UPHS guard Office of University Registrar Records Section, UPHS Records Section, UPHS Attending Physician Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Face-to-face consultation: 1.1 Ensure appointment through Teledentistry. Call the Dental Section (8981-8500 local 2704 or +63 961 620 7293)	1. Face-to-face consultation: 1.1 Deck patient to the dentist in charge 1.2 Have the patient accomplish the	None	30 Minutes	<i>Dentist</i> UPHS



<p>1.2 Provide the necessary information for the COVID screening questionnaire, and subject oneself to physical examination such as temperature and symptoms check</p> <p>1.3 Sign a consent form</p> <p>1.4 Present the necessary requirements</p>	<p>COVID screening questionnaire, get the patient's temperature</p> <p>1.3 Have patient sign a consent form</p> <p>1.4 Check completeness of requirements provided by the patient</p>			
<p>2. Provide the necessary information during dental consultation</p>	<p>2. Assess and manage the patient's dental problem, give advice, home care instructions, medicine prescription, refer to a diagnostic and /or specialty clinic</p> <p>2.1 Assess if patient needs to undergo a palliative dental procedure</p>	<p>See Table of Rates</p>	<p>1 Hour</p>	<p><i>Dentist</i> UPHS</p>
<p>3. Get SOA for dental treatment and pay to Cashier</p>	<p>3. Issue statement of Account</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Dental Aide</i> UPHS</p>
<p>4. Present proof of payment to the Dental Clinic</p>	<p>4. Note and record proof of payment</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Dental Aide</i> UPHS</p>
TOTAL:		<p>See Table of Rates</p>	<p>1 Hour 37 Minutes</p>	



Table of Rates

Dental Procedure	FEES IN PHP			
	UP Students	Staff Dependents	Non-UP Clients	Non-UP Senior Citizens
Oral Prophylaxis	120	210	300	240
Topical fluoride application	80	140	300	240
Pit and fissure sealant	160	280	400	320
Preventive Resin Restoration	160	280	400	320
Dental Radiograph	80	140	200	160
Temporary Fillings	160	280	400	320
Glass Ionomer Filling	160	280	400	320
Visible Light Cure Filling	160	280	400	320
Extraction	140	260	400	320
Consultation Fee	None	None	PHP220 + Facility Fee (PHP50)	PHP176 + Facility Fee (PHP40)

19. Emergency Dental Procedures at the Emergency Room

This service refers to emergency dental procedures done at the emergency room. The Dentist on Duty co-manage with the physician-on-duty and performs the necessary emergency dental treatment.

During the COVID-19 pandemic, face-to-face dental consultation is limited to emergency cases and for patients who cannot be managed through Teledentistry. The UPHS Dental Clinic is undergoing renovation to become better equipped to control transmission of infection among patients and UPHS staff during dental procedures.

Office or Division:	UPHS, Dental clinic
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Health Screening (if possible) UP Employee ID	UPHS guard Requesting Party



*NOTE: The identification card is only to verify the category of patients and is not a requirement to avail of emergency treatment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Emergency Room 1.1 Patient / Guardian / Companion fills out the COVID screening questionnaire and signs the consent form 1.2 Provide Dentist with the requested information (if possible)	1. Dentist on Duty co-manage with the physician-on-duty and performs the necessary emergency dental treatment	See Table of Rates	2 Hours (Maximum)	Dentist UPHS
TOTAL:		See Table of Rates	2 Hours (Maximum)	

Table of Rates

Dental Procedure	UP Students	Staff Dependents	Non-UP Clients	Non-UP Senior Citizens
Extraction	140	260	400	320
Consultation Fee	None	None	PHP220 + Facility Fee (PHP50)	PHP176 +Facility Fee (PHP40)

20. Laboratory Diagnostic Examinations

A Medical Laboratory provides diagnostic examinations relevant to a primary care setting. Clients avail of its services for pre-employment, obtaining a medical clearance, during annual physical examinations and for diagnostic purposes.

Office or Division:	Medical Laboratory Department, UP Health Service (UPHS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens, G2G - Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completely filled-up laboratory request <ul style="list-style-type: none"> a. duly signed by requesting physician (for consults) b. computer print-out of laboratory request or soft copy of laboratory 	Attending Physician/Specialist



<p>request (text message/picture) for on-line consults</p> <p>c. with initials of Records personnel for annual P.E./Pre-employment / Medical Clearance</p>	Records Section			
<p>2. Specimen for examination, if any, properly labelled and collected</p> <p>Proper collection: Urine – at least 60 ml Stool – Thumb or pea-sized sample for formed stools and at least 10 ml for watery stools</p> <p>Instruction: a. Place urine and stool samples in a plastic, screw-capped container (available at the lab) b. submit specimen within two (2) hours after collection.</p> <p>NOTE: a. Required: 10 hours fasting for Fasting Blood Sugar (FBS), Triglycerides, and Lipid Profile b. No fasting required for other blood chemistry examinations c. Cut off time: 11 AM for blood chemistry</p>	Requesting Party			
<p>3. For claiming results: Proof of payment or Official receipt (OR)</p> <p>For soft copy of results (paid): email, Messenger account or Viber account</p>	Requesting Party			
<p>4. When claiming results for another person:</p> <ul style="list-style-type: none"> ▪ Proof of payment (OR) ▪ ID of client/patient ▪ Authorization Letter ▪ ID of authorized person 	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Hard copy of request: Present laboratory request form to Billing Clerk/Cashier for payment</p>	<p>1. Accept payment and issue OR</p>	<p>See Below for Table of Rates</p>	<p>10 Minutes</p>	<p><i>Billing Clerk/Cashier</i> UPHS</p>



1.1 For soft copy of request: Present soft copy of request to Triage staff for preparation of hard copy of request before paying	1.1 Prepare hard copy of laboratory request	None		<i>Triage Staff</i> UPHS
2. Proceed to Laboratory and secure queuing number for regular patients and queuing letter for priority clients (PWD, senior, and pregnant)	2. Call on priority and regular clients alternately	None	5 Minutes	<i>Lab Receptionist</i> UPHS
3. Submit the following to the receptionist: a. Properly labelled specimen (e.g., urine, stool) b. Accomplished laboratory request c. Proof of Payment 3.1 Signify request for on-line release of result (if preferred); provide necessary information	3. Receive and evaluate specimen, (if any) and documents submitted 3.1 Encode/record patient data on Entry logbook 3.2 Take note of information needed for online release of results	None	10 Minutes	<i>Lab Receptionist</i> UPHS
4. Proceed to specimen collection area	4. Extract blood or collect the needed specimen (e.g., Skin scrapings, etc.) 4.1 Instruct patient/client when to claim results	None	10 Minutes	<i>Medical Technologist</i> UPHS
5. Claim results on designated date with requirements 5.1 Sign in the releasing logbook prior to receipt of results	5. Verify validity of requirements 5.1 Log in the releasing logbook and release results	None	15 Minutes	<i>Lab Receptionist</i> UPHS



5.2 For online release of results: check email or Messenger account	5.2 Send the results online			
TOTAL:		See Below for Table of Rates	50 Minutes	

Table of Rates

DIAGNOSTIC EXAMINATION	FEES in PHP			
	UP Students	Staff Dependents	Non-UP Clients	Non-UP Senior
I. BLOOD CHEMISTRY				
Fasting Blood Sugar (FBS)	56	98	140	112
Random Blood Sugar (RBS)	48	84	100	80
Post prandial Blood Sugar (PPBS)	48	84	100	80
Uric Acid	58	101.50	145	116
Cholesterol	58	101.50	145	116
Blood Urea Nitrogen	58	101.50	145	116
Creatinine	58	101.50	145	116
Triglycerides	68	119	170	136
Lipid Profile	232	406	580	464
OGTT 2 HRS	112	196	280	224
OGTT 3 HRS	224	392	560	448
SGPT (ALT)	58	101.50	145	116
SGOT (AST)	58	101.50	145	116
HbA1c* (awaiting BOR approval)	360	630	900	720
II. BLOOD COUNTS				
Complete Blood Count	Free	115.50	165	132
Platelet Count	66	115.50	165	132
Hemoglobin and Hematocrit	66	115.50	165	132
White Blood Cell and Differential Count	66	115.50	165	132
Red Cell Indices	66	115.50	165	132
Peripheral Blood Smear	66	115.50	165	132
Clotting Time/Bleeding Time	28	49	70	56
Malarial Smear	40	70	100	80
ESR	42	73.50	105	84
Blood Typing with RH	40	70	100	80
III. MICROSCOPY				
Urinalysis	Free	45.50	65	52
Fecalysis	Free	35	50	40
Occult Blood	30	52.50	75	60



IV. OTHERS				
TMG	56	98	140	112
KOH	32	56	80	64
Gram Stain	40	70	100	80
AFB single specimen	34	59.50	85	68
AFB – 3 specimen	96	168	250	200
Pap's Smear				
Processing Fee	36	84	120	96
Reading Fee	45	105	150	120
V. ADDITIONAL FEES				
Stat Fee	9	21	30	30
Specimen Container	10	10	10	10
Glucose Solution 50 gms	100	100	100	100
75 gms	150	150	150	150

21. Request for Duplicate (Laboratory Test Result)

The UPHS Laboratory provides duplicate of laboratory test results upon request.

Office or Division:	Medical Laboratory Department, UP Health Service (UPHS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Proof of payment (OR) ▪ ID of client/patient <p>When claiming results for another person:</p> <ul style="list-style-type: none"> ▪ Authorization Letter ▪ ID of authorized person 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If requesting for a duplicate of lab results, signify request to secure Charge Slip	1. Issue Charge Slip	None	5 Minutes	<i>Lab Receptionist</i> UPHS
2. Proceed to Billing/Cashier to pay for duplication fee	2. Collect payment	Duplication Fee PHP 8.00	3 Minutes	<i>Billing/Cashier</i> UPHS
3. Present proof of payment to Lab Receptionist to claim duplicate and sign in releasing logbook	3. Print duplicate and log in releasing logbook	None	10 Minutes	<i>Medical Technologist</i> UPHS



4. Claim results	4. Release results upon receipt of OR	None	5 Minutes	Lab Receptionist UPHS
TOTAL:		Duplication Fee PHP 8.00	23 Minutes	

22. Drug Testing Laboratory Services

This service is temporarily unavailable due to the ongoing UPHS renovation.

The Laboratory screens for Methamphetamine (Shabu) and Tetra hydro Cannabinoids (Marijuana). UP Faculty and Employees may avail of such tests for random drug testing, pre-employment, and medical clearance

Office or Division:	University Health Service Drug Testing Laboratory (DTL), UP Health Service (UPHS)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-up laboratory request		Attending Physician/Specialist Records Section (For Annual P.E./Pre-employment and Medical Clearance)		
2. Client's Valid ID (e.g., Voter's ID, Driver's License, UMID ID, TIN Card, PhilHealth ID, Passport and Senior Citizen ID, Company ID)		Requesting Party		
3. For claiming results: Proof of payment or Official Receipt (OR)		Requesting Party		
4. When claiming results for another person: <ul style="list-style-type: none"> • Proof of payment (OR) • ID of client/patient • Authorization Letter • ID of authorized person 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the laboratory with accomplished lab request and valid ID; queue for verification	1. Verify donor/client for previous DTL records 1.1 If client/donor has no POSITIVE result for the last 6 months, issue Charge Slip	None	5 Minutes	Receptionist DTL, UPHS



2. Proceed to Billing/Cashier for payment	2. Accept payment and issue OR	PHP 250-UP clients PHP 300-non-UP clients	10 Minutes	<i>Billing Clerk/Cashier</i> UPHS
3. Proceed to Laboratory, fill-up necessary DTL forms and secure queuing number	3. Give DTL forms 3.1 Call on priority and regular clients alternately	None	5 Minutes	<i>Receptionist</i> DTL, UPHS
4. Submit the ff: a. completely filled-up DTL forms b. Proof of payment 4.1 Undergo biometrics/finger scanning and picture taking	4. Receive and verify documents submitted 4.1 Take the client/donor's biometrics and picture 4.2 Encode client/donor's details in the DTL program	None	5 Minutes	<i>Encoder</i> UPHS
5. Proceed to specimen collection area and follow pre-and post- collection protocols for urine	5. Follow DTL protocol of "observed" urine collection 5.1 Assist client in labelling specimen 5.2 Instruct donor/client when to claim results	None	5 Minutes	<i>Authorized Specimen Collector (ASC)</i> UPHS
6. Claim results on designated date with required documents 6.1 Sign in the releasing logbook prior to receipt of results	6. Verify validity of documents 6.1 Log in the releasing logbook and release results	None	5 Minutes	<i>DTL Receptionist</i> UPHS
TOTAL:		PHP 250-UP clients	35 Minutes	



	PHP 300- non-UP clients		
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23. Request for Duplicate (Drug Test Result)

The UPHS Drug Testing Laboratory provides duplicate of drug test results upon request.

Office or Division:	University Health Service Drug Testing Laboratory (DTL), UP Health Service (UPHS)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Proof of payment (OR) • ID of client/patient <p>When claiming results for another person:</p> <ul style="list-style-type: none"> • Authorization Letter • ID of authorized person 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If requesting for a duplicate of drug testing results, signify request to secure Charge Slip	1. Issue Charge Slip	None	2 Minutes	<i>DTL Receptionist</i> UPHS
2. Proceed to Billing/Cashier for payment	2. Collect payment	PHP 8.00	15 Minutes	<i>Billing/Cashier</i> UPHS
	2.1 Print duplicate and log into releasing logbook	None	5 Minutes	<i>DTL Analyst</i> UPHS
3. Present proof of payment to claim duplicate and sign in releasing logbook	3. Release results upon receipt of OR	None	2 Minutes	<i>DTL receptionist</i> UPHS
TOTAL:		PHP 8.00	24 Minutes	



24. Immunizations under the National Program of Immunization

Provide immunization services for children and adults, as directed by the Department of Health. Routine vaccination is essential and preventive, and should not be delayed because of the COVID-19 pandemic. Parents shall communicate with the PHU nurse for in-person appointment. Newborns and infants up to 24 months of age who have missed recommended vaccinations shall be prioritized.

Office or Division:	Public Health Unit (PHU), UP Health Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Residents of UP Diliman Community, UP Students and UP Staff Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Immunization Record (i.e., Baby book)		Requesting Party		
COVID-19 Health screening Order for immunization		UPHS Security Guard Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment for vaccination through phone (8981-8500 local 2719 or +639474279281)	1. Conduct Health Screening prior to the appointment date 1.1 Book the appointment	None	5 Minutes	<i>Midwife/Nurse</i> PHU
2. Submit requirement(s) to the assigned staff on the date of the appointment	2. Accept the requirements and evaluate the vaccinee's need for immunization	None	5 Minutes	<i>Midwife/Nurse</i> PHU
	2.1 Log the patient's basic personal information on the immunization monitoring sheet	None	5 Minutes	<i>Midwife/Nurse</i> PHU



	2.2 Instruct patient to sign consent form			
3. Sign the consent form for vaccination	3. Collect the signed consent form and ask client to proceed to the treatment area	None	2 Minutes	Midwife/Nurse PHU
4. Proceed to the treatment area	4. Administer the vaccine	None	5 Minutes	Nurse/Physician PHU
5. Get back the immunization record, or if there is none, ask for one from the vaccinator	5. Sign the immunization record and give brief health teaching on the vaccine and/or home instructions	None	3 Minutes	Nurse/Physician PHU
TOTAL:		None	25 Minutes	

25. Issuance of Health Certificate to Food Handlers

The Public Health Unit issues health certificates to food handlers, working in food establishments or as ambulant vendors inside UP Dilliman, to attest to their good health and their being free from any communicable illness at the time of examination.

Office or Division:	Public Health Unit (PHU), UP Health Service		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business, G2C- Government to Citizen, G2G – Government to Government		
Who may avail:	Ambulant Vendors/Food Handlers in Food Establishments inside UP Diliman		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Valid ID One 1"x1" ID picture Chest X-ray and Complete blood count Physical Examination by outside physician Telemedicine appointment Barangay Clearance		Requesting Party Employer	



Proof of employment/order to obtain Health Certificate		UPHS guard		
COVID-19 Health screening				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage and signify intent to get health certificate for food handlers	1. Issue request for Stool exam and Chest-X-ray to client 1.1 Instruct client to pay the necessary fees at the cashier	None	5 Minutes	<i>Triage nurse</i> UPHS
2. Pay to Cashier	2. Accept payment and issue Official Receipt	Stool exam – PHP30 Chest PA – PHP90 Health Certificate – PHP 140 (Non-UP clients) PHP 20 (UP clients)	5 Minutes	<i>Billing Clerk</i> <i>Cashier</i> UPHS
3. Accomplish the required laboratory and x-ray exams (Undergo physical examination by non-UHS physician)	3. Conduct the required laboratory and x-ray exams	None	3 Days	<i>Medical Lab/ Radiology Staff</i> UPHS
4. Book an appointment for telemedicine via uphs.appointlet.com and wait for confirmation	4. Book patient for appointment with telemedicine physician	None	15 Minutes	<i>Records Section</i> PHU
5. Submit requirements to Physician through telemedicine and	5. Issue Health Certificate via email	None	15 minutes	Telemedicine Physician/PHU physician



receive the health certificate via email	5.1 Prescribe routine deworming of client and provide proper advice			
TOTAL:		PHP 260 (Non-UP clients)	3 Days 40 Minutes	
		PHP 140 (UP clients)		

26. Health Lectures, Site Inspection, Investigation of Disease Outbreaks

The Public Health Unit is the hospital section that is primarily responsible for carrying out the programs of the Department of Health. It is also mandated to provide accurate and timely health information to the public on health and disease prevention. The staff may conduct inspection visits related to health events and carry out investigations of disease outbreaks which are of public health concern.

Office or Division:	Public Health Unit, UP Health Service			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C- Government to Client			
Who may avail:	UP Campus Barangay Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Invitation (for lecture requests, at least 1 month prior the activity)		Head of Requesting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Director's Office for urgent requests (8981-8500 local 2701); otherwise, client may send a letter of request or invitation addressed to the Director of the UP Health Service, signed by the Head of the requesting unit	1. Classify whether urgent or non-urgent and notify PHU Head	None	Urgent - 3 Minutes Non-urgent - 1 Day	<i>Medical Director</i> UPHS



2. Await or follow-up on reply	2. Reply to requesting unit 2.1 Coordinate with other health professionals or agencies	None	Urgent - 3 Minutes Non-urgent- 1 Day	<i>PHU Head or designated representative UPHS</i>
3. Coordinate with Public Health Unit for whatever is needed for timely and adequate response	3. Instruct representative of requesting unit regarding possible expenses and other needs (e.g., PPE) 3.1 Carry out requested activity 3.2 Document or submit a written report as necessary	No service fees, except if experts outside UP are needed	Urgent - 3 Minutes Non-urgent- 1 Day	<i>PHU Head or designated representative UPHS</i>
4. Provide proof of accomplishment (e.g., Certificate of appearance)	4. Update the Director's Office and liaise with the LGU, and other agencies, university officials as necessary	None	1 Day	<i>PHU Head or designated representative UPHS</i>
TOTAL:		Service Fee- None	4 Days	

27. Occupational, Physical, and Speech Therapy Service

This is an extension program of the College of Allied Medical Professions, UP Manila, offering rehabilitation services to the UP Dilliman Community. The clinic staff consists of Occupational Therapy, Physical Therapy, and Speech Therapy Consultants and Student Clinicians.

This service is currently not available due to the ongoing UPHS renovation and the COVID-19 pandemic.

Office or Division:	University Health Service Therapy Clinic
Classification:	Simple
Type of Transaction:	G2G - Government to Citizen



	G2G – Government to Government			
Who may avail:	adult and adolescent population, senior citizens, PWDs UP Dilliman students, UP staff dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Student ID, Form 5 – For Students 2. UPHS ID for Staff Dependents 3. Senior Citizen or PWD ID, as applicable 4. Referral Letter (issued within the last 6 months, and contains at least one of the following statements: “for physical therapy”, “for occupational therapy” or “for speech therapy”		Requesting Party Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's referral and applicable IDs	1. Check submitted documents	None	5 Minutes	<i>Clinic staff</i> UPHS Therapy Clinic
2. Set an appointment with preferred therapist, either a consultant (licensed OT PT or accredited ST) or a student clinician (intern), but under close supervision.	2. Confirm availability of preferred therapist	None	5 Minutes	<i>Clinic staff</i> UPHS Therapy Clinic
3. Proceed to Therapy clinic on scheduled date of appointment	3. Bring client to the treatment area and conduct therapy 3.1 Give Charge slip	See Table of Rates below	1 Hour	<i>OT/PT/SP Consultant</i> UPHS Therapy Clinic <i>Clinic Staff</i> UPHS Therapy Clinic
4. Pay for therapy services	4. Accept payment and give acknowledgement receipt 4.1 Remit fees to UPHS Cashier, (except PF of Consultant) to obtain Official Receipt 4.2 Give OR to client on next visit or	See Table of Rates below	5 Minutes 5 Minutes	<i>Clinic staff</i> UPHS Therapy Clinic



	attach to patient chart			
TOTAL:		See Table of Rates below	1 Hour 20 Minutes	

Table of Rates for Physical Therapy/Occupational Therapy/Speech Therapy Services

THERAPIST	UP STUDENT	STAFF DEPENDENT	NON-UP CLIENTS	NON-UP SENIORS/ PWD
STUDENT CLINICIAN	PHP300	PHP300	PHP600 + Facility Fee PHP50	PHP480+ Facility Fee PHP50
CONSULTANT	PHP400	PHP600	PHP700+ Facility Fee PHP50	PHP500+ Facility Fee PHP50

28. Request for Wellness Lecture

UPHS Occupational, Physical, and Speech Therapy Clinic offers free wellness lectures to the UP Diliman community. Interested offices and departments request to schedule their preferred date(s) and choice of topic(s).

This service is currently not available due to the ongoing UPHS renovation and the COVID-19 pandemic.

Office or Division:	University Health Service Therapy Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UP Diliman Student Organizations, UP Campus Barangay Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request signed by the head of requesting unit, given at least one (1) month prior to event		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, community organizations check postings of free lecture offerings	1. Post lecture offerings for lay people at the Office of the Vice-Chancellor for Community Affairs (OVCCA) Facebook page, memorandum email/announcements	None	15 Minutes	<i>Clinic Staff</i> Therapy Clinic UPHS
2. Visit Therapy Clinic and give letter of request for lectures on selected topics and availability of schedule	2. Answer requests and confirm preferred schedule	None	1 day	<i>Clinic Staff</i> Therapy Clinic UPHS



3. Await confirmation and ask preparations for lecture proper	3. Facilitate the lecture together with their supervisors	None	1 hour	OPST interns and supervisors CAMP
TOTAL:		None	1 Day 1 Hour 15 Minutes	

29. Nutrition Counseling (In-Person)

The Nutrition Clinic provides nutrition counseling for underweight, obese, and overweight individuals and those who have to be placed on a special diet due to chronic illnesses (e.g., diabetes, hypertension). During the COVID-19 pandemic, this service is limited to patients who cannot be properly and sufficiently counseled online, to minimize contact and possible transmission of infection.

Office or Division	Dietary Section, UPHS			
Classification	Simple			
Type of transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	UP Students, UP Staff Dependents, Non-UP Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Referral 2. UPHS Medical Records, as necessary 3 Form 5 for UP students 4. UP ID for UP staff 5. UPHS ID for Dependents		Attending Physician Records Section, UPHS Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment with the Nutrition Clinic through uphs.appointlet.com or via phone call (8981-8500 local 2718)	1. Assess if the patient can be counseled online to decrease exposure and prevent transmission of COVID-19; If not, schedule appointment 1.1 Log details in the appointment logbook 1.2 Instruct the patient to bring the requirements and three-day	None	15 minutes	<i>Nutritionist-Dietitian</i> UPHS



	food record on the scheduled date			
2. Visit the Nutrition Clinic upon securing the necessary requirements	2. Proceed with Nutrition assessment and counseling 2.1 Schedule patient's follow-up	None	1 Hour 10 Minutes	<i>Nutritionist-Dietitian</i> UPHS
3. For non-UP clients, present Charge slip to Billing and pay to Cashier	3. Accept payment and issue Official Receipt	For non-UP clients Facility Fee – PHP50 Consultation Fee – PHP 400	5 Minutes	<i>Billing/Cashier</i> UPHS
TOTAL:		For non-UP clients Facility Fee – PHP50 Consultation Fee – PHP 400	1 Hour 30 Minutes	

30. Nutrition Counseling (Online)

Online nutrition consultation is a contingency action of the UPHS Nutrition Clinic to deliver nutrition counseling to clients during the COVID-19 pandemic. An online platform is used to decrease viral exposure and transmission.

Office or Division	Dietary Section, UPHS			
Classification	Simple			
Type of transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	UP Students, UP Staff Dependents, Non-UP Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration through uphs.appointlet.com 2. Doctor's Referral (if available)		Requesting Party Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Register for UPHS telehealth consultation via uphs.appointlet.com</p>	<p>1. Send an email to the patient providing instructions for teleconsultation and confirming appointment</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Appointlet System</i> UPHS</p>
<p>2. Prepare and submit the requested personal information, lab results, and three-day food record via email</p> <p>2.1 Prior the consultation, ensure the readiness of the device as well as the resources needed for online consultation (strong internet connection, signal, enough mobile load for call, phone battery charge); ensure the availability of a quiet and private room where consultation with the Nutritionist-Dietitian can proceed without interruption</p>	<p>2. Request patient to submit weight, height, lab results (softcopy), and three-day food record via email before the appointment</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Nutritionist-Dietitian</i> UPHS</p>
<p>3. If the chosen platform is via:</p> <p>a. Call: Contact the Nutritionist-Dietitian through the provided number</p> <p>b. Google Meet/Hangouts: Check email for the meeting link</p> <p>c. Viber: Wait for the call</p>	<p>3. Contact the patient via the preferred platform. If the preferred platform is via:</p> <p>a. Call: Inform the patient on what number to call</p> <p>b. Google Meet/Hangouts: Send the meeting link (via email) to the patient</p> <p>c. Viber: Ask patient if they are ready to proceed with the consultation; call</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Nutritionist-Dietitian</i> UPHS</p>



	via Viber once confirmed			
	<p>4.1 Proceed with nutrition assessment and counseling</p> <p>4.2 Schedule patient's follow-up</p> <p>4.3 Send the patient their diet plan and the needed nutrition materials via email</p>	None	<p>1 Hour 15 Minutes</p> <p>15 Minutes</p>	<i>Nutritionist-Dietitian</i> UPHS
TOTAL:		None	1 Hour 45 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer a survey form and drop into the designated box (available at every UPHS unit's reception area).
How feedbacks are processed	<p>Every Friday, a staff from each unit opens the drop box and compiles and records all submitted feedbacks.</p> <p>Feedback requiring answers are forwarded to the concerned individuals; 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 concerned individual. For inquiries and follow-ups, clients may contact the following telephone number: 8981-8500 loc. 2701.</p>



<p>How to file a complaint</p>	<p>Answer the client Complaint Form and drop it in the designated drop box at the Medical Director's Office. Complaints may also be filed via a personal message to www.facebook.com/UPDHealthService/. An e-mail message may also be sent to uhs.updiliman@up.edu.ph. Be sure to provide the following information</p> <ul style="list-style-type: none"> - Name of complaine - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 8981-8500 loc. 2701.</p>
<p>How complaints are processed</p>	<p>Complaints officer opens the box weekly and evaluates complaints.</p> <p>Upon evaluation, the Head of Unit involved shall start the investigation and forward the complaint to the relevant individuals for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Medical Director for appropriate action.</p> <p>The Complaints Officer will give the client an update regarding the complaint.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8981-8500 loc. 2701.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Office of the Vice Chancellor for Planning and Development (OVCPD)

External Services



1. Issuance of Vending Permits and Identification Cards for Vendors

Issuance of vending permits and identification cards for vendors are being given for all legitimate vendors inside the premises of the University who have complied with all the local government requirements as indicated below:

Office or Division:	Office of the Vice Chancellor for Planning and Development (OVCPD)
Classification:	Complex
Type of Transaction:	Government to Business
Who may avail:	Legitimate vendors inside the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request 2. Photocopy of previous Permit to Operate/Vend	Requesting Party
3. Photocopy of two (2) government valid IDs Acceptable Identification Cards: a. SSS b. Passport c. Driver's License d. Voter's ID e. PRC License f. Philhealth ID g. TIN ID h. Postal ID	<ul style="list-style-type: none"> • Social Security System (SSS) • Department of Foreign Affairs (DFA) • Land Transportation Office (LTO) • Commission on Elections (COMELEC) • Professional Regulation Commission (PRC) • Philhealth • Bureau of Internal Revenue (BIR) • Postal Office
4. Legal Documents a. DTI Certificate of Registration b. Brgy. Business Clearance c. Mayor's Permit d. NBI Clearance e. Sanitary Permit f. Health Certificate including the Food Handlers	<ul style="list-style-type: none"> • Department of Trade & Industry • Barangay • City Hall's Business Permits and Licensing Department • National Bureau of Investigation • Quezon City Sanitation Department • Quezon City Sanitation Department • University Health Service
5. Other Supporting Documents a. Vaccine Card (Fully Vaccinated) b. Medical Certificate (Covid-Free)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request/ intent for renewal of vending permit with complete attachments of requirements (via email /walk-in)	1. Checks the completeness of the documents/ requirements 2. Record the request 3. Acknowledge the email	None	10 Minutes	Senior Office Assistant OVCPD
	4. Evaluate and assess the compliance of the applicant and checks the Vendor's record on file	None	2 Days	College Business Manager 1 OVCPD
	5. Prepares Certification and Vending Permit & ID	None	2 Days	Administrative Assistant V, OVCPD
	6. Review certification and vending permit and submit for Vice Chancellor's appropriate action	None	10 Minutes	Administrative Officer IV OVCPD
	7. For Vice Chancellor for Planning & Development's appropriate action	None	1 Day	Vice Chancellor for Planning and Development, OVCPD
	8. Checks completeness of signatures	None	2 Minutes	Administrative Officer IV, OVCPD
2. Receive the Vending Permit and Identification Cards	1. Release approved certification/ signed permit and ID to requesting party	None	5 Minutes	Administrative Assistant V, OVCPD
	Total :	None	5 Days, 27 Minutes	



2. Process Request for Lease and/or Renewal of Lease

The service is being facilitated for those who have strongly signified their intent to lease and/or renew their lease contract with the University be it space usage, or lot usage (e.g. banks, cell sites, optical, laundromat, notarial services, school/office/medical supplies, groceries, payment center, printing, photocopying, book binding, layout and design) as well as food concessions such as: canteens, food kiosks/stalls, café, food delivery.

Office or Division:	Office of the Vice Chancellor for Planning and Development (OVCPD)
Classification:	Highly Technical
Type of Transaction:	Government to Business
Who may avail:	All business entity with track record of at least 2-3 years in operation of business

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request / intent 2. Photocopy of latest lease contract (if for renewal)	Requesting Party
3. Photocopy of two (2) government valid IDs of the signatory for the contract (applies to new and for those who will renew) <ul style="list-style-type: none"> • SSS • Passport • Driver's License • Voter's ID • PRC License • Philhealth ID • TIN ID • Postal ID 	<ul style="list-style-type: none"> • Social Security System (SSS) • Department of Foreign Affairs (DFA) • Land Transportation Office (LTO) • Commission on Elections (COMELEC) • Professional Regulation Commission (PRC) • Philhealth • Bureau of Internal Revenue (BIR) • Postal Office
4. Financial Documents (applies to new and for those who will renew) <ul style="list-style-type: none"> a. Latest BIR Tax Clearance b. List of past/present contracts, period and amount c. Last Year's Audited Financial Statement d. Current Ratio e. Stockholders Equity/Capital at least Php 350,000 f. Latest Year's Income Tax Return (ITR) and Business Tax Return (VAT) Covering previous six (6) months 	<ul style="list-style-type: none"> • Bureau of Internal Revenue (BIR) • Requesting party • Company's Auditor/Accountant • Company's Auditor/Accountant • Company's Auditor/Accountant



g. Registration with the BIR Electronic Filing and Payment System (EFPS)	<ul style="list-style-type: none"> Bureau of Internal Revenue (BIR) Bureau of Internal Revenue (BIR)
<p>5. Legal Documents (applies to new and for those who will renew)</p> <p>a. DTI Certificate of Registration (for single proprietorship)</p> <p>b. SEC Registration (for companies)</p> <p>c. Brgy. Business Clearance</p> <p>d. Mayor's Permit</p> <p>e. NBI Clearance</p> <p>f. Sanitary Permit</p> <p>g. Health Certificate of Food Handlers</p>	<ul style="list-style-type: none"> Department of Trade & Industry (DTI) Securities and Exchange Commission (SEC) Barangay City Hall's Business Permits and Licensing Department (BPLD/BPLO) National Bureau of Investigation (NBI) Quezon City Health Department Quezon City Health Department and University Health Service (UHS)
6. Company Profile	<ul style="list-style-type: none"> Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent for lease and/or renewal of lease with complete attachments of requirements (via email /walk-in)	<p>1. Checks the completeness of the submitted documents/ requirements</p> <p>2. Record the request</p> <p>3. Acknowledge receipt of email</p>	None	10 Minutes	Senior Office Assistant OVCPD
	4. Evaluate and assess the requirements and the proposals or the record on file	None	2 Hours	College Business Manager 1, OVCPD
	5. Submit for Vice Chancellor's appropriate action	None	5 Minutes	College Business Manager 1, OVCPD
	6. Vice Chancellor for Planning & Development's appropriate action	None	1 Day	Vice Chancellor for Planning & Development, OVCPD
	7. OVCPD Meet the Proponent	None	1 Hour	Vice Chancellor for Planning &



				<i>Development, OVCPD</i>
	8. OVCPD request OCA for the Measurement, Geo-Tagging, Preparation of the Schematic Drawings of the Proposed Area	None	1 Hour	<i>College Business Manager 1 OVCPD</i>
	9. OCA conducts actual site inspection, measurement of the area, preparation of drawings and geo-tagging	None	2 Days	<i>Assigned Draftsman, OCA</i>
	10. OVCPD request Diliman Legal Officer (DLO) to craft the drafted lease contract	None	1 Hour	<i>College Business Manager 1 OVCPD</i>
	11. DLO crafts / prepare the draft lease contract	None	7 Days	<i>Assigned UPD Legal Counsel, DLO</i>
	12. OVCPD receives OCA & DLO's inputs	None	5 Minutes	<i>Senior Office Assistant OVCPD</i>
	13. Forward VCPD's recommendation and endorsement to the Office of the Chancellor with all the required attachments (e.g. picture of the proposed location and/. or geotag, measurement of the area, previous contract/ draft contract) in compliance of the PDLC Memo 17-03	None	1 Hour	<i>College Business Manager 1, OVCPD</i>
	14. Office of the Chancellor review and endorse for approval of the Office of the President (through channels) the proposed lease/ renewal of lease	None	3 Days	<i>Chancellor OC</i>
	15. For Office of the President's appropriate action	None	15 Days	<i>President OP</i>
	16. Receive and record final action by the Office of the President	None	5 Minutes	<i>Senior Office Assistant OVCPD</i>



2. Receive notification on the result of the application	1. If NOT approved	None	1 Hour	<i>College Business Manager 1, OVCPD</i>
	If Approved			
3. Receive notification of Meeting	1. Notifies in writing the proponent of the University's decision (via email/ hardcopy) 2. Notifies the proponent of the scheduled Meeting (via email) 3. Meeting proper (can be physical/ via zoom)	None	10 Minutes	<i>Administrative Officer IV, OVCPD</i>
4. Submit complete detailed floor and electrical plan	1. OVCPD endorse the detailed floor and electrical layout to the Office of the Campus Architect (OCA)	None	5 Minutes	<i>College Business Manager 1, OVCPD</i>
	2. OCA evaluate or assess and/or approved the plan	None	3 Days	<i>Assigned Engineers/ Architect OCA</i>
	Approved			
5. Receive notification of CA's technical evaluation	1. OVCPD notifies the requesting party of the result of the technical evaluation of OCA	None	1 Hour	<i>College Business Manager 1, OVCPD</i>
6. Awaits Draft Legal Documents/ Contracts	1. OVCPD submits to Diliman Legal Office (DLO) the approval of the Office of the President/ Chancellor with the approved floor, electrical and technical plans	None	1 Hour	<i>College Business Manager 1, OVCPD</i>
	2. Diliman Legal Office (DLO) prepares the final lease contract	None	5 Days	<i>Assigned UPD Legal Counsel, DLO</i>



	3. OVCPD receive and record the lease contract for concurrence	None	1 Day	Senior Office Assistant OVCPD
7. Sign Lease Contract	1 OVCPD release the contract to the proponent for confirmation/ signature 2 Submit signed lease contract by the proponent to the Office of the Chancellor for approval 3 Submit lease contract for notarization	None	3 Days	College Business Manager 1, OVCPD
8. Receive Lease Contract	1. Release signed and notarized contract	None	10 Minutes	Senior Office Assistant OVCPD
	Total :	None	40 Days, 8 Hours, 50 Minutes	

3. Process Request for Reservation at Bonsai Garden Function Halls

The service is being facilitated for those who have signified their intent to reserve at Bonsai Garden for their functions or special events such as: Birthdays, Weddings, Baptismal, Anniversaries, Christmas Parties and Health and Wellness activities

Office or Division:	Office of the Vice Chancellor for Planning and Development (OVCPD)
Classification:	Complex
Type of Transaction:	Government to Business, Government to Citizen, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent 2. List and Number of Guest for Contact Tracing 3. Duly accomplished Bonsai Reservation Form 4. Events Contract Form	Requesting Party Requesting Party Requesting Partyque sting Party OVCPD OVCPD
5. 1 Photocopy of Valid ID • SSS • Passport	Requesting party • Social Security System (SSS) • Department of Foreign Affairs (DFA)



<ul style="list-style-type: none"> • Driver's License • Voter's ID • PRC License • Philhealth ID • TIN ID • Postal ID <p>For Faculty, Employees and Students the additional acceptable ID's are as follows:</p> <ul style="list-style-type: none"> • UP ID • Form 5 (for students) 	<ul style="list-style-type: none"> • Land Transportation Office (LTO) • Commission on Elections (COMELEC) • Professional Regulation Commission (PRC) • Philhealth • Bureau of Internal Revenue (BIR) • Postal Office <ul style="list-style-type: none"> • Requesting Party
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to OVCPD (via email/ walk-in)	1. Acknowledge receipt of email 2. Receive and record submitted letter of intent and other documentary requirements.	None	10 Minutes	<i>Senior Office Assistant</i> OVCPD
	3. Review and submit the letter of request/intent for VCPD's appropriate action/ approval	None	5 Minutes	<i>Administrative Aide VI</i> OVCPD
	4. For VCPD's action	None	1 Hour	<i>Vice Chancellor for Planning and Development</i> OVCPD
2. Accomplish Reservation Form	1. Provide the Reservation Form (via email)	None	30 Minutes	<i>Administrative Aide VI</i> OVCPD



	2. Present the quotation including the use of catering services, equipment, parking and other terms and condition for the use of the area (via email/via phone call)			
3. Submit duly accomplished Bonsai reservation forms including all the requirements/supporting documents with detailed number of guests and contact details for contact tracing purposes, list of equipment to be used during the event including the number of pieces and wattage of each equipment	<ol style="list-style-type: none"> Checks the completeness of the form and the submitted requirements/supporting documents Receive and record 	None	10 Minutes	<i>Administrative Aide VI</i> OVCPD
4. Requesting party receives the SOA	<ol style="list-style-type: none"> OVCPD Prepares the Statement of Account (SOA) for the reservation (Deposit and/or Final Payment) Issue the Statement of Account (SOA) to the requesting party via email for payment at Landbank 	(refer to table below)	1 Day	<i>Administrative Aide VI</i> OVCPD
5. Requesting party pays the reservation fee at Landbank (walk-in/ bank transfer)	5.1 Lanbank Personnel facilitate the payment	(refer to table below)	1 Hour	<i>Bank Teller</i> Landbank, UP Diliman/Online Transaction
6. Requesting party provides copy of the proof of	1. Check and received the	None	10 Minutes	<i>Administrative Aide VI</i>



payment to OVCPD either via email/ hardcopy	bank validated proof of payment, via email			OVCPD
	2. Record payment			
7. Receive Event Contract	1. Finalize Booking 2. Issue approved Event Contract for concurrence of the requesting party	None	5 Minutes	<i>Administrative Aide VI</i> OVCPD
	Total :	Refer to the table of fees	1 Day, 3 Hours, 15 Minutes	

RENTAL RATE FOR BONSAI GARDEN		
1. Garden Area	PHP 10,000.00	Maximum of 5 Hours use
2. Cogon Hall	PHP 7,000.00	
3. Kakawati Hall	PHP 15,000.00	
<i>Note: Additional PHP 1,000.00 for each succeeding Hours</i>		

4. Process Request for Clearance for Construction

The clearance for construction is being given/ issued to all construction companies needing this document that states that they don't have any pending obligations to the University prior to their request billing.

Office or Division:	Office of the Vice Chancellor for Planning and Development (OVCPD)
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	All construction companies with projects inside the University (either System or Diliman Projects)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Construction Clearance Form		Office of the Campus Architect		
2. Copy of Proof of Payments of all Utility Bills paid from the start of the Project until the date of completion (Water and Electricity)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Construction Clearance Form (physically or via email)	1. Checks the completeness of the documents/ requirements	None	10 Minutes	<i>Senior Office Assistant</i> OVCPD
	2. Record the clearance			
	3. Acknowledge receipt of email			
	4. Evaluate and assess submitted documents and the record on file	None	1 Day	<i>Administrative Assistant V</i> OVCPD
	5. Review results of evaluation and submit for Vice Chancellor's appropriate action	None	15 Minutes	<i>Administrative Officer IV,</i> OVCPD
	6. For Vice Chancellor for Planning and Development's appropriate action	None	5 Minutes	<i>Vice Chancellor for Planning & Development</i> OVCPD
2. Receive the Clearance via email	1. Checks completeness of signatures	None	2 Minutes	<i>Administrative Officer IV,</i> OVCPD
	2. Release approved /signed clearance to requesting party	None	2 Minutes	<i>Senior Office Assistant</i> OVCPD
	Total:	None	1 Day, 34 Minutes	



5. Process Request for Clearance of Concessionaires/ Locators who have Terminated the Lease Contract with the University

This service may be availed by the concessionaires/locators who have terminated their lease contract with the University. The clearance for concessionaires/locators is being given/issued to all Concessionaires/ Companies needing this document that states that they don't have any pending obligations to the University such as for rental and utilities.

Office or Division:	Office of the Vice Chancellor for Planning and Development (OVCPD)
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	Concessionaires with legal lease contract with the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Photocopy of latest lease contract 3. Photocopy of latest proof of payment (ORs) of rental/utilities		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with all the requirements via email	1. Checks the completeness of the documents/ requirements 2. Record the request 3. Acknowledge receipt of email	None	10 Minutes	<i>College Business Manager 1, OVCPD</i>
	4. Evaluate and assess the record on file and submit assessment report to College Business Manager 1	None	1 Day	<i>Assigned Account Analyst OVCPD</i>
	5. Prepares Clearance	None	3 Hours	<i>College Business Manager 1 OVCPD</i>
	6. Review clearance and submit for Vice Chancellor's appropriate action	None	10 Minutes	<i>Administrative Officer IV OVCPD</i>



	7. For Vice Chancellor for Planning and Development's appropriate action	None	5 Minutes	Vice Chancellor for Planning & Development OVCPD
	8. Checks completeness of signatures	None	2 Minutes	Administrative Officer IV, OVCPD
2. Receive the Clearance via email	1. Release approved /signed clearance to requesting party	None	5 Minutes	College Business Manager 1, OVCPD
	Total:	None	1 Day, 3 Hours, 32 Minutes	

6. Process Request for Certification of Tenancy

This service may be availed by all legitimate concessionaires/locators including small enterprise vendors with permit to vend/operate from the University. The certification is being issued/given particularly to provide the client assistance in securing and to renew their legal documents with the local government.

Office or Division:	Office of the Vice Chancellor for Planning and Development (OVCPD)
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	Concessionaires with legal lease contract with the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Photocopy of latest lease contract 3. Photocopy of two (2) Valid IDs Acceptable Identification Cards: <ul style="list-style-type: none"> • SSS • Passport • Driver's License • Voter's ID • PRC License • Philhealth ID • TIN ID • Postal ID 		Requesting Party <ul style="list-style-type: none"> • Social Security System (SSS) • Department of Foreign Affairs (DFA) • Land Transportation Office (LTO) • Commission on Elections (COMELEC) • Professional Regulation Commission (PRC) • Philhealth • Bureau of Internal Revenue (BIR) • Postal Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Submit letter of request with all the requirements via email	1. Checks the completeness of the documents/requirements 2. Record the request 3. Acknowledge receipt of email	None	1 Day	<i>Senior Office Assistant</i> OVCPD
	4. Evaluate and assess the submitted document/requirements and the record on file	None	1 Day	<i>Assigned Account Analyst</i> OVCPD
	5. Prepares Certification	None	3 Hours	<i>College Business Manager I</i> OVCPD
	6. Review certification and submit for Vice Chancellor's appropriate action	None	10 Minutes	<i>Administrative Officer IV</i> OVCPD
	7. For Vice Chancellor for Planning and Development's appropriate action	None	5 Minutes	<i>Vice Chancellor for Planning & Development</i> OVCPD
	8. Checks completeness of signatures	None	2 Minutes	<i>Administrative Officer IV</i> OVCPD
2. Receive the Certification via email	1. Release approved /signed certification to requesting party	None	5 Minutes	<i>College Business Manager 1,</i> OVCPD
	Total :	None	2 Days, 3 Hours, 22 Minutes	



7. Process Request of Students from Various Universities for Research Data, Interview, Architectural, Structural and Master Development Plans

The service is being facilitated for those students from various Universities seeking data/information in relation to the conduct of their research methodologies

Office or Division:	Office of the Vice Chancellor for Planning and Development (OVCPD)
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Business, Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request with endorsement by the College/Department's Unit Head		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request via email with Unit's endorsement/ recommendation	1. Checks the completeness of the request 2. Record the request 3. Acknowledge receipt of email	None	10 Minutes	Senior Office Assistant OVCPD
	4. Review/ evaluate the request and submit for Vice Chancellor for Planning and Development's appropriate action	None	30 Minutes	Administrative Officer IV OVCPD
	5. For Vice Chancellor for Planning and Development's appropriate action	None	5 Minutes	Vice Chancellor for Planning & Development
	6. Submit to Diliman Legal Office for clearance on the release of document/s	None	5 Minutes	Senior Office Assistant OVCPD



	7. DLO review and prepares legal opinion	None	3 Days	<i>Assigned Legal Counsel DLO</i>
	8. OVCPD receives the DLO Opinion/ clearance on the release of document/s	None	1 Day	<i>Senior Office Assistant OVCPD</i>
	9. OVCPD endorse to OCA for appropriate action	None	10 Minutes	<i>Administrative Officer IV OVCPD</i>
	10. OCA facilitates appropriate action	None	2 Days	<i>Assigned Engineer/ Architect OCA</i>
2. Received document via email	1. Release of document	None	10 Minutes	OCA Admin
	Total :	None	6 Days, 1 Hour, 15 Minutes	



Balay Internasyonal

External Services



1. Process Request for Reservation of Balay Kalinaw Function Rooms

This service may be availed by current UP Faculty, Students and Staff and other Government Agencies, NGO's, Foundations and Associations who are SEC registered and is up to date.

Office or Division	Balay Internasyonal			
Classification:	Simple			
Type of transaction:	Government to Government, Government to Citizen			
Who may avail:	Other Government Offices/Agencies, NGOs, Foundations, Associations, UP Students, Employees, Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request to addressed to the Vice Chancellor for Planning and Development		Requesting Party		
2. Duly Accomplished Balay Kalinaw Reservation Form		Balay Kalinaw's Front Office		
3. Updated photocopy of SEC Registration (for NGOs, Foundations and Associations)		Securities and Exchange Commission		
4. Photocopy of UP ID (for current UP Faculty, Staff)		Requesting Party		
5. Photocopy of Form 5 (for current UP Students)		Requesting Party		
6. Complete list of number of guests for contact tracing		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request to OVCPD (via email / walk-in)	Acknowledge receipt of email and receive the submitted letter of request	None	5 Minutes	<i>Senior Office Assistant Balay Internasyonal</i>
2. Accomplish pre-numbered reservation form and review & accept the prescribed Terms & Conditions	Provide copy of the pre-numbered reservation form (via email/ hardcopy) 2 Present the quotation including the equipment to be used (either physical or via phone call/ email)	Refer to table below for breakdown	10 Minutes	<i>Administrative Assistant II Balay Internasyonal</i>
3. Submit the pre-numbered	1. Receive the	None	30 Minutes	<i>Administrative Assistant II</i>



<p>reservation form along with all the supporting documents including the detailed list of equipment to be used during the event including the number of pieces and wattage of each equipment (via email/ walk-in)</p>	<p>submitted reservation form and other documentary requirements. (duplicate copy to be provided to client).</p> <p>2. Coordinate UMT on the computation of equipment to be used during the event</p> <p>3. Submit the filled-up reservation form and the equipment computation to OVCPD for approval and preparation of Statement of Account</p>			<p>Balay Internasyonal</p>
<p>4. Requesting party receives the SOA</p>	<p>1 OVCPD Prepares the Statement of Account (SOA) for the reservation (Deposit and/or Final Payment)</p> <p>2 Issue the Statement of Account (SOA) to the requesting party via email for payment at Landbank</p>	<p>(refer to table below)</p>	<p>2 Days</p>	<p><i>Administrative Aide VI, OVCPD</i></p>
<p>5. Requesting party pays the reservation fee at Landbank (walk-in/ bank transfer)</p>	<p>1. Landbank to facilitate the payment</p>	<p>(refer to table below)</p>	<p>1 Hour</p>	<p><i>Bank Teller Landbank, UP Diliman/Online Transaction</i></p>



6. Requesting party provides a copy of the proof of payment (validated bank deposit) to Balay Kalinaw via email/walk-in	1. Check and received the proof of payment, (via email/ hardcopy) 2. Record payment	None	10 Minutes	Senior Office Assistant Balay Internasyonal
	Total :	Refer to the table of fees	2 Days, 1 Hour, 55 Minutes	

NON COMMERCIAL RATES			
1. Conference Hall and Seminar Rooms A & B			
		NON AC	with AC
1	First 3 Hours	PHP 3,465.00	PHP 6,930.00
2	Succeeding Hour	PHP 693.00	PHP 1,386.00
3	8AM – 5PM	PHP 6,930.00	PHP 13,860.00
2. Conference Hall			
		NON AC	with AC
1	First 3 Hours	PHP 1,980.00	PHP 3,960.00
2	Succeeding Hour	PHP 396.00	PHP 792.00
3	8AM – 5PM	PHP 3,960.00	PHP 7,920.00

3. Dining Room (Non-Aircon)			
		NON AC	with AC
1	First 3 Hours	PHP 1,782.00	PHP 3,960.00
2	Succeeding Hour	PHP 357.00	PHP 792.00
3	8AM – 5PM	PHP 3,570.00	PHP 7,920.00
4. Seminar Rooms A & B Combined			
		NON AC	with AC
1	First 3 Hours	PHP 1,584.00	PHP 2,970.00
2	Succeeding Hour	PHP 317.00	PHP 594.00
3	8AM – 5PM	PHP 3,170.00	PHP 5,940.00
5. Seminar Rooms C			
		NON AC	with AC
1	First 3 Hours	PHP 1,584.00	PHP 1,980.00
2	Succeeding Hour	PHP 317.00	PHP 396.00
3	8AM – 5PM	PHP 3,170.00	PHP 3,960.00
6. Seminar Rooms A or B			



		NON AC	with AC
1	First 3 Hours	PHP 792.00	PHP 1,485.00
2	Succeeding Hour	PHP 160.00	PHP 297.00
3	8AM – 5PM	PHP 1,600.00	PHP 2,970.00

2. Process Request for Reservation of Balay Kalinaw Function Rooms

This service may be availed by private groups and individuals who intend to hold special gatherings such as wedding reception, baptismal reception, birthday celebration, and other personal and private functions.

Office or Division		Balay Internasyonal		
Classification:		Simple		
Type of transaction:		Government to Citizen		
Who may avail:		Individuals and Private Organization		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Vice Chancellor for Planning and Development 2. Duly Accomplished Balay Kalinaw Reservation Form 3. Photocopy of Government ID 4. Complete list of number of guests for contact tracing		Requesting Party Balay Kalinaw's Front Office Requesting Party Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to OVCPD (via email /walk-in)	Acknowledge receipt of email and receive the submitted letter of request	None	5 Minutes	Senior Office Assistant Balay Internasyonal
2. Accomplish pre-numbered reservation form and review & accept the prescribed Terms & Conditions	Provide copy of the pre-numbered reservation form (via email /walk-in) 2 Present the quotation including the equipment to be used (either physical or via phone call/ email)	Refer to table below for breakdown	10 Minutes	Administrative Assistant II Balay Internasyonal



<p>3. Submit the pre-numbered reservation form along with all the supporting documents including the detailed list of equipment to be used during the event including the number of pieces and wattage of each equipment (via email /walk-in)</p>	<p>1. Receive the submitted reservation form and other documentary requirements. (duplicate copy to be provided to client).</p> <p>2. Checks the completeness of documents</p> <p>3. Coordinate UMT on the computation of equipment to be used during the event</p> <p>4. Submit the filled-up reservation form and the equipment computation to OVCPD for approval and preparation of Statement of Account</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Administrative Assistant II</i> Balay Internasyonal</p>
<p>4. Requesting party receives the SOA</p>	<p>1 OVCPD Prepares the Statement of Account (SOA) for the reservation (Deposit and/or Final Payment)</p> <p>2 Issue the Statement of Account (SOA) to the requesting party via email for payment at Landbank</p>	<p>(refer to table below)</p>	<p>2 Days</p>	<p><i>Administrative Aide VI,</i> OVCPD</p>



5. Requesting party pays the reservation fee at Landbank (walk-in/ bank transfer)	1. Landbank to facilitate the payment	(refer to table below)	1 Hour	<i>Bank Teller</i> Landbank, UP Diliman/Online Transaction
6. Requesting party provides a copy of the proof of payment (validated bank deposit) to Balay Kalinaw (via email /walk-in)	1. Check and received the proof of payment, (via email/ walk-in) 2. Record payment	None	10 Minutes	<i>Senior Office Assistant</i> Balay Internasyonal
	Total :	Refer to the table of fees	2 Days, 1 Hour, 55 Minutes	

COMMERCIAL RATES			
1. Conference Hall and Seminar Rooms A & B			
		NON AC	with AC
1	First 3 Hours	PHP 3,850.00	PHP 7,700.00
2	Succeeding Hour	PHP 770.00	PHP 1,540.00
3	8AM – 5PM	PHP 7,700.00	PHP 15,400.00
2. Conference Hall			
		NON AC	with AC
1	First 3 Hours	PHP 2,200.00	PHP 4,400.00
2	Succeeding Hour	PHP 440.00	PHP 880.00
3	8AM – 5PM	PHP 4,400.00	PHP 8,800.00
3. Dining Room (Non-Aircon)			
		NON AC	with AC
1	First 3 Hours	PHP 1,980.00	PHP 3,960.00
2	Succeeding Hour	PHP 396.00	PHP 792.00
3	8AM – 5PM	PHP 3,960.00	PHP 7,920.00
4. Seminar Rooms A & B Combined			
		NON AC	with AC
1	First 3 Hours	PHP 1,760.00	PHP 3,300.00
2	Succeeding Hour	PHP 352.00	PHP 660.00
3	8AM – 5PM	PHP 3,520.00	PHP 6,600.00
5. Seminar Rooms C			
		NON AC	with AC
1	First 3 Hours	PHP 1,760.00	PHP 2,200.00
2	Succeeding Hour	PHP 352.00	PHP 440.00



3	8AM – 5PM	PHP 3,520.00	PHP 4,400.00
6. Seminar Rooms A or B			
		NON AC	with AC
1	First 3 Hours	PHP 880.00	PHP 1,650.00
2	Succeeding Hour	PHP 176.00	PHP 330.00
3	8AM – 5PM	PHP 1,760.00	PHP 3,300.00

3. Process Request for Reservation of Kapit-Balay Serviced Apartments

This process applies to groups and individuals who wish to be accommodated only for the purpose of the following: Parents visiting their children who are in UP dormitories, Seminar/Training attendees without endorsement from the unit.

Office or Division		Balay Internasyonal		
Classification:		Simple		
Type of transaction:		Government to Citizen		
Who may avail:		Transient guests and groups, Private Individuals and Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Letter of request addressed to the Vice Chancellor for Planning and Development Duly Accomplished Kapit Balay Reservation Form Photocopy of Government ID RTPCR Certificate/ Medical Certificate of Covid-Free and/or Vaccine Card 		Requesting Party Balay Internasyonal's Front Office Requesting Party Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the Vice Chancellor for Planning and Development (via email /walk-in)	<ol style="list-style-type: none"> Acknowledge receipt of email and receive the submitted letter of request Checks date and the room availability 	None	15 Minutes	Senior Office Assistant Balay Internasyonal



<p>2. Accomplish pre-numbered reservation form and review & accept the prescribed Terms & Conditions</p>	<p>Provide copy of the pre-numbered reservation form (via email /walk-in)</p> <p>2 Present the quotation including the amenities and utilities to be used (either physical or via phone call/ email)</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Administrative Assistant II</i> Balay Internasional</p>
<p>3. Submit the pre-numbered reservation form along with all the supporting documents and the Provide detailed list of required amenities for the room (via email /walk-in)</p>	<p>3.1 Receive the submitted reservation form and other documentary requirements. (duplicate copy to be provided to client).</p> <p>Checks the completeness of the reservation form and documents</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Administrative Assistant II</i> Balay Internasional</p>
<p>4. Requesting party receives the SOA</p>	<p>1. OVCPD Prepares the Statement of Account (SOA) for the reservation</p> <p>2. Issue the Statement of Account (SOA) to the requesting party via email for payment at Landbank</p>	<p>(refer to table below)</p>	<p>1 Day</p>	<p><i>Administrative Aide VI</i> OVCPD</p>
<p>5. Requesting party pays the reservation fee at Landbank (walk-in/ bank transfer)</p>	<p>1. Landbank to facilitate the payment</p>	<p>(refer to table below)</p>	<p>1 Hour</p>	<p><i>Bank Teller</i> Landbank, UP Diliman/Online Transaction</p>
<p>Requesting party provides a copy of the proof of payment (validated bank deposit) to Balay Kalinaw (via email /walk-in)</p>	<p>2. Check and received the proof of payment, (via email /walk-in)</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Senior Office Assistant</i> Balay Internasional</p>



	3. Record payment			
	Total :	Refer to the table of fees	1 Day, 2 Hours, 10 Minutes	

NON-UP GUESTS			
1	SMALL STUDIO UNIT <i>(Single to Double Occupancy)</i>	PHP 1,210.00	Daily
		PHP 6,600.00	Weekly
		PHP 20,600.00	Monthly
2	BIG STUDIO UNIT <i>(Twin-Sharing)</i>	PHP 1,573.00	Daily
		PHP 8,580.00	Weekly
		PHP 26,080.00	Monthly
3	FAMILY SUITE <i>(2 Bedroom Apartment 4 Persons Maximum Capacity)</i>	PHP 1,980.00	Daily
		PHP 10,820.00	Weekly
		PHP 33,740.00	Monthly
4	EXECUTIVE ROOM <i>(Single to Double Occupancy)</i>	PHP 1,980.00	Daily
		PHP 10,820.00	Weekly
		PHP 33,740.00	Monthly

*MONTHLY RENTALS DOES NOT INCLUDE
CHARGES FOR UTILITIES AND LINEN SERVICE



Office of the Campus Architect (OCA)

External Services



1. Conduct of Constructor's Performance Evaluation System (CPES) Evaluation for various UP Projects in different CUs

With the commitment of the Office of the Campus Architect (OCA) to maintain satisfactory rating of current contractor's performance, the conduct of evaluation of Constructor's Performance Evaluation System (CPES) is being processed or facilitated by the University

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Constituent Universities (CU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request from CUs requesting for CPE evaluation of their infra projects		Requesting CUs		
2. Letter of Appointment from the Office of the Vice President for Administration (OVPA) to OCA's accredited CPE Evaluator who will be assigned to conduct the evaluation		Office of the Vice President for Administration (OVPA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of appointment from the Office of the Vice President for Administration (OVPA) to the Office of the Vice Chancellor for Planning and Development (OVCPD) or via OVCPD email	1. Acknowledge receipt of email 2. Receive letter of appointment for appropriate action of the Vice Chancellor for Planning and Development (VCPD)	None	1 Day	Senior Office Aide OVCPD (Receiving Personnel)
	3. Receive endorsement from OVCPD	None	5 Minutes	Senior Office Assistant OCA
	4. Assign and distribute project assignment to technical staff	None	1 Day	Administrative Officer IV / Director (OCA)



2. Requesting CUs receives the schedule of CPES	1. Coordinate with requesting CU's for the schedule of CPES Evaluation of their infra projects	None	5 Days**	Assigned Technical Evaluator (OCA)
3. Requesting CU/Contractor attends the CPES (via zoom/ face-to-face)	<p>1. Actual conduct of CPES Evaluation (field inspection of Team members at project site)</p> <p>2. Preparation and presentation of reports during the exit conference with the Contractor and the requesting CUs.</p> <p>3.3 Copies of reports are given to respective Contractors and the requesting CU</p>	None	5 Days**	Assigned Technical Evaluator (OCA)
4. Requesting CU receives copy of the evaluation reports	1 Submit the original hard copies of Evaluation Reports to OVPA or via email for submission to PCAB	None	3 Days	Senior Office Assistant (OCA)
TOTAL:		None	15 Days, 5 Minutes	

Note: ** Upon confirmation of requesting party



2. Issuance of plans, drawings, maps and other pertinent data of UP Diliman

This service is being given/issued for those who requested for information related to real property located inside the University with guidance of the policies on data privacy/freedom of information

Office or Division:	Office of the Campus Architect			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Students (UP and non-UP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request from the Student as endorsed by department/school head			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to Office of the Vice Chancellor for Planning and Development (OVCPD) or via OVCPD email	1. Acknowledge receipt of email 2. Receive request letter for appropriate action of Vice Chancellor for Planning and Development	None	4 Hours	Senior Office Aide, OVCPD (Receiving Personnel)
	3. Receive endorsement from OVCPD and forward to OCA Director for assignment	None	4 Hours	Senior Office Assistant (OCA)
	4. Assign and distribute project assignment to technical staff	None	1 Day	Administrative Officer IV / Director (OCA)
2. Receive approved documents	1. Prepare and release requested documents also via email or pick – up of document	None	3 Days	Senior Office Assistant (OCA)
TOTAL:		None	4 Days, 8 Hours	



**Office of the Vice Chancellor for Research and
Development
(OVCRD)**

External Services



1. Issuance of Notification of Ad Interim Appointment for Visiting Research Fellows

Researchers from outside the country may apply as Visiting Research Fellow in a UPD unit. The Vice Chancellor for Research and Development, as designated by the Chancellor, issues the appointment.

Office or Division:	OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Foreign-based researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Applicant		Requesting Party		
2. Endorsement letter from the home institution		Requesting Party's home institution		
3. Research Proposal		Requesting Party		
4. Curriculum Vitae		Requesting Party		
5. Endorsement letter from Host Institution		UPD unit hosting the Visiting Research Fellow		
6. Terms of Reference (indicating fellowship is without compensation)		UPD unit hosting the Visiting Research Fellow, Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit application with complete supporting documents	1.1 Receive application with complete supporting documents	None	4 Hours	<i>Receiving Personnel</i> RDO
	1.2 Review application and supporting documents if complete and in order	None	4 Hours	<i>Research Personnel</i> Administrative Unit
	1.3 Prepare Notification of Ad Interim Appointment	None	4 Hours	<i>Research Personnel</i> Administrative Unit



	1.4 Review and sign Notification of Ad Interim Appointment	None	3 days	VCRD
	1.5 Issue Notification to applicant through host institution (college/unit)	None	4 Hours	<i>Liaison Officer</i> Administrative Unit
	TOTAL:	None	5 days	



**Research Dissemination Office
(RDO)
External Services**



1. OVCRD Journal Sales (Walk-in)

Selling of Humanities, Science Diliman and Social Science Diliman Journals

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Non-UP walk-in customers, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit OVCRD and pay for the journals	1.1 Accept order(s) 1.2 Prepare OR/ Acknowledgement Receipt 1.3 Issue available copy/copies and OR	Depends on the journals bought PHP325.00/issue	30 Minutes	<i>Publication Circulation Officer</i> RDO
TOTAL:		Depends on the journals bought PHP325.00/issue	30 Minutes	



2. OVCRD Journal Sales (Subscription)

Selling of Humanities, Science Diliman and Social Science Diliman Journals through subscription.

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements 1. Subscription Form		Subscription Form can be secured from OVCRD or from the OVCRD Website.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit OVCRD or mail/email the accomplished Subscription Form to OVCRD	1.1 Receive Subscription form from client 1.2 Prepare Statement of Account (SA) 1.3 Send SA to client via mail/email	Depends on the journals bought PHP325.00/issue	3 Days	<i>Publication Circulation Officer</i> RDO
2. Payment to OVCRD (cash/cheque payment)	2.1 Prepare OR Send scanned copy of OR to client if cheque was mailed		1 Day	<i>Publication Circulation Officer</i> RDO



3. Wait for copies	3.1 Mails copy/copies with the Original Receipt (if printed copies are already available)		7 Days (paused-clock)	Publication Circulation Officer RDO
TOTAL:		Depends on the journals bought PHP325.00/issue	7 Days	

3. OVCRD Journal Submission

Manuscript submission to the OVCRD Journals (Humanities Diliman, Science Diliman, Social Science Diliman)

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students, other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements				
1. Manuscript		Manuscript from the author		
2. Manuscript Submission Form (MSF)		From OVCRD or from the OVCRD Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email Manuscript/ MSF to OVCRD	1.1 Acknowledge submission, prepare letter; Enter info in the database; Forward to	None	5 Days	Editorial Assistant RDO



	the Editor in Chief			
	1.2 Do preliminary review 1.3 Return to Author for revision if needed	None	30 Days (paused-clock)	<i>Editor in Chief, Associate Editor</i> RDO
	1.4 Double-blind Peer Review 1.5 Collate review 1.6 Return to Author for Revision	None	40 Days (paused-clock)	<i>External Reviewer, Editorial Assistant</i> RDO
2. Author's revision	2.1 Receive revised manuscript 2.2 Post Refereeing Review 2.3 Return to Author if needed; Send Acceptance and Publication Agreement to author	None	40 Days (paused-clock)	<i>Editor in Chief, Associate Editor, Editorial Assistant</i> RDO
3. Author to accomplish Publication Agreement (PA); return to OVCRD	3.1 Receive PA 3.2 Process manuscript for copyediting 3.3 Return to Author for	None	30 Days (paused-clock)	<i>Editorial Assistant, Copyeditor</i> RDO



	Revision if needed			
	3.4 Processing for publication	None	20 Days	<i>Editor in Chief, Editorial Assistant, Layout Artist RDO</i>
TOTAL:		None	165 Days	

4. Endorsement of Application for International Publication Award (Journal)

International Publication Award (IPA) encourages faculty, REPS, and students to publish in peer-reviewed journals from internationally reputable publishers.

A. Online Process

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Personnel (Faculty members, Research faculty, REPS, Admin staff); UP Affiliated (Student, Project personnel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements 1. OVPA Form 4.1		OVPA website (IPA Guidelines and Forms section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish IPA Form 4.1. 2. Issue a corresponding DTS number.	1.1. Receive the IPA application through email. 1.2. Check its corresponding DTS	None	1 Day	<i>RDO Personnel RDO</i>



<p>3. Email rdo.ovcrd@up.edu.ph.</p> <p>with the following attachments:</p> <p>a. IPA application form 4.1</p> <p>b. DTS barcode number</p>	<p>barcode number.</p>			
	<p>1.3 Enter relevant data into the master list.</p> <p>1.4 Check journal's indexing.</p> <p>1.5. Verify journal and publisher's information.</p> <p>1.6. Verify whether the publisher or journal is either predatory or hijacked.</p> <p>1.7. Collate findings.</p> <p>1.8. Deliberate whether to recommend application for endorsement or not.</p> <p>1.9. Forward verified IPA</p>	<p>None</p>	<p>1-2 Days</p>	<p><i>RDO Personnel</i></p> <p>RDO</p>



	application to RDO Director			
	<p>1.10 Read through findings.</p> <p>1.11 Deliberate whether to recommend the publication for endorsement or not.</p> <p>1.12. Send the recommendation to the staff.</p> <p>(The staff sends the Director's recommendation to VCRD.)</p>	None	1 Day	<i>RDO Director</i> OVCRD
	<p>1.13 Read through findings and recommendations.</p> <p>1.14. Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVPA.</p> <p>1.15. Send the endorsement / rejection/rem</p>	None	1 Day	<i>Vice Chancellor for Research and Development</i> OVCRD



	arks to the staff.			
	<p>1.16. Issue a reference slip with the vetting result of the application.</p> <p>1.17 Send VCRD's signed reference slip to the applicant/sender.</p> <p>1.18. Release the document's corresponding barcode on the DTS platform.</p>	None	1 Day	<i>RDO Personnel</i> RDO
TOTAL:			5-6 Days	

B. Regular Process

Office or Division:	Research Dissemination Office, OVCRD		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	UPD Personnel (Faculty members, Research faculty, REPS, Admin staff); UP Affiliated (Student, Project personnel)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. List of requirements			
1. OVPAA Form 4.1		From OVPAA website	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish IPA Form 4.1; Submit to OVCRD	1.1 Receive IPA application from the unit and checks its corresponding DTS number 1.2 Enter relevant data into the master list 1.3 Check journal's indexing 1.4 Verify journal and publisher's information 1.5 Verify whether the publisher or journal is either predatory or hijacked 1.6 Collate findings 1.7 Deliberate whether to recommend application for endorsement or not 1.8 Forward verified IPA application to RDO Director	None	3 Days	<i>RDO Personnel</i> RDO
	1.9 Read through findings 1.10 Deliberate whether to recommend the publication for endorsement or not 1.11 Return the application to RDO staff	None	1 Day	<i>RDO Director</i> RDO



	1.12 Forward to VCRD for endorsement			
	1.13 Read through findings and recommendations. 1.14 Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVPA	None	1 Day	<i>Vice Chancellor for Research and Development</i> OVCRD
	1.15 Transmit endorsed or noted IPA application to the originating unit or department. 1.16 Release document in DTS	None	1 Day	<i>Liason Officer, RDO Personnel</i> Admin Unit, RDO
TOTAL:		None	6 Days	

5. Endorsement of Application for International Publication Award (Book Chapter)

International Publication Award (IPA) encourages faculty, REPS, and students to reinforce scholarly publications from internationally reputable publishers.

A. Online Process

Office or Division:	Research Dissemination Office, OVCRD
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UPD Personnel (Faculty members, Research faculty, REPS, Admin staff); UP Affiliated (Student, Project personnel)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements 1. OVPAA Form 4.4		From OVPAA website (IPA Guidelines and Forms section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish IPA Form 4.4. 2. Issue a corresponding DTS number. 3. Email rdo.ovcrd@up.edu.ph. with the following attachments: a. IPA application form 4.4 b. DTS barcode number	1.1 Receive the IPA application through email. 1.2 Check its corresponding DTS barcode number.	None	1 Day	RDO Personnel RDO
	1.3 Enter relevant data into the masterlist. 1.4 Verify publisher's information and WASS-SENSE listing. 1.5 Collate findings. 1.6 Deliberate whether to recommend application for endorsement or not. 1.7 Forward verified IPA application to VCRD	None	1-2 days	RDO Personnel RDO
	1.8 Read through findings and recommendation.	None	1 Day	Vice Chancellor for Research



	<p>1.9 Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVPA.</p> <p>1.10. Send the endorsement/rejection/remarks to the staff.</p>			<i>and Development t OVCRD</i>
	<p>1.11 Issue a reference slip with the vetting result of the application.</p> <p>1.12 Send VCRD's signed reference slip to the applicant/sender.</p> <p>1.13 Release the document's corresponding barcode on the DTS platform.</p>	None	1 Day	<i>RDO Personnel RDO</i>
TOTAL:			5 Days	

B. Regular Process

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students and Project personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. List of requirements</p> <p>1. OVPA Form 4.4</p>		From OVPA website (IPA Guidelines and Forms section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure and accomplish IPA Form 4.4; Submit to OVCRD</p>	<p>1.1 Receive IPA application from the unit and checks its corresponding DTS number. 1.2 Enter relevant data into the master list. 1.3 Verify publisher's information and WASS-SENSE listing. 1.4 Collate findings. 1.5 Deliberate whether to recommend application for endorsement or not. 1.6 Forward verified IPA application to VCRD</p>	<p>None</p>	<p>3 Days</p>	<p><i>RDO Personnel RDO</i></p>
	<p>1.7 Read through findings and recommendation 1.8 Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVCAA</p>	<p>None</p>	<p>1 Day</p>	<p><i>Vice Chancellor for Research and Development OVCRD</i></p>
	<p>1.9 Transmit the endorsed or noted IPA application to the originating unit or department 1.10 Release document in DTS</p>	<p>None</p>	<p>1 Day</p>	<p><i>Liaison Officer, RDO Personnel Admin Unit, RDO</i></p>
TOTAL:			<p>5 Days</p>	



6. Request for Certification

Issuance of Certifications

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Researchers, Editorial Board Members, Authors, Reviewers, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements 1. Letter/email requesting for certification		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails /sends letter of request to OVCRD	1.1 Acknowledge request 1.2 Prepare Certification for the Director's/VCRD's signature	None	3 Days	<i>RDO Personnel, RDO Director, Vice Chancellor for Research and Development RDO, Admin Unit</i>
TOTAL:		None	3 Days	



**Research Management Office
(RMO)
External Services**



1. Certification by the Grants Management Office (GMO) under the Research Management Office (RMO), of electronically-submitted document in connection with the Commission on Higher Education (CHED) K to 12 Scholarship

The GMO certifies electronically-submitted documentary requirements of scholars under CHED's K to 12 Transition Program Scholarships for Graduate Studies before they are submitted to CHED.

Office or Division:	Research Management Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CHED K to 12 Scholar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document to be certified (e.g., Form 5, TCG, Plan of Study, etc.)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Electronically submit document to be certified/signed	1.1 Electronically receive document to be certified/signed, check if in order and forward/email to Grants Administrator	None	30 Minutes	<i>Research Personnel</i> RMO
	1.2 Certify/Sign electronic document	None	2 Days	<i>Director (Grants Administrator)</i> RMO
	1.3 Notify Client when document is ready for pickup	None	10 Minutes	<i>Research Personnel</i> RMO
	1.4 Email certified/signed document to Client	None	10 Minutes	<i>Research Personnel</i> RMO



TOTAL:		2 Days, 50 Minutes	
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2. Certification by the Grants Management Office (GMO) under the Research Management Office (RMO), of manually-submitted document in connection with the Commission on Higher Education (CHED) K to 12 Scholarship

The GMO certifies manually-submitted documentary requirements of scholars under CHED's K to 12 Transition Program Scholarships for Graduate Studies before they are submitted to CHED.

Office or Division:	Research Management Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CHED K to 12 Scholar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document to be certified (e.g., Form 5, TCG, Plan of Study, etc.)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manually submit document to be certified/signed	1.1 Manually receive document to be certified/signed and check if in order	None	30 Minutes	<i>Research Personnel</i> RMO
	1.2 Certify/Sign document	None	2 Days	<i>Research Personnel</i> or <i>Director (Grants Administrator)</i> RMO
	1.3 Notify Client when document is	None	10 Minutes	<i>Research Personnel</i>



	ready for pickup			RMO
	1.4 Release document to Client	None	10 Minutes	<i>Research Personnel</i> RMO
TOTAL:			2 Days, 50 Minutes	

3. Endorsement of request submitted electronically, in connection with the Commission on Higher Education (CHED) K to 12 Scholarship Program

Being coordinator between University of the Philippines Diliman (UP Diliman) as delivering institution and CHED as funding agency, the Grants Management Office (GMO) under the Research Management Office (RMO) endorses scholars' requests (e.g., travel clearance, scholarship extension, leave of absence, etc.) to CHED.

Office or Division:	Research Management Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CHED K to 12 Scholar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter and/or request form (e.g., travel clearance, scholarship extension, leave of absence, etc.)		Requesting Party and/or CHED		
2. Supporting documents (e.g., endorsement from delivering and sending institutions, travel tickets, medical certificate, conference invitation, etc.)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Electronically submit request letter and/or request form, with supporting documents	1.1 Electronically receive request letter and/or request form with supporting	None	30 Minutes	<i>Research Personnel</i> RMO



	documents, check if in order and forward/email to Grants Administrator			
	1.2 Sign electronic documents	None	2 Days	<i>Director</i> <i>(Grants Administrator)</i> RMO <i>Vice Chancellor</i> <i>(for travel clearance request)</i> OVCRD
	1.3 Notify Client if document is ready for pickup	None	10 Minutes	<i>Research Personnel</i> RMO
	1.4 Email document to Client	None	10 Minutes	<i>Research Personnel</i> RMO
TOTAL:			2 Days, 50 Minutes	

4. Endorsement of request submitted manually, in connection with the Commission on Higher Education (CHED) K to 12 Scholarship Program

Being coordinator between University of the Philippines Diliman (UP Diliman) as delivering institution and CHED as funding agency, the Grants Management Office (GMO) under the Research Management Office (RMO) endorses scholars' requests (e.g., travel clearance, scholarship extension, leave of absence, etc.) to CHED.

Office or Division:	Research Management Office, OVCRD
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	CHED K to 12 Scholar
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Request letter and/or request form (e.g., travel clearance, scholarship extension, leave of absence, etc.)		Requesting Party and/or CHED		
2. Supporting documents (e.g., endorsement from delivering and sending institutions, travel tickets, medical certificate, conference invitation, etc.)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manually submit request letter and/or request form, with supporting documents	1.1 Manually receive request letter and/or request form with supporting documents, and check if in orde99999999 999999999999 99r	None	30 Minutes	<i>Research Personnel</i> RMO
	1.2 Prepare and sign documents	None	2 Days	<i>Research Personnel and Director (Grants Administrator)</i> RMO <i>Vice Chancellor (for travel clearance request)</i> OVCRD
	1.3 Notify Client if document is ready for pickup	None	10 Minutes	<i>Research Personnel</i> RMO
	1.4 Release document to Client or send to CHED, as	None	4 Hours	<i>Research Personnel</i> RMO



	the case may be			<i>Administrative Personnel</i> OVCRD
TOTAL:			2 Days, 4 Hours, 40 Minutes	

5. Issuance of Certificate of Employment to Project Staff of the Office of the Vice Chancellor for Research and Development (OVCRD)-managed Externally-funded Project

The Research Management Office (RMO) manages research and creative work projects of faculty members and Research, Extension and Professional Staff of the University of the Philippines Diliman, funded by external agencies. The staff of these projects are given a Certificate of Employment upon their request.

Office or Division:	Research Management Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Staff of Externally-funded Projects Managed by OVCRD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request letter	1.1 Electronically receive request letter	None	10 Minutes	<i>Administrative Personnel</i> RMO
	1.2 Prepare printed Certificate and sign	None	2 Days	<i>Administrative Personnel and Director</i> RMO
	1.3 Notify Client when Certificate is	None	10 Minutes	<i>Administrative Personnel</i> RMO



	ready for pickup			
	1.4 Release Certificate to Client	None	10 Minutes	<i>Administrative Personnel</i> RMO
	TOTAL:		2 Days, 30 Minutes	

6. Organizing available data on research-/creative work-related activities in the University of the Philippines Diliman (UP Diliman), upon a request sent electronically

The Research Management Office (RMO) organizes available data on research-/creative work-related activities of UP Diliman faculty members and Research, Extension and Professional Staff (REPS), as needed.

Office or Division:	Research Management Office, OVCRD			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter citing purpose for the data		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request letter	1.1 Electronically receive request letter	None	10 Minutes	<i>Administrative Personnel</i> RMO
	1.2 Review request	None	4 Hours	<i>Research Personnel and Director</i> RMO



	1.3 Prepare report	None	10 Days	<i>Research and Administrative Personnel</i> RMO
	1.4 Review report	None	4 Hours	<i>Director</i> RMO
	1.5 Email report to requesting party	None	10 Minutes	<i>Research Personnel</i> RMO
TOTAL:			11 Days, 20 Minutes	

7. Organizing available data on research-/creative work-related activities in the University of the Philippines Diliman (UP Diliman), upon a request submitted manually

The Research Management Office (RMO) organizes available data on research-/creative work-related activities of UP Diliman faculty members and Research, Extension and Professional Staff (REPS), as needed.

Office or Division:	Research Management Office, OVCRD			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter citing purpose for the data		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manually submit request letter	1.1 Manually receive request letter	None	10 Minutes	<i>Administrative Personnel</i> RMO



	1.2 Review request	None	4 Hours	<i>Research Personnel and Director</i> RMO
	1.3 Prepare report	None	10 Days	<i>Research and Administrative Personnel</i> RMO
	1.4 Review report	None	4 Hours	<i>Director</i> RMO
	1.5 Transmit report to requesting party	None	4 Hours	<i>Research and Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
TOTAL:			11 Days, 4 Hours, 10 Minutes	



**Technology Transfer and Business
Development Office Diliman
(TTBDO)
External Services**



1. Assistance in Filing Copyright Application

Assistance in filing of Copyright Application for UP-owned copyrights under RA 10055, RA 8293, and UP IPR Policy

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copyright Information Form (CIF) 2. Works to be Copyrighted (3 copies) 3. Deed of Assignment (DoA) (5 copies) 4. Copyright Application Form (5 copies) 5. One (1) valid ID of applicant/s for notary		1. TTBDO Diliman 2. Requesting Party 3. TTBDO Diliman 4. TTBDO Diliman Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out and signed CIF and copy/ies of works to be copyrighted	1. Receive and log filled-out and signed CIF enclosed with copy/ies works to be copyrighted	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.1. Review received filled-out CIF enclosed with works to be copyrighted	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	1.2. Prepare DoA and Copyright Application Form	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>



	1.3. Log and Forward DoA and Copyright Application Form to Client for review and signature	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	1.4. Wait for the DoA and Copyright Application Form signed by the Client	None	7 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
2. Return reviewed and signed DoA and Copyright Application Form to TTBDO Diliman	2. Receive and log signed DoA and Copyright Application Form	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	2.1. Review and forward signed DoA and Copyright Application Form enclosed with works to be copyrighted for review and approval of TTBDO Diliman Director	None	10 Minutes	<i>Technology Transfer Officer and Admin Personnel, TTBDO Diliman</i>
	2.2. Review and approve filing of DoA and Copyright Application Form enclosed	None	1 Day	<i>Director, TTBDO Diliman</i>



	with works to be copyrighted			
	2.3. Prepare reference/ endorsement slip for signature of the Vice Chancellor for Research and Development	None	10 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	2.4. Forward DoA and Copyright Application Form enclosed with works to be copyrighted with reference/endorsement slip to the Vice Chancellor for Research and Development for signature and endorsement	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	2.5. Review and sign reference/endorsement slip, DoA and Copyright Application Form enclosed	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>



	with works to be copyrighted			
	2.6. Forward Copyright Application Form with signed reference/ endorsement slip and DoA to the Chancellor's Office through the Diliman Legal Office for appropriate action	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	2.7. Wait for the Copyright Application Form enclosed with complete documents signed by the Chancellor	None	7 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	2.8. Receive and log Copyright Application Form enclosed with complete documents signed by the Chancellor	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	2.9. Prepare signed Copyright Application Form and DoA for notarization	None	10 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	2.10. Forward signed Copyright Application Form and DoA enclosed with a copy/ies of applicant's valid ID to Notary	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	2.11. Wait for the notarized Copyright Application Form and DoA	None	3 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	2.12. Pick-up notarized Copyright Application Form and DoA	None	1 Hour	<i>Admin Personnel, TTBDO Diliman</i>
	2.13. Prepare 5 sets of Copyright Application Form with complete attachment for filing at the National Library	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	2.14. File Copyright Application	None	1 Day	<i>Technology Transfer Officer or Admin</i>



	with complete attachment in the National Library			<i>Personnel, TTBDO Diliman</i>
	TOTAL:	None	21 Days, 3 Hours, 20 Minutes	

2. Issuance of Certified True Copy of Certificate of Copyright Registration and Deposit

Request for Issuance of Certified True Copy of Certificate of Copyright Registration and Deposit for the filed UP-owned copyright

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive and log request letter	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.1. Review request	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	1.2. Prepare copy/ies of requested Copyright Registration and Deposit documents for CTC	None	15 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
	1.3. Review and sign CTC of Copyright	None	1 Day	<i>Director, TTBDO Diliman</i>



	Registration and Deposit documents			
	1.4. Prepare receiving copy of the CTC of Copyright Registration and Deposit	None	5 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBD0 Diliman</i>
	1.5. Log and issue CTC of Copyright Registration and Deposit to the Client	None	10 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBD0 Diliman</i>
	TOTAL:	None	1 Day, 55 Minutes	

3. Assistance in Filing Trademark Application

Request for Assistance in Filing Trademark Application for UP-owned marks

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBD0 Diliman)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Request Letter List of Goods/ Services, Mark/s to be Registered Application Form 		<ol style="list-style-type: none"> Requesting party Requesting party TTBD0 UP Diliman 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter enclosed with List of Goods/ Services,	1. Receive and log request letter enclosed with List of Goods/	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>



Mark/s to be Registered	Services, Mark/s to be Registered			
	1.1. Review request letter enclosed with List of Goods/ Services, Mark/s to be Registered	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	1.2. Forward request letter enclosed with List of Goods/ Services, Mark/s to be Registered to the TTBDO UP Diliman Director for review and recommending approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.3. Review and sign recommending approval of the request letter enclosed with List of Goods/ Services, Mark/s to be Registered	None	1 Day	<i>Director, TTBDO Diliman</i>
	1.4. Forward request letter enclosed with List of Goods/ Services, Mark/s to be Registered to the Vice Chancellor for Research and Development for	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	endorsement and approval			
	1.5. Review, approve, and endorse request letter enclosed with List of Goods/ Services, Mark/s to be Registered	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	1.6. Prepare and forward approved and endorsed request letter enclosed with List of Goods/ Services, Mark/s to be Registered to the Chancellor for Approval	None	1 Day	<i>Technology Transfer Officer or Admin Personnel, TTBD0 Diliman</i>
	1.7. Wait for the request letter enclosed with List of Goods/ Services, Mark/s to be Registered, approved by the Chancellor	None	7 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	1.8. Receive and log request letter enclosed with List of Goods/ Services, Mark/s to be Registered, approved by the Chancellor	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>



	1.9. Review received documents	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	1.10. Prepare Trademark Application Form	None	30 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	1.11. Forward completely filled-out Trademark Application Form enclosed with approved request letter and List of Goods/ Services, Mark/s to be Registered to the TTBDO Diliman Director for review and approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.12. Review and approve completely filled-out Trademark Application Form enclosed with approved request letter and List of Goods/ Services, Mark/s to be Registered	None	1 Day	<i>Director, TTBDO Diliman</i>



	1.13. Forward completely filled-out Trademark Application Form enclosed with approved request letter and List of Goods/ Services, Mark/s to be Registered to the Vice Chancellor for Research and Development for signature	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.14. Sign the Trademark Application Form enclosed with request letter and List of Goods/ Services, Mark/s to be Registered	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	1.15. Prepare signed Trademark Application Form enclosed List of Goods/ Services, Mark/s to be Registered for filing at IPOPHL	None	30 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	1.16. File Trademark Application	None	2 Days	<i>Technology Transfer Officer or</i>



	Form at IPOP HL			<i>Admin Personnel, TT BDO Diliman</i>
TOTAL:		None	14 Days, 2 Hours, 10 Minutes	

4. Issuance of Certified True Copy of Trademark Certificate of Registration

Request for Issuance of Certified True Copy of Trademark Certificate of Registration for UP-owned marks

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	2. Receive and log request letter	None	10 Minutes	<i>Admin Personnel, TT BDO Diliman</i>
	2.1. Review request	None	15 Minutes	<i>Technology Transfer Officer, TT BDO Diliman</i>
	2.2. Prepare copy/ies of requested Trademark	None	15 Minutes	<i>Technology Transfer Officer or Admin Personnel,</i>



	Certificate of Registration for CTC			TTBDO Diliman
	2.3. Review and sign CTC of Trademark Certificate of Registration documents	None	1 Day	Director, TTBDO Diliman
	2.4. Prepare receiving copy of the Trademark Certificate of Registration	None	5 Minutes	Technology Transfer Officer or Admin Personnel, TTBDO Diliman
	2.5. Log and issue CTC of Trademark Certificate of Registration to the Client	None	10 Minutes	Technology Transfer Officer or Admin Personnel, TTBDO Diliman
	TOTAL:	None	1 Day, 55 Minutes	

5. Assistance on Utility Model (UM) / Industrial Design (ID) / Patent Registration of UP-owned Inventions

Request for assistance on UM / ID / Patent Registration for UP-owned Inventions under RA 10055, RA 8293, and UP IPR Policy in the Intellectual Property Office of the Philippines (IPOPHL)

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Filled-out and signed Invention Disclosure Form (IDF)		1. Requesting party 2. Requesting party



2. Technical Report/ Manuscript/Project Documents / Research Agreement 3. Special Power of Attorney (SPA) (by absentee inventors) 4. Signed IP Sharing Agreement 5. Copies of IDs of Inventors 6. Patent / UM / ID Draft 7. Non-Disclosure Undertaking (NDU)	3. Requesting party 4. Requesting party 5. Requesting party 6. TTBDO Diliman 7. TTBDO Diliman			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled-out and signed IDF enclosed with Technical Report/ Manuscript/Project Documents / Research Agreement	1.1 Receive and log completely filled-out and signed IDF enclosed with Technical Report/ Manuscript/Project Documents / Research Agreement	None	10 Minutes	<i>Admin Personne l, TTBD O Diliman</i>
	1.2 Review and assign received documents	None	1 Day	<i>Team Leader, TTBD O Diliman</i>
	1.3 Forward to the assigned Technology Transfer Officer	None	5 Minutes	<i>Team Leader, TTBD O Diliman</i>
	1.4 Receive and review documents for initial assessment of assigned Tech Transfer Officer	None	5 Minutes	<i>Technology Transfer Officer, TTBD O Diliman</i>
	1.5 Conduct initial Patent Search Report and Market Study	None	30 Days	<i>Technology Transfer Officer, TTBD O Diliman</i>
	1.6 Inform Client through email or telephone call the result of the initial assessment	None	1 Day	<i>Technology Transfer Officer, TTBD O Diliman</i>



2. Respond to initial assessment	2.1. Incorporate comments from Client in the report	None	15 Days	Technology Transfer Officer, TTBDO Diliman
	2.2. Schedule pre-assessment with TTBDO Diliman Director	None	15 Days (paused-clock)	Technology Transfer Officer, TTBDO Diliman
	2.3. Prepare documents for review of the TTBDO Diliman Director	None	1 Day	Technology Transfer Officer, TTBDO Diliman
	2.4. Pre-assessment	None	1 Day	Director and Technology Transfer Officer, TTBDO Diliman
	2.5. Inform Client through email or telephone call the result of the pre-assessment	None	1 Day	Technology Transfer Officer, TTBDO Diliman
	2.6. Prepare and finalize feedback letter, signed by the TTBDO Diliman Director and Vice Chancellor for Research and Development (<i>if the technology is not approved in the pre-assessment</i>)	None	4 Days	Technology Transfer Officer, TTBDO Diliman
	2.7. Forward and log feedback letter, signed by the TTBDO Diliman Director and	None	1 Day	Admin Personnel, TTBDO Diliman



	Vice Chancellor for Research and Development (<i>if the technology is not approved in the pre-assessment</i>)			
	2.8. Schedule Intellectual Property Committee (IPC) meeting (<i>if approved in the pre-assessment</i>)	None	20 Days (paused-clock)	Technology Transfer Officer, TTBDO Diliman
	2.9. Prepare documents for IPC meeting including NDU	None	1 Day	Technology Transfer Officer, TTBDO Diliman
	2.10. Hold IPC meeting	None	1 Day	Director, Technology Transfer Officer, TTBDO Diliman
	2.11. Prepare and process letter of the result of the IPC meeting for approval/signature of TTBDO Diliman Director and Vice Chancellor for Research and Development	None	4 Days	Technology Transfer Officer, TTBDO Diliman
	2.12. Forward and log letter of the result of the IPC meeting to the Client	None	1 Day	Admin Personnel, TTBDO Diliman
	2.13. Wait for the response or comments of Client	None	20 Days (paused-clock)	Technology Transfer Officer,



				TTBDO Diliman
3. Respond to the concerns of the TTBDO UP Diliman. If IPC result is to file IP protection, submit, SPA (<i>by absentee inventor/s</i>), signed IP Sharing Agreement, and copies of IDs of the inventor/s. If not, no need to do so.	3.1. Receive and log SPA (<i>by absentee inventor/s</i>), signed IP Sharing Agreement, and copies of IDs of the inventor/s	None	10 Minutes	<i>Admin Personne I, TTBDO Diliman</i>
	3.2. Review SPA (<i>by absentee inventor/s</i>), signed IP Sharing Agreement, and copies of IDs of the inventor/s	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.3. Forward SPA and IP Sharing Agreement to the TTBDO Diliman Director for review and signature	None	5 Minutes	<i>Admin Personne I, TTBDO Diliman</i>
	3.4. Review and sign SPA and IP Sharing Agreement	None	1 Day	<i>Director, TTBDO Diliman</i>
	3.5. Prepare reference slip and documents for signature of the Vice Chancellor for R&D	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.6. Forward SPA and IP Sharing Agreement to the Vice Chancellor for R&D for review, signature, and endorsement	None	5 Minutes	<i>Admin Personne I, TTBDO Diliman</i>



	3.7. Review and sign SPA and IP Sharing Agreement, and reference/endorsement slip	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.8. Forward IP Sharing Agreement with reference/endorsement slip to the Chancellor for approval/signature through the Diliman Legal Office (DLO)	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	3.9. Wait for the approved/signed IP Sharing Agreement	None	30 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.10. Receive and log approved/signed IP Sharing Agreement	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	3.11. Review received IP Sharing Agreement	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.12. Prepare SPA, IP Sharing Agreement, and copies of IDs, for notarization	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.13. Forward SPA, IP Sharing Agreement, and copies of IDs, to notary	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	3.14. Wait and pick-up notarized SPA, IP Sharing	None	5 Days (paused-clock)	<i>Admin Personnel, TTBDO Diliman</i>



	Agreement, and copies of IDs			
	3.15. Forward and log a copy of notarized SPA and IP Sharing Agreement to the Client	None	1 Day	<i>Technology Transfer Officer, Admin Personnel, TTBDODiliman</i>
	3.16. Prepare a recommendation letter attached with the minutes of the IPC meeting addressed to Chancellor for approval of the IP filing	None	1 Day	<i>Technology Transfer Officer, TTBDODiliman</i>
	3.17. Forward recommendation letter to the TTBDODiliman Director for review and approval/signature	None	10 Minutes	<i>Admin Personnel, TTBDODiliman</i>
	3.18. Review and approve/sign recommendation letter	None	1 Day	<i>Director, TTBDODiliman</i>
	3.19. Forward recommendation letter to the Vice Chancellor for R&D for review and approval/signature	None	10 Minutes	<i>Admin Personnel, TTBDODiliman</i>
	3.20. Review and approve/sign recommendation letter	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>



	3.21. Forward and log recommendation letter to attached with the minutes of the IPC meeting addressed to Chancellor for approval of the IP filing	None	1 Day	<i>Admin Personnel, TTBDODiliman</i>
	3.22. Wait for the approval of the recommendation letter from the Chancellor	None	14 Days (paused-clock)	<i>Technology Transfer Officer, TTBDODiliman</i>
	3.23. Receive and log approved recommendation letter from the Chancellor	None	10 Minutes	<i>Admin Personnel, TTBDODiliman</i>
	3.24. Contact and schedule meeting with patent agent and Client for patent draft	None	10 Days	<i>Technology Transfer Officer, TTBDODiliman</i>
4. Join scheduled meeting with patent agent	1. Prepare documents and NDU for the patent agent	None	1 Day	<i>Technology Transfer Officer, TTBDODiliman</i>
	1.1. Assist patent agent in preparing patent draft	None	60 Days	<i>Technology Transfer Officer, TTBDODiliman</i>
	1.2. Prepare patent draft with documentary requirements for filing at IPOPHL	None	1 Days	<i>Technology Transfer Officer, TTBDODiliman</i>
	1.3. Log and submit patent draft with documentary	None	3 Days	<i>Technology Transfer</i>



	requirements to IPOP HL			<i>Officer or Admin Personnel, TTBD O Diliman</i>
TOTAL:		None	250 Days, 3 Hours, 50 Minutes	

6. Issuance of Certified True Copy (CTC) of Utility Model (UM) / Industrial Design (ID) / Patent Certificate of Registration

Request for Issuance of copy of UM / ID / Patent Certificate of Registration

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBD O Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive and log request letter	None	10 Minutes	<i>Admin Personnel, TTBD O Diliman</i>
	1.1. Review request	None	15 Minutes	<i>Technology Transfer Officer, TTBD O Diliman</i>
	1.2. Prepare copy/ies of requested UM/ ID/ Patent Certificate of Registration for CTC	None	15 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBD O Diliman</i>



	1.3. Review and sign CTC of UM/ ID/ Patent Certificate of Registration documents	None	1 Day	Director, TTBDO Diliman
	1.4. Prepare receiving copy of the UM/ ID/ Patent Certificate of Registration	None	5 Minutes	Technology Transfer Officer or Admin Personnel, TTBDO Diliman
	1.5. Log and issue CTC of UM/ ID/ Patent Certificate of Registration to the Client	None	10 Minutes	Technology Transfer Officer or Admin Personnel, TTBDO Diliman
	TOTAL:	None	1 Day, 55 Minutes	

7. Request for Assistance in Licensing of UP-owned Intellectual Property Rights (IPRs)

Request for Assistance in Licensing of UP-owned IPRs

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Students, Industry Partner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Letter of Intent 2. SEC registration certificate 3. Articles of Incorporation and By-Laws 4. General Information Sheet 		1-13. Requesting party



5. 3-year Audited Financial Statements, 6. 3-year Internal Financial Statements optional) 7. List of Completed and On-going Contracts 8. Business Permit 9. Tax Clearance Business plan for the technology 10. Including marketing plans 11. Signed Term Sheet 12. Board Resolution or Secretary's Certificate Authorizing the Signing of License Agreement 13. Copy of valid ID's of the Signatory/ies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements #1-10	1. Receive and log complete requirements #1-10	None	10 Minutes	<i>Admin Personne l, TTBD0 Diliman</i>
	1.1. Review received documents	None	15 Minutes	<i>Technolo gy Transfer Officer, TTBD0 Diliman</i>
	1.2. Prepare and draft license terms / term sheet	None	25 Days	<i>Technolo gy Transfer Officer, TTBD0 Diliman</i>
	1.3. Forward draft license terms/ term sheet to the TTBD0 Diliman Director for review and approval	None	5 Minutes	<i>Admin Personne l, TTBD0 Diliman</i>
	1.4. Review and approve license terms / term sheet	None	1 Day	<i>Director, TTBD0 Diliman</i>



	1.5. Forward license terms / term sheet to Client for review and approval/signature	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
2. Return reviewed and approved/signed license terms/ term sheet	2. Receive reviewed and signed license term / term sheet from the Client	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	2.1. Review the received signed license term / term sheet	None	1 Hour	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	2.2. Forward the signed license term /term sheet to the Vice Chancellor for review and approval/signature	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	2.3. Review and approve/sign the license term / term sheet	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	2.4. Draft letter for submission of signed term sheet for Fairness Opinion Report (FOR) from the DOST	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	2.5. Forward draft letter and submission of signed term	None	5 Minutes	<i>Admin Personnel</i>



	sheet to TTBD Diliman Director for review and approval			I, TTBD Diliman
	2.6. Review and approve draft letter and submission of signed term sheet	None	1 Day	Director, TTBD Diliman
	2.7. Forward draft letter and submission of signed term sheet to Vice Chancellor for R&D for review and approval	None	5 Minutes	Admin Personne l, TTBD Diliman
	2.8. Review and approve/sign letter for submission of signed term sheet	None	1 Days	Vice Chancello r for Research and Develop ment, TTBD Diliman
	2.9. Submit original signed term sheet with complete requirements to regional DOST office for FOR	None	3 Days	Technolo gy Transfer Officer, TTBD Diliman
	2.10. Wait for the FOR	None	30 Days (paused-clock)	Technolo gy Transfer Officer, TTBD Diliman
	2.11. Draft License Agreement, incorporate	None	3 Days	Technolo gy Transfer Officer,



	license terms to draft license agreement			TTBDO Diliman
	2.12. Log and forward Draft License Agreement to Diliman Legal Office for review and approval	None	1 Day	<i>Admin Personne l, TTBDO Diliman</i>
	2.13. Wait for DLO comments on the License Agreement	None	14 Days (paused-clock)	<i>Technolo gy Transfer Officer, TTBDO Diliman</i>
	2.14. Receive reviewed Draft License Agreement from DLO	None	10 Minutes	<i>Admin Personne l, TTBDO Diliman</i>
	2.15. Review and incorporate DLO comments on the License Agreement	None	1 Day	<i>Technolo gy Transfer Officer, TTBDO Diliman</i>
	2.16. Forward Finalized License Agreement to Client for review and approval/signatur e	None	1 Day	<i>Technolo gy Transfer Officer, TTBDO Diliman</i>
	2.17. Wait for the approved/signed License Agreement from the Client	None	20 Days (paused-clock)	<i>Technolo gy Transfer Officer, TTBDO Diliman</i>
3. Return reviewed and approved/signed	3. Receive reviewed and approved/signed Draft License	None	10 Minutes	<i>Admin Personne l</i>



Draft License Agreement	Agreement from the Client			I, TTBDO Diliman
	3.1. Review approved/signed License Agreement from the Client	None	10 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.2. Forward License Agreement to TTBDO Diliman Director for review and approval	None	5 Minutes	<i>Admin Personne I, TTBDO Diliman</i>
	3.3. Review and approve License Agreement	None	1 Day	<i>Director, TTBDO Diliman</i>
	3.4. Prepare reference/endorsement slip and Forward License Agreement to Vice Chancellor for R&D for review and approval/signature	None	1 Hour	<i>Technology Transfer Officer and Admin Personne I, TTBDO Diliman</i>
	3.5. Review and sign reference/endorsement slip and License Agreement	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	3.6. Forward License Agreement to the Chancellor for review and approval/signature through DLO	None	1 Day	<i>Admin Personne I, TTBDO Diliman</i>
	3.7. Wait for the approved/signed	None	25 Days	<i>Technology</i>



	License Agreement			<i>Transfer Officer, TTBDO Diliman</i>
	3.8. Receive approved/signed License Agreement	None	10 Minutes	<i>Admin Personne l, TTBDO Diliman</i>
	3.9. Prepare License Agreement with copies of IDs of the parties for Notary	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.10. Forward License Agreement with copies of IDs of the parties to Notary	None	1 Day	<i>Admin Personne l, TTBDO Diliman</i>
	3.11. Wait and pick-up notarized License Agreement	None	5 Days (paused-clock)	<i>Admin Personne l, TTBDO Diliman</i>
	TOTAL:	None	138 Days, 4 Hours, 30 Minutes	

8. Request for UP Trademark Semi-Commercial Licensing

UP Trademark Semi-Commercial Licensing for student orgs, UP-affiliated alumni association, and UP-affiliated foundation

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Organizations, Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Accreditation as a UP student organization, UP-affiliated alumni association, or UP-affiliated foundation, as issued by the appropriate accrediting unit/office 2. Duly-approved Constitution (for student organization), SEC Certificate of Registration and Articles of Incorporation (for alumni association or foundation) - for first-time applicants only 3. Current list of officers; Approval of the Dean for college-based activity, or OVCSA, through the OSA, for campus-wide activity 4. Photocopy of UP Student/Alumni ID of the project head/contact person 5. Design/s to be approved 6. Accomplished and signed Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks 7. Signed Conformance		1-7 Requesting Party 8. TTBD0 UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive and log complete requirements	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	1.1. Review received documents	None	1 Day	<i>Team Leader, TTBD0 Diliman</i>
	1.2. Prepare documents and recommendation for approval of TTBD0 Diliman Director and Vice Chancellor for R&D	None	1 Hour	<i>Team Leader, TTBD0 Diliman</i>
	1.3. Forward to TTBD0 Diliman Director for review and	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>



	recommending approval			
	1.1. Review documents and recommend approval	None	1 Day	<i>Director, TTBDO Diliman</i>
	1.2. Forward to Vice Chancellor for R&D for review and approval of Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.3. Review documents and approve/sign Conforme	None	1 Day	<i>Vice Chancellor for Research and Development, TTBDO Diliman</i>
	1.4. Prepare documents and Inform Client of the approved Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks	None	1 Day	<i>Team Leader, TTBDO Diliman</i>
	1.5. Release and log approved Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks to the Client	None	15 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	TOTAL:	None	4 Days, 1 Hour, 35 Minutes	



9. Request for UP Trademark Semi-Commercial Licensing for UP units

UP Trademark Semi-Commercial Licensing for UP units

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Request letter 3. Approval of the Dean/Director/Head of Office on the conduct of the activity/ event 4. Photocopy of Employee ID of the project head/contact person 5. Design/s to be approved 6. Signed Conformance.		UP Diliman Technology Transfer and Business Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive and log complete requirements	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.1. Review received documents	None	1 Day	<i>Team Leader, TTBDO Diliman</i>
	1.2. Prepare documents and recommendation for approval of TTBDO Diliman Director and Vice Chancellor for R&D	None	1 Hour	<i>Team Leader, TTBDO Diliman</i>
	1.3. Forward to TTBDO Diliman Director for review and	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	recommending approval			
	1.4. Review documents and recommend approval	None	1 Day	<i>Director, TTBDO Diliman</i>
	1.5. Forward to Vice Chancellor for R&D for review and approval of Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.6. Review documents and approve/sign Conforme	None	1 Day	<i>Vice Chancellor for Research and Development, TTBDO Diliman</i>
	1.7. Prepare documents and Inform Client of the approved Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks	None	1 Day	<i>Team Leader, TTBDO Diliman</i>
	1.8. Release and log approved Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks to the Client	None	15 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
TOTAL:		None	4 Days, 1 Hour, 35 Minutes	



10. Request for Assistance in UP Trademark Commercial Licensing

Request for Assistance in UP Trademark Commercial Licensing

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Students, Industry Partner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request Letter 2. Design/s to be approved 3. SEC/DTI registration 4. Terms 5. Copy/ies of ID's for notary 		1-5 Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. 1. Receive complete requirements	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.1. Review documents	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	1.2. Prepare license terms for approval	None	7 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	1.3. Approval / comments	None	1 Day	<i>Director, TTBDO Diliman</i>
	1.4. Forward proposed terms to client for approval	None	5 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>



2. Return approved license terms	2.1. Receive approved license terms	None	10 Minutes	<i>Admin Personnel or Technology Transfer Officer, TTBD0 Diliman</i>
	2.2. Review received documents	None	15 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	2.3. Prepare license draft	None	7 Days	<i>Technology Transfer Officer, TTBD0 Diliman</i>
3. Return approved license terms	3.1. Forward license draft to client for approval	None	5 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	3.2. Incorporate client's comment	None	2 Days	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	3.3. Send License Agreement to DLO for review	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	3.4. Wait for DLO comments on the License Agreement	None	14 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	3.5. Receive reviewed License	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>



	Agreement from DLO			
	3.6. Review and incorporate DLO comments on the License Agreement	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.7. Forward Finalized License Agreement to Client for review and approval/signature	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3.8. Wait for the approved/signed License Agreement from the Client	None	20 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
4. Return approved and signed license terms	4.1. Receive reviewed and approved/signed License Agreement from the Client	None	10 minutes	<i>Admin Personnel, TTBDO Diliman</i>
	4.2. Review approved/signed License Agreement from the Client	None	10 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	4.3. Forward License Agreement to TTBDO Diliman Director for review and approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	4.4. Review and approve License Agreement	None	1 Day	<i>Director, TTBDO Diliman</i>



	4.5. Prepare reference/endorsement slip and Forward License Agreement to Vice Chancellor for R&D for review and approval/signature	None	1 Hour	<i>Technology Transfer Officer and Admin Personnel, TTBDO Diliman</i>
	4.6. Review and sign reference/endorsement slip and License Agreement	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	4.7. Forward License Agreement to the Chancellor for review and approval/signature through DLO	None	1 day	<i>Admin Personnel, TTBDO Diliman</i>
	4.8. Wait for the approved/signed License Agreement	None	25 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	4.9. Receive approved/signed License Agreement	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	4.10. Prepare License Agreement with copies of IDs of the parties for Notary	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	4.11. Forward License Agreement with	None	1 Day	<i>Admin Personnel,</i>



	copies of IDs of the parties to Notary			TTBDO Diliman
	4.12. Wait and pick-up notarized License Agreement	None	5 Days (paused-clock)	<i>Admin Personnel, TTBDO Diliman</i>
TOTAL:			88 Days, 4 Hours, 30 Minutes	

11. Request for Review of Memorandum of Agreement (MOA)

Request for Review of MOA on Intellectual Property Rights

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request (Email or Letter) 2. Draft MOA for review		1-2. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive complete requirements	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	1.1. Review draft MOA	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	1.2. Prepare TTBDO assessment of MOA	None	5 Minutes	<i>Technology Transfer Officer,</i>



				TTBDO Diliman
	1.3. Release and log reviewed MOA	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
TOTAL:		None	1 Day, 20 Minutes	

12. Request for IP and/or Technology Transfer Seminar/Training

Request for IP and/or Technology Transfer Seminar/Training

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request (Email or Letter)		1. Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1. Receive requirement	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	2. Review request	None	10 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3. Approve request	None	1 Day	<i>Director, TTBDO Diliman</i>
	4. Assign TTBDO staff as lecturer	None	5 Minutes	<i>Director, TTBDO Diliman</i>



	5. Send feedback to the email or request letter	None	10 Minutes	<i>Admin Personne or Technology Transfer Officerl, TTBDO Diliman</i>
TOTAL:		None	1 Day, 30 Minutes	



**UP Center for Ethnomusicology
(UPCE)
External Services**



1. Online access to iLib and UPCE Collections Portal

Request for equipment to access iLib, UPCE Collections Portal inside the UPCE Library

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government; Government to Business			
Who may avail:	UP students and UP Alumni; Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (students) or UP Alumni Card (alumni)		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Filipino Non-UP Clients				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and request for equipment for accessing iLib and UPCE Collections Portal at the UPCE Library personnel (for use only inside the UPCE during service hours)	Receive request Prepare UPCE computer for client use; assist client whenever necessary	None	15 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	15 Minutes	



2. UPCE Registration

Registration for entry and access to the UPCE library, archives, and instrumentarium (valid for one calendar year)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government; Government to Business			
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (students) or UP Alumni Card (alumni)		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian (for archive clients, attach description of proposed work/study)		UP Center for Ethnomusicology Library or (download at the UP Center for Ethnomusicology website)		
Filipino Non-UP Clients				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian (for archive clients, attach description of proposed work/study)		UP Center for Ethnomusicology Library or (download at the UP Center for Ethnomusicology website)		
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Accomplished UPCE Registration form endorsed by the client's respective Dean, Head of Unit, or Librarian (for archive clients, attach description of proposed work/study)		UP Center for Ethnomusicology Library or (download at the UP Center for Ethnomusicology website)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library	Receive accomplished UPCE Registration form with	None	5 Minutes	<i>Library Personnel</i> UPCE



Personnel in person or through email	complete attachments Present details of payment and instructions, and directions to the UP Cashier's office			
Pay corresponding fee at UP Cashier	Wait for client step	Registration fee - <i>UP:</i> PHP 50.00 <i>Filipino non-UP:</i> PHP 150.00 <i>Foreign:</i> PHP 500.00	1 Day (paused-clock)	<i>UP Cash Office</i>
Present receipt as Official Receipt to UPCE	Input Registration of client in the database	None	5 Minutes	<i>Library Personnel UPCE</i>
TOTAL:		Registration fee - <i>UP:</i> PHP 50.00 <i>Filipino non-UP:</i> PHP 150.00 <i>Foreign:</i> PHP 500.00	1 Day and 10 minutes	



3. UPCE Tour

Request for and participation in guided UPCE library, instrumentarium, and/or archive tour

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government; Government to Business			
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (student) or UP Alumni Card (alumni); (Valid ID of group head if group tour)		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Valid UPCE Registration (Registration of group head if group tour); and,		UP Center for Ethnomusicology Library		
Request letter addressed to the UPCE Director endorsed by their respective Head of Unit		Requesting Party		
Filipino Non-UP				
Valid government or school ID (Valid ID of group head if group tour);		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration (Registration of group head if group tour); and,		UP Center for Ethnomusicology Library		
Request letter addressed to the UPCE Director endorsed by their respective Head of Unit		Requesting Party		
Foreign				
Valid IDs (passport and ID from their affiliated institution) (Valid ID of group head if group tour);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration (Registration of group head if group tour); and,		UP Center for Ethnomusicology Library		
Request letter addressed to the UPCE Director endorsed by their respective Head of Unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>Present valid ID and submit requirements to the UPCE Library Personnel in person or through email</p>	<p>Receive request with complete attachments Check availability of venue and staff in the UPCE Calendar Secure approval of UPCE Director Schedule venue and tour in UPCE calendar for the information of all UPCE Inform client of approved/denied request and schedule</p>	<p>None</p>	<p>2 Days and 5 Minutes</p>	<p><i>Library Personnel</i> UPCE</p>
<p>Arrive at least 15 minutes before schedule</p>	<p>Arrange participants into smaller groups (for large number of participants) and perform tour</p>	<p>None</p>	<p>15 Minutes (per group)</p>	<p><i>Library Personnel</i> UPCE</p>
<p>TOTAL:</p>		<p>None</p>	<p>2 Days and 20 Minutes</p>	



4. Library materials for room use or for presentation within the UP College of Music

Borrowing and use of library materials for use inside the UPCE Library or for one-time presentations within the UP College of Music only

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government; Government to Business			
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Library Call Slip				
Filipino Non-UP				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Library Call Slip				
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Library Call Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachments	None	5 Minutes	<i>Library Personnel</i> UPCE
	Prepare materials and provide to client		5 Minutes/title	



Pick-up library material/s in person; leave Valid ID with Library personnel as collateral	Assist client with use of library material/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	20 Minutes	

5. Library materials for extended use

Request for borrowing of library materials for overnight or extended use outside the UP College of Music is limited to a maximum duration of one (1) month per material, renewable every month. Materials available for borrowing are subject to their physical condition and availability. Maximum of 3 materials at a time. General reference materials, theses and dissertations, and rare books are excluded from this service.

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Simple	
Type of Transaction:	Government to Citizen; Government to Government; Government to Business	
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists;	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
UP Clients		
Valid UP ID (student) or UP Alumni ID (alumni);	UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Valid UPCE Registration;	UP Center for Ethnomusicology Library	
Accomplished UPCE Library Call Slip		
Request letter addressed to the UPCE Director endorsed by their Head of Unit	Requesting Party	
Filipino Non-UP		



Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Library Call Slip				
Request letter addressed to the UPCE Director endorsed by their Head of Unit		Requesting Party		
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Library Call Slip				
Request letter addressed to the UPCE Director endorsed by their Head of Unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachment Secure approval of UPCE Director Inform client of approved/denied request and schedule Prepare materials and provide to client	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE
Pick-up library material/s in person; leave Valid ID with library personnel as collateral	Assist client with use of library material/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	1 Day and 15 Minutes	



6. Reproduction of Library materials

Reproduction of library materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293 as well as the Revised UP Intellectual Property Policy (2011)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government; Government to Business			
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Library Call Slip				
Filipino Non-UP				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Library Call Slip				
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Library Call Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachment Prepare materials	None	5 Minutes	<i>Library Personnel</i> UPCE
			5 Minutes/title	
Pick-up library material/s in person;	Redirect client to the printing/copying	None	5 Minutes	<i>Library Personnel</i> UPCE



leave Valid ID with library personnel as collateral	services (non-UPCE entity)			
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	20 Minutes	

7. Reference and bibliographic services

Request for reference and bibliographic services

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government; Government to Business			
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance or eMail correspondence		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry to the UPCE Library Personnel in person or through email	Receive request Prepare references and bibliographic sources	None	5 Minutes 5 Minutes/title	<i>Library Personnel</i> UPCE
Receive required information	Assist client with use of library material/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	15 Minutes	



8. Library spaces and facilities for regular use

Use of library spaces and facilities for personal study, group work, and small group discussions

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government; Government to Business			
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Filipino Non-UP Clients				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Valid ID to the UPCE Library Personnel	Remind client of basic space use policies when necessary	None	2 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	2 Minutes	



9. Library spaces and facilities for use beyond service hours

Request for use of library spaces and facilities beyond service hours (subject to availability of space, facilities, personnel, and UP College of Music building regulations)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government; Government to Business			
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Filipino Non-UP				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachment Secure approval of UPCE Director Inform client of approved/denied request	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE



	Present details of payment and instructions, and directions to the UP Cashier's office;			
Pay corresponding fee at UP Cashier's Office	Wait for client Action	Rental fee - PHP 1,500.00/ hour	1 Day (paused-clock)	UP Cash Office
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Inform Client of approved schedule	None	5 Minutes	Library Personnel UPCE
Arrive at least 15 minutes before schedule	Assist client with use of library material/s whenever necessary	None	5 Minutes	Library Personnel UPCE
TOTAL:		Rental fee - PHP 1,500.00/hour	2 Days and 15 Minutes	

10. Instruments for room study

Borrowing and use of instruments for use inside the UPCE Library (no playing)

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Simple	
Type of Transaction:	Government to Citizen; Government to Government	
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
UP Clients		
Valid UP ID (student) or UP Alumni ID (alumni);	UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Valid UPCE Registration;		



Accomplished UPCE Instrument Borrower's Form		UP Center for Ethnomusicology Library		
Filipino Non-UP				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Instrument Borrower's Form				
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Instrument Borrower's Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachment Prepare instrument/s and provide to client	None	5 Minutes 15 Minutes/ instrument	<i>Library Personnel</i> UPCE
Pick-up instrument in person; leave Valid ID with library personnel as collateral	Assist client with use of instrument/s whenever necessary	None	15 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	40 Minutes	



11. Instruments for playing and/or demonstration

Borrowing and use of instruments for use/demonstration inside the UPCE Library (subject to availability of instrument and artefact, and library space)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government			
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Instrument Borrower's Form				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Filipino Non-UP				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Instrument Borrower's Form				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Instrument Borrower's Form				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachments Secure approval of UPCE Director Input schedule of use/class demo in UPCE calendar for information of all UPCE personnel Inform client of approved/denied request and schedule Post information about the use/class demo for information of other clients Prepare instrument/s and provide to client	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE
Arrive at least 15 minutes before scheduled use/class demonstration; leave Valid ID with library personnel as collateral	Assist client with use of instrument/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	1 Day and 15 Minutes	



12. Instruments and artefacts for use within the UP College of Music

Request for one-day borrowing and return of instruments and artefacts within the UP College of Music (subject to availability of instrument and artefact)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government			
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clients				
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Instrument Borrower's Form				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Filipino Non-UP				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Instrument Borrower's Form				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Instrument Borrower's Form				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachments Secure approval of UPCE Director (if for non-classroom; non-UP; or, UP alumni use) Present details of payment and instructions, and directions to the UP Cashier's office;	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee at the UP Cashier	Wait for client action	Rental Fee – <i>UP (for classroom use):</i> FREE <i>UP (for non-classroom use):</i> 20% of the cost of instrument <i>non-UP & UP alumni:</i> 30% of the cost of instrument	1 Day (paused-clock)	<i>UP Cash Office</i>
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Inform Client of pick-up schedule	None	5 Minutes	<i>Library Personnel</i> UPCE
Pick-up instrument in person;	Assist client with use of instrument/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE



TOTAL:	Rental Fee – <i>UP (for classroom use):</i> FREE <i>UP (for non-classroom use):</i> 20% of the cost of instrument <i>non-UP & UP alumni:</i> 30% of the cost of instrument	1 Day and 20 Minutes	
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13. Instruments and artefacts for extended use

Request for borrowing of instruments or artefacts for overnight or extended use outside the UP College of Music (within UP Diliman only) is limited to a maximum duration of one (1) month per material, renewable every month. Materials available for borrowing are subject to their physical condition and availability. Maximum of 3 materials at a time.

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UP students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
UP Clients		
Valid UP ID;	UP Office of the University Registrar	
Valid UPCE Registration;	UP Center for Ethnomusicology Library	
Accomplished UPCE Instrument Borrower's Form		
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachment Secure approval of UPCE Director (if for non-classroom; non-UP; or, UP alumni use) Present details of payment and instructions, and directions to the UP Cashier's office;	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee at the UP Cashier	Wait for client action	Rental Fee – 20% of the cost of instrument (in PHP)	1 Day (paused-clock)	<i>UP Cashier</i>
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Inform Client of pick-up schedule	None	5 Minutes	<i>Library Personnel</i> UPCE
Pick-up instrument in person; present Official Receipt (if applicable); leave Valid ID with library personnel as collateral	Assist client with use of instrument/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Rental Fee – 20% cost of	2 Days and 20 Minutes	



	instrument (in PHP)		
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14. Request for online access to archival fieldnotes, photographs and audio

Request of Archive Users for online access low-resolution digital copies of UPCE archival fieldnotes, photographs, and audio (maximum of 10 materials per research day)

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to Citizen; Government to Government		
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
UP Clients			
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Valid UPCE Registration;		UP Center for Ethnomusicology Library	
Accomplished UPCE Access Form			
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party	
Filipino Non-UP			
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation	
Valid UPCE Registration;		UP Center for Ethnomusicology Library	
Accomplished UPCE Access Form			
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party	



Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Access Form				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachments Secure approval of UPCE Director; Inform Client of approved/denied request and schedule;	None	4 Days and 5 Minutes	<i>Library Personnel</i> UPCE
	Retrieve and prepare requested materials Upload requested materials in UPCE Archive Google Drive folder			<i>Archive Personnel</i> UPCE
	Inform Client when the material is available for access online and provide link of the Google Drive folder			<i>Library Personnel</i> UPCE
TOTAL:		None	4 Days, 5 minutes	



15. Request for print reproduction of archival photographs for fair use

Request for acquiring 5R photo paper print-outs of archival photographs (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 5 images per research day)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID;		UP Office of the University Registrar		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms and letters to the UPCE Library Personnel in person or through email	Receive request with complete attachment Secure approval of UPCE Director; Inform Client of approved/denied request and schedule; Device Letter-Agreement for Terms of Use and send to client	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use and return to UPCE Library Personnel	Receive and file Letter-Agreement for Terms of Use Present details of payment and instructions, and directions to the	None	10 Minutes	<i>Library Personnel</i> UPCE



	UP Cashier's office;			
Pay corresponding fee at UP Cashier	Wait for Client's action	Printing fee - PHP 50.00/ image	1 Day (paused-clock)	<i>UP Cash Office</i>
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Retrieve requested materials Print requested materials Inform Client that requested material is ready	None	2 Days and 10 Minutes	<i>Library Personnel UPCE</i> <i>Archive Personnel UPCE</i> <i>Library Personnel UPCE</i>
Claim requested materials from the UPCE Library	Turn over requested print-out to Client	None	15 Minutes	<i>Library Personnel UPCE</i>
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel UPCE</i>
TOTAL:		Printing fee - PHP 50.00/ image	5 Days, 45 Minutes	



16. Request for print reproduction of archival photographs (beyond fair use)

Request for acquiring 5R photo paper print-outs of archival photographs for uses that are beyond the scope of the terms outlined in Sec. 185 of Republic Act No. 8293 (maximum of 5 images per research day)

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Complex	
Type of Transaction:	Government to Citizen; Government to Government	
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
UP Clients		
Valid UP ID (student) or UP Alumni ID (alumni);	UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Valid UPCE Registration;	UP Center for Ethnomusicology Library	
Accomplished UPCE Reproduction Form;		
Accomplished Letter-Agreement for Terms of Use with UPCE		
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party	
Signed approval of copyright owners	Copyright owner of the material	
Filipino Non-UP		
Valid government or school ID;	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation	
Valid UPCE Registration;	UP Center for Ethnomusicology Library	
Accomplished UPCE Reproduction Form;		
Accomplished Letter-Agreement for Terms of Use with UPCE		
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party	
Signed approval of copyright owners	Copyright owner of the material	
Foreign		
Valid IDs (passport and ID from their affiliated institution);	Respective government institution issuing passport, and their affiliated institution	



Valid UPCE Registration;	UP Center for Ethnomusicology Library			
Accomplished UPCE Reproduction Form; ,,				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party			
Signed approval of copyright owners	Copyright owner of the material			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms and letters to the UPCE Library Personnel in person or through email	Receive request with complete attachment Secure approval of UPCE Director; Inform Client of approved/denied request and schedule; Device Letter-Agreement for Terms of Use and send to client	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use and return to UPCE Library personnel	Receive and file Letter-Agreement for Terms of Use; Present details of payment and instructions, and directions to the UP Cashier's office;	None	10 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee at UP Cashier	Wait for Client's action	Printing Fee -PHP 50.00/image	1 Day (paused-clock)	<i>UP Cash Office</i>
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Retrieve and prepare requested materials Print requested materials	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE <i>Library Personnel</i> UPCE



	Inform Client that requested material is ready			
Claim requested materials	Turn over requested print-out to Client	None	15 Minutes	<i>Library Personnel</i> UPCE
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Printing Fee -PHP 50.00/image	5 Days and 40 Minutes	

17. Request for digital reproduction of photographs

Request for acquiring digital reproduction of photographs from the UP Center for Ethnomusicology archives (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 5 images per research day)

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to Citizen; Government to Government		
Who may avail:	UP students and UP alumni Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
UP Clients			
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Valid UPCE Registration;		UP Center for Ethnomusicology Library	
Accomplished UPCE Reproduction Form;			
Accomplished Letter-Agreement for Terms of Use with UPCE			
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party	
Signed approval of copyright owners		Copyright owner of the material	
Filipino Non-UP			



Valid government or school ID;	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation			
Valid UPCE Registration;	UP Center for Ethnomusicology Library			
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party			
Signed approval of copyright owners	Copyright owner of the material			
Foreign				
Valid IDs (passport and ID from their affiliated institution);	Respective government institution issuing passport, and their affiliated institution			
Valid UPCE Registration;	UP Center for Ethnomusicology Library			
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party			
Signed approval of copyright owners	Copyright owner of the material			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms and letters to the UPCE Library Personnel in person or through email	Receive request with complete attachment Secure approval of UPCE Director; Inform Client of approved/denied request and schedule; Device Letter-Agreement for Terms of Use and send to client;	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use and return to	Receive and file Letter-Agreement for Terms of Use;	None	3 Days and 10 minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



UPCE Library Personnel	Retrieve requested materials and upload requested materials in UPCE Archive Google Drive folder Inform Client when the material is available for access online and provide link of the Google Drive folder			<i>Library Personnel</i> UPCE
TOTAL:		None	5 Days and 15 Minutes	

18. Request for reproduction of unpublished field and non-field audio recordings

Request for acquiring reproduction of unpublished field audio recordings and non-field audio recordings (recordings of concerts and performances of composed music, etc.) from the UP Center for Ethnomusicology archives (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 10 tracks per research day at 60 seconds or a fraction thereof per track)

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to Citizen; Government to Government		
Who may avail:	UP students and UP alumni; Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
UP Clients			
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Valid UPCE Registration;		UP Center for Ethnomusicology Library	
Accomplished UPCE Reproduction Form;			



Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Signed approval of copyright owners		Copyright owner of the material		
Filipino Non-UP				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Signed approval of copyright owners		Copyright owner of the material		
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Signed approval of copyright owners		Copyright owner of the material		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms and letters to the UPCE Library Personnel in person or through email	Receive accomplished UPCE Request for Reproduction Form Secure approval of UPCE Director; Inform Client of approved/denied request and schedule; Present details of payment and instructions, and	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE



	<p>directions to the UP Cashier's office; Device Letter-Agreement for Terms of Use and send to client;</p>			
<p>Sign Letter-Agreement for Terms of Use and return to UPCE Library personnel</p>	<p>Receive and file Letter-Agreement for Terms of Use</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Library Personnel</i> UPCE</p>
<p>Pay corresponding fee at UP Cashier</p>	<p>Wait for Client's action</p>	<p>Reproduction Fee – <i>UP students, (fair use):</i> PHP 50.00 (for every 60 seconds or a fraction thereof)</p> <p><i>UP students, and alumni (beyond fair use):</i> PHP 150.00 (for every 60 seconds or a fraction thereof)</p> <p><i>Filipino non-UP:</i> PHP 150.00 (for every 60 seconds or a fraction thereof)</p> <p><i>Foreign:</i> PHP 150.00 (for every 60 seconds or a fraction thereof)</p>	<p>1 Day (paused-clock)</p>	<p><i>UP Cash Office</i></p>



<p>Present or email copy of receipt to UPCE Library Personnel</p>	<p>Acknowledge presentation of receipt Retrieve requested materials and upload requested materials in UPCE Archive Google Drive folder Inform Client when the material is available for access online and provide link of the Google Drive folder</p>	<p>None</p>	<p>3 Days and 20 Minutes</p>	<p><i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE</p> <p><i>Library Personnel</i> UPCE</p>
<p>TOTAL:</p>		<p>Reproduction Fee – <i>UP students, (fair use):</i> PHP 50.00 (for every 60 seconds or a fraction thereof)</p> <p><i>UP students, and alumni (beyond fair use):</i> PHP 150.00 (for every 60 seconds or a fraction thereof)</p> <p><i>Filipino non-UP:</i> PHP 150.00 (for every 60 seconds or a fraction thereof)</p> <p><i>Foreign:</i> PHP 150.00 (for every 60 seconds or a</p>	<p>6 Days and 35 Minutes</p>	



	fraction thereof)		
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19. Request for reproduction and use of unpublished score for study

Request for reproduction and use of unpublished score from Archive holdings for study is subject to the terms outlined in Sec. 185 of Republic Act No. 8293

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to Citizen; Government to Government		
Who may avail:	UP students and UP alumni; Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
UP Clients			
Valid UP ID (student) or UP Alumni ID (alumni);	UP Office of the University Registrar (student) or UP Alumni Association (alumni)		
Valid UPCE Registration;	UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;			
Accomplished Letter-Agreement for Terms of Use with UPCE			
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party		
Filipino Non-UP			
Valid government or school ID;	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;	UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;			
Accomplished Letter-Agreement for Terms of Use with UPCE			
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party		



Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms and letters to the UPCE Library Personnel in person or through email	Receive request with complete attachments; Secure approval of UPCE Director; Inform client of approved/denied request and schedule; Device Letter-Agreement for Terms of Use and send to client;	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use	Receive signed Letter-Agreement for Terms of Use Prepare scores If clients requested for digital copy - upload requested materials in UPCE Archive Google Drive folder Inform Client that requested material is ready If clients requested for digital copy - Provide link of the Google Drive	None	3 Days and 5 minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE <i>Library Personnel</i>



	folder for digital reproduction)			UPCE
If requesting for printed copy of score – Go to UPCE Library to pick-up score; leave Valid ID with Library personnel as collateral	If clients requested for printed copy - Provide score to the client and redirect to the printing/copying services (non-UPCE entity)	None	5 Minutes	<i>Library Personnel</i> UPCE
If requesting for printed copy of score – Return score upon end of use	If clients requested for printed copy - Receive score and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	5 Days and 20 Minutes	

20. Request for reproduction and use of unpublished score for performance

Request for reproduction and use of unpublished score from Archive holdings for performance

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to Citizen; Government to Government		
Who may avail:	UP students and UP alumni; Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
UP Clients			
Valid UP ID (student) or UP Alumni ID (alumni);	UP Office of the University Registrar (student) or UP Alumni Association (alumni)		



Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Signed approval of copyright owners		Copyright owner of the material		
Filipino Non-UP				
Valid government or school ID;		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Signed approval of copyright owners		Copyright owner of the material		
Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Signed approval of copyright owners		Copyright owner of the material		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms and letters to the UPCE Library Personnel in	Receive request with complete attachments; Secure approval of UPCE Director; Inform client of approved/denied	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE



person or through email	request and schedule; Device Letter-Agreement for Terms of Use and send to client;			
Sign Letter-Agreement for Terms of Use	Receive signed Letter-Agreement for Terms of Use Present details of payment and instructions, and directions to the UP Cashier's office;	None	5 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee	Wait for client action	Performance fee (includes royalty and processing fee) - USD 1,000.00; or, its equivalent in peso; exclusive of printing, shipping and handling	1 Day (paused-clock)	<i>UP Cash Office</i>
Present or email Official Receipt to UPCE Archive	Acknowledge presentation of receipt; Prepare scores If clients requested for digital copy - Upload requested materials in UPCE Archive Google Drive folder Inform Client that requested material is ready If clients requested for digital copy - Provide link of	None	3 Days	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



	the Google Drive folder for digital reproduction)			<i>Library Personnel</i> UPCE
If requesting for printed copy of score – Go to UPCE Library to pick-up score; leave Valid ID with Library personnel as collateral	If clients requested for printed copy - Provide score to the client and redirect to the printing/copying services (non-UPCE entity)	None	5 Minutes	<i>Library Personnel</i> UPCE
If requesting for printed copy of score – Return score upon end of use	If clients requested for printed copy - Receive score and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Performance fee (includes royalty and processing fee) - USD 1,000.00; or, its equivalent in peso; exclusive of printing, shipping and handling	6 Days and 15 Minutes	



21. Request for selected pages from unpublished score for publication

Request for digital reproduction of selected pages of unpublished score from Archive holdings for publication

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Complex	
Type of Transaction:	Government to Citizen; Government to Government	
Who may avail:	UP students and UP alumni; Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
UP Clients		
Valid UP ID (student) or UP Alumni ID (alumni);	UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Valid UPCE Registration;	UP Center for Ethnomusicology Library	
Accomplished UPCE Reproduction Form;		
Accomplished Letter-Agreement for Terms of Use with UPCE		
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party	
Signed approval of copyright owners	Copyright owner of the material	
Filipino Non-UP		
Valid government or school ID;	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation	
Valid UPCE Registration;	UP Center for Ethnomusicology Library	
Accomplished UPCE Reproduction Form;		
Accomplished Letter-Agreement for Terms of Use with UPCE		
Request letter addressed to the UPCE Director endorsed by Head of Unit	Requesting Party	
Signed approval of copyright owners	Copyright owner of the material	



Foreign				
Valid IDs (passport and ID from their affiliated institution);		Respective government institution issuing passport, and their affiliated institution		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Reproduction Form;				
Accomplished Letter-Agreement for Terms of Use with UPCE				
Request letter addressed to the UPCE Director endorsed by Head of Unit		Requesting Party		
Signed approval of copyright owners		Copyright owner of the material		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachments; Secure approval of UPCE Director; Inform client of approved/denied request and schedule; Device Letter-Agreement for Terms of Use and send to client;	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use	Receive signed Letter-Agreement for Terms of Use Prepare scores and upload requested materials in UPCE Archive Google Drive folder Inform Client when the material is available for access online and provide link of the Google	None	3 Days and 5 Minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



	Drive folder			Library Personnel UPCE
TOTAL:		None	5 Days and 10 Minutes	

22. Digitization of analog non-commercial audio recordings

Request for transfer of non-commercial audio recordings in analog to digital format is subject to availability of playback platform and personnel, as well as condition of material. This service has a limit of 5 pieces of analog materials per transaction. UPCE can only accept a maximum of 2 digitization service requests per month.

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen; Government to Government; Government to Business		
Who may avail:	UP students and UP alumni; Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
UP Clients			
Valid UP ID (student) or UP Alumni ID (alumni);		UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Accomplished UPCE ACL Extension Services Slip		UP Center for Ethnomusicology Library	
Material/s to be digitized		Requesting Party	
Digital storage device for the digitized tracks			
Index or Description/Identification of analog material for metadata, if available			
Filipino Non-UP			
Valid government or school ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation	
Accomplished UPCE ACL Extension Services Slip		UP Center for Ethnomusicology Library	
Material/s to be digitized		Requesting Party	



Digital storage device for the digitized tracks				
Index or Description/Identification of analog material for metadata, if available				
Foreign				
Valid ID (passport)				
Accomplished UPCE ACL Extension Services Slip		UP Center for Ethnomusicology Library		
Material/s to be digitized		Requesting Party		
Digital storage device for the digitized tracks				
Index or Description/Identification of analog material for metadata, if available				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry and materials to be digitized	Receive inquiry and materials to be digitized Assess condition of materials Check schedule of personnel and availability of playback platform Inform client if materials are fit for digitization as well as availability of schedule	None	3 Hours	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE
Present valid ID and submit other requirements to the UPCE Library personnel	Receive request with complete attachments; Calculate fees and Present details of payment and instructions, and directions to the UP Cashier's office		15 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee	Wait for client action	Processing fee - <i>UP students:</i> PHP 30.00 (for the first 1 minute or a fraction	1 Day (paused-clock)	<i>UP Cash Office</i>



		<p>thereof; additional 30.00 for every succeeding minute)</p> <p><i>Filipino non-UP:</i> PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every succeeding minute)</p> <p><i>Foreign:</i> PHP 150.00 (for the first 1 minute or a fraction thereof; additional 150.00 for every succeeding minute)</p>		
Present or email copy of receipt to UPCE Library Personnel	<p>Acknowledge presentation of receipt</p> <p>Provide copy of ACL Extension Services Slip to client</p> <p>Digitize analog materials</p> <p>Inform Client that analog material and digitized tracks are ready for pick-up</p>	None	10 Days and 5 Minutes	<p><i>Library Personnel</i> UPCE</p> <p><i>Media Archivist</i> UPCE</p> <p><i>Library Personnel</i> UPCE</p>



Present ACL Extension Services Slip upon pick-up of materials	Turn-over analog materials and digital storage device containing digitized tracks to Client	None	3 Minutes	<i>Library Personnel</i> UPCE
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Processing fee - UP students: PHP 30.00 (for the first 1 minute or a fraction thereof; additional 30.00 for every succeeding minute) Filipino non-UP: PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every succeeding minute) Foreign: PHP 150.00 (for the first 1 minute or a fraction thereof; additional 150.00 for every succeeding minute)	11 Days, 3 Hours and 28 Minutes	



23. Request for digitization of analog commercial audio recordings

Request for transfer of commercial audio recordings in analog to digital format is subject to availability of playback platform and personnel, as well as condition of material. This service has a limit of 5 pieces of analog materials per transaction. UPCE can only accept a maximum of 2 digitization service requests per month.

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government and Government to Citizen; Government to Business	
Who may avail:	UP students and UP alumni; Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
UP Clients		
Valid UP ID (student) or UP Alumni ID (alumni);	UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Accomplished UPCE ACL Extension Services Slip	UP Center for Ethnomusicology Library	
Material/s to be digitized	Requesting Party	
Digital storage device for the digitized tracks		
Index or Description/Identification of analog material for metadata, if available		
Filipino Non-UP		
Valid government or school ID	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation	
Accomplished UPCE ACL Extension Services Slip	UP Center for Ethnomusicology Library	
Material/s to be digitized	Requesting Party	
Digital storage device for the digitized tracks		



Index or Description/Identification of analog material for metadata, if available				
Foreign				
Valid ID (passport)		Respective government institution issuing passport		
Accomplished UPCE ACL Extension Services Slip		UP Center for Ethnomusicology Library		
Material/s to be digitized		Requesting Party		
Digital storage device for the digitized tracks				
Index or Description/Identification of analog material for metadata, if available				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry and materials to be digitized	Receive inquiry and materials to be digitized Assess condition of materials Check schedule of personnel and availability of playback platform Inform client if materials are fit for digitization as well as availability of schedule	None	3 Hours	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE
Present valid ID and submit other requirements to the UPCE Library personnel	Receive request with complete attachments; Calculate fees and Present details of payment and instructions, and directions to the UP Cashier's office		15 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee	Wait for client action	Processing fee - <i>UP students:</i> PHP 30.00/track	1 Day (paused-clock)	UP Cash Office



		<i>Filipino non-UP:</i> PHP 100.00/track <i>Foreign:</i> PHP 150.00/track		
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Provide copy of ACL Extension Services Slip to client Digitize analog materials Inform Client that analog material and digitized tracks are ready for pick-up	None	10 Days and 5 Minutes	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE
Present ACL Extension Services Slip upon pick-up of materials	Turn-over analog materials and digital storage device containing digitized tracks to Client	None	3 Minutes	<i>Library Personnel</i> UPCE
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Processing fee - UP students: PHP 30.00/track <i>Filipino non-UP:</i> PHP 100.00/track <i>Foreign:</i> PHP 150.00/track	11 Days, 3 Hours and 28 Minutes	



24. Request for digitization of analog non-commercial video recordings

Request for transfer of non-commercial video recordings in analog to digital format is subject to availability of playback platform and personnel, as well as condition of material. This service has a limit of 5 pieces of analog materials per transaction. UPCE can only accept a maximum of 2 digitization service requests per month.

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government and Government to Citizen; Government to Business	
Who may avail:	UP students and UP alumni; Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists;	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
UP Clients		
Valid UP ID (student) or UP Alumni ID (alumni);	UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Accomplished UPCE ACL Extension Services Slip	UP Center for Ethnomusicology Library	
Material/s to be digitized	Requesting Party	
Digital storage device for the digitized tracks		
Index or Description/Identification of analog material for metadata, if available		
Filipino Non-UP		
Valid government or school ID	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation	
Accomplished UPCE ACL Extension Services Slip	UP Center for Ethnomusicology Library	
Material/s to be digitized	Requesting Party	
Digital storage device for the digitized tracks	Requesting Party	
Index or Description/Identification of analog material for metadata, if available		
Foreign		
Valid ID (passport)	Respective government institution issuing passport	



Accomplished UPCE ACL Extension Services Slip		UP Center for Ethnomusicology Library		
Material/s to be digitized		Requesting Party		
Digital storage device for the digitized tracks				
Index or Description/Identification of analog material for metadata, if available				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry and materials to be digitized	Receive inquiry and materials to be digitized Assess condition of materials Check schedule of personnel and availability of playback platform Inform client if materials are fit for digitization as well as availability of schedule	None	3 Hours	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE
Present valid ID and submit other requirements to the UPCE Library personnel	Receive request with complete attachments; Calculate fees and Present details of payment and instructions, and directions to the UP Cashier's office		15 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee	Wait for client action	Processing fee - <i>UP students, and alumni:</i> PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every	1 Day (paused-clock)	UP Cash Office



		<p>succeeding minute)</p> <p><i>Filipino non-UP:</i> PHP 200.00 (for the first 1 minute or a fraction thereof; additional 200.00 for every succeeding minute)</p> <p><i>Foreign:</i> PHP 500.00 (for the first 1 minute or a fraction thereof; additional 500.00 for every succeeding minute)</p>		
Present or email copy of receipt to UPCE Library Personnel	<p>Acknowledge presentation of receipt</p> <p>Provide copy of ACL Extension Services Slip to client</p> <p>Digitize analog materials</p> <p>Inform Client that analog material and digitized tracks are ready for pick-up</p>	None	10 Days and 5 Minutes	<p><i>Library Personnel</i> UPCE</p> <p><i>Media Archivist</i> UPCE</p> <p><i>Library Personnel</i> UPCE</p>
Present ACL Extension Services Slip upon pick-up of materials	Turn-over analog materials and digital storage device containing digitized tracks to Client	None	3 Minutes	<i>Library Personnel</i> UPCE



Sign receipt of material	File receipt of material	None	5 Minutes	Library Personnel UPCE
		<p>Processing fee - UP students, and alumni: PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every succeeding minute)</p> <p>Filipino non-UP: PHP 200.00 (for the first 1 minute or a fraction thereof; additional 200.00 for every succeeding minute)</p> <p>Foreign: PHP 500.00 (for the first 1 minute or a fraction thereof; additional 500.00 for every succeeding minute)</p>		
	TOTAL:		11 Days, 3 Hours and 28 Minutes	



25. Request for digitization of commercial video recordings

Request for transfer of commercial video recordings in analog to digital format is subject to availability of playback platform and personnel, as well as condition of material. This service has a limit of 5 pieces of analog materials per transaction. UPCE can only accept a maximum of 2 digitization service requests per month.

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government and Government to Citizen; Government to Business	
Who may avail:	UP students and UP alumni; Filipino non-UP students, faculty, alumni, and personnel, researchers, cultural workers, and artists; and, Foreign students, faculty, alumni, and personnel, researchers, cultural workers, and artists	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
UP Clients		
Valid UP ID (student) or UP Alumni ID (alumni);	UP Office of the University Registrar (student) or UP Alumni Association (alumni)	
Accomplished UPCE ACL Extension Services Slip	UP Center for Ethnomusicology Library	
Material/s to be digitized	Requesting Party	
Digital storage device for the digitized tracks		
Index or Description/Identification of analog material for metadata, if available		
Filipino Non-UP		
Valid government or school ID	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, COMELEC, School of Affiliation	
Accomplished UPCE ACL Extension Services Slip	UP Center for Ethnomusicology Library	
Material/s to be digitized	Requesting Party	
Digital storage device for the digitized tracks	Requesting Party	
Index or Description/Identification of analog material for metadata, if available		
Foreign		
Valid ID (passport)	Respective government institution issuing passport	
Accomplished UPCE ACL Extension Services Slip	UP Center for Ethnomusicology Library	



Material/s to be digitized		Requesting Party		
Digital storage device for the digitized tracks				
Index or Description/Identification of analog material for metadata, if available				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry and materials to be digitized	Receive inquiry and materials to be digitized Assess condition of materials Check schedule of personnel and availability of playback platform Inform client if materials are fit for digitization as well as availability of schedule	None	3 Hours	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE
Present valid ID and submit other requirements to the UPCE Library personnel	Receive request with complete attachments; Calculate fees and Present details of payment and instructions, and directions to the UP Cashier's office		15 Minutes	<i>UPCE Library Personnel</i>
Pay corresponding fee	Wait for client action	Processing fee - <i>UP students:</i> PHP 80.00 (for every analog material) <i>Filipino non-UP:</i> PHP 300.00 (for every analog material) <i>Foreign:</i>	1 Day (paused-clock)	<i>UP Cash Office</i>



		PHP 500.00 (for every analog material)		
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Provide copy of ACL Extension Services Slip to client Digitize analog materials Inform Client that analog material and digitized tracks are ready for pick-up	None	10 Days and 5 Minutes	<i>UPCE Library Personnel</i> <i>Media Archivist UPCE</i> <i>UPCE Library Personnel</i>
Present ACL Extension Services Slip upon pick-up of materials	Turn-over analog materials and digital storage device containing digitized tracks to Client	None	3 Minutes	<i>UPCE Library Personnel</i>
Sign receipt of material	File receipt of material	None	5 Minutes	<i>UPCE Library Personnel</i>
TOTAL:		Processing fee - <i>UP students:</i> PHP 80.00 (for every analog material) <i>Filipino non-UP:</i> PHP 300.00 (for every	11 Days and 28 Minutes	



	analog material) <i>Foreign:</i> PHP 500.00 (for every analog material)		
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UP Institute for Small-Scale Industries (ISSI)

External Services



1. Acceptance of Requests for Appointments/Meetings

This service provides an avenue for clients to be able to discuss with the Director of UP ISSI on matters pertaining to entrepreneurship and the like.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to UP ISSI Director	Receive request letter	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive hard copy of official response regarding appointment/meeting	Set schedule, if available	None	1 Day	<i>Director</i> DO
3. Receive new schedule through letter (if original date is not possible)	If not available, reset schedule and send to client	None	1 Day	<i>Releasing Personnel</i> DO
TOTAL:		None	(3) Days	



2. Acceptance of Inquiries or Requests for Proposals

This service allows the consideration of requests received by UP ISSI and provides a way for clients to get feedback on their inquiries.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry or letter of request addressed to UP ISSI Director	1.1 Receive inquiry/ request letter 1.2 Forward inquiry/ letter to ISSI division concerned	None	1 Day	<i>Receiving and Releasing Personnel</i> DO
TOTAL:		None	(1) Day	

3. Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives

This service facilitates requests for UP ISSI staff and UP ISSI Institutional Representatives to serve as resource persons in various activities.

Office or Division:	Director's Office (DO)
Classification:	Simple
Type of Transaction:	Government to Government, Government to Business



Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to UP ISSI Director	1.1 Receive request letter 1.2 Inform concerned ISSI staff	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive hardcopy of approved list of ISSI resource person/s and/or ISSI institutional representative	Take note of staff assignment	None	2 Days	<i>Releasing Personnel</i> DO
TOTAL:		None	(3) Days	

4. Acceptance of Requests for Appointments/Meetings

This service provides an avenue for clients to be able to discuss with the Director of UP ISSI on matters pertaining to entrepreneurship and the like.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Email		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter/email of request addressed to UP ISSI Director	Receive request letter/email	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive hard copy/email of official response regarding appointment/meeting	Set schedule, if available	None	1 Day	<i>Director</i> DO
3. Receive new schedule through letter/email (if original date is not possible)	If not available, reset schedule and send to client	None	1 Day	<i>Releasing Personnel</i> DO
TOTAL:		None	(3) Days	

5. Acceptance of Inquiries or Requests for Proposals

This service allows the consideration of requests received by UP ISSI and provides a way for clients to get feedback on their inquiries.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Email		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry or letter of request/email addressed to UP ISSI Director	1.1 Receive inquiry/request letter/email 1.2 Forward letter/email to ISSI	None	1 Day	<i>Receiving and Releasing Personnel</i> DO



	division concerned			
TOTAL:		None	(1) Day	

6. Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives

This service facilitates requests for UP ISSI staff and UP ISSI Institutional Representatives to serve as resource persons in various activities.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Email		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request/email addressed to UP ISSI Director	1.1 Receive request letter/email 1.2 Inform/email concerned ISSI staff	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive hardcopy/soft copy of approved list of ISSI resource person/s and/or ISSI institutional representative	Take note of staff assignment	None	2 Days	<i>Releasing Personnel</i> DO
TOTAL:		None	(3) Days	



7. Checking-in (Returning) of Library Materials

A mode of returning borrowed books and other library resources (i.e. government property). May be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

Office or Division:	UP ISSI Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book(s)/Materials for return		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book/s for return/check-in	1.Receive and check the book/s for return/check-in	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
2. Receive ID	2. Return the ID to client	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
TOTAL:		None	2 Minutes	

8. Checking-Out (Borrowing) of Library Materials

A mode of borrowing books and other library resources(i.e. government property). May be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

Office or Division:	UP ISSI Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official proof of enrollment (e.g. valid ID or Form-5)		Office of the University Registrar		
2. Filled-out book card		Requesting Party/UP ISSI Library		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish book card with name, college and student number	None	None	2 Minutes	College Librarian III/UP ISSI Library
2. Hand in duly accomplished book card, the book to be borrowed, and valid ID	2.1. Receive book, duly accomplished book card, and valid ID	None	1 Minute	College Librarian III/UP ISSI Library
	2.2. Stamp due date and counter sign Due Date Slip and Book Card	None	1 Minute	College Librarian III, UP ISSI Library
3. Receive book	None	None	1 Minute	College Librarian III UP ISSI Library
TOTAL:		None	5 Minutes	

9. Reference/Information and Bibliographic Services

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries.

Office or Division:	UP ISSI Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and Non-UP Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For UP Students - Official proof of enrollment (e.g. valid ID or Form-5)		Office of the University Registrar		
For Non-UP Users – valid ID and referral or request letter		Requesting Party		
2. Duly Accomplished Reference Query Form (UP ISSI Library Form 2)		UP ISSI Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-in the duly accomplished Reference Query	1.1. Receive reference query	None	3Minutes	College Librarian III UP ISSI Library



Form or fill in the online request form at https://library.entrepreneurship.org.ph/ask-a-librarian/	1.2. Conduct reference interview or send clarificatory email	None	25 Minutes	College Librarian III UP ISSI Library
2. Verify query	2.1. Analyze query and determine possible information sources that may provide answer to the query	None	3 Days	College Librarian III UP ISSI Library
	2.2. Communicate answer to request	None	30 Minutes	College Librarian III UP ISSI Library
3. Receive answer to query	3. If answer to query is found, provide answer to client's query. If answer to query is not found from available library resource, refer client to other libraries	None	2 Minutes	College Librarian III UP ISSI Library
TOTAL:		None	3 Days, 1 Hour	

10. Registration for Library Access

The UP ISSI Library accepts visitors/non-UP researchers including UP alumni, former UP faculty and staff; graduate students from other schools; government and private researchers; and undergraduate students from other schools. May be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

Office or Division:	UP ISSI Library	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Non-UP Users	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For UP Alumni:		
1. Valid ID with picture	Requesting Party	
2. Proof of program completion or graduation from UP	Office of Alumni Relations	



	Office of the University Registrar Respective College/Unit			
3. Special Registration Permit Form	UP ISSI Library			
For Non-UP Users:				
1. Valid ID with picture	Requesting Party			
2. Referral or Request Letter (1 original copy)	Sending Institution or Requesting Party			
3. Special Registration Permit Form	UP ISSI Library			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral letter or proof of program completion	1. Verify identify of client and validity of ID and letter or proof of program completion	None	10Minutes	<i>College Librarian III</i> UP ISSI Library
2. Accomplish Special Registration Permit Form	2. Check the accuracy of information	None	5 Minutes	<i>College Librarian III</i> UP ISSI Library
3. Receive Library Permit	3. Issue Library Permit	None	2 Minutes	<i>College Librarian III</i> UP ISSI Library
TOTAL:		None	17 Minutes	

11. Photocopy of Books and Other Library Resources

This service processes books and other library resources for photocopying. May be suspended during period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	UP ISSI Library
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Student and Non-UP Users
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For UP Students – Official proof of enrollment (e.g. valid ID or Form-5)	Office of the University Registrar Requesting Party



For UP Non-UP Users – Valid ID with picture and Referral or Request Letter (1 original copy)				
2. Duly Accomplished of Photoduplication Permit (2 copies)		UP ISSI Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish 2 copies of Photoduplication Permit	None	None	5 Minutes	<i>College Librarian III</i> UP ISSI Library
2. Hand in the 2 copies of the duly accomplished Photoduplication Permit and ID	2.1. Receive Photoduplication Permit and ID	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
	2.2. Approve (stamp with date and time of release) request for photocopying	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
3. Receive requested material	3.1. Hand over to client the requested material and 1 copy of the Photoduplication Permit	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
	3.2. Clip together 1 copy of the Photoduplication Permit ID	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
4. Return requested material and receive ID	4. Receive requested material and handover ID	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
TOTAL:		None	10 Minutes	



12. Resource on Demand

A service for processing articles and book chapter requests from journals, books, e-resources, and other materials available at the library. These documents are scanned and can be picked up in person or sent electronically via email.

Office or Division:	UP ISSI Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Copy of official proof of enrollment (e.g. valid ID or Form-5)		Office of the University Registrar		
2. Request Letter (1 copy)		Requesting Party		
3. UP Web Mail Account		Information Technology Development Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request via email at issi_library.upd@up.edu.ph with the following details of books (title, author, edition, publication year, page numbers) or the following details for periodicals (article title, article authors, periodical title, periodical issue number, year of issue, page numbers)	1. 1. Check Web OPAC and/or library databases for the availability of requested material	None	2 Days	<i>College Librarian III</i> UP ISSI Library
	1.2. Send confirmation of availability of material, inform transaction limits, and confirm with the client to proceed with transaction	None	30 Minutes	<i>College Librarian III</i> UP ISSI Library
2. Confirm to proceed with transaction	2. Prepare material for document delivery	None	4 Days	<i>College Librarian III</i> UP ISSI Library
3. Receive the requested library material	3. Send material to client via email or courier	None	5 Minutes	<i>College Librarian III</i> UP ISSI Library
TOTAL:		None	6 Days, 35 inutes	



13. Room Rental Request for Training/Meetings

This service allows the use of the ISSI rooms for training programs or meetings of external clients.

Office or Division:	UP ISSI Administrative Delivery Division (ADD)
Classification:	Complex
Type of Transaction:	Government to Government, Government to Business
Who may avail:	Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs Cooperatives, Industry Associations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed Letter Request from the Client detailing organization profile, purpose of rental, date and duration of the request	Requesting Party
2. Room Reservation Form	
3. Ocular Inspection	ADD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter and fill out Room Reservation Form	Staff concerned: 1.1 Evaluates the completeness of the submitted requirements 1.2 Checks room availability on date and time requested 1.3 Forwards to AO/ADD Head and Director for approval 1.4 AO/ADD Head and Director	None	2 Days	Assigned Staff ADD



	approves the request			AO/ADD Head and ISSI Director ADD and DO
2. Receive official confirmation of the request	Prepare Statement of Account (SOA) for room reservation deposit fee (deductible in the final SOA)	None	30 Minutes	Assigned Staff ADD
3. Pay room rental fees	UPD Cashier receives payment and produces OR	<u>Refer to Table of Rates Below*</u>	1 Day	UP Diliman Cashier UPD Cashiers Office
4. Provide photocopy of OR	Receives OR copy for documentation purposes	None	5 Minutes	Assigned Staff ADD
TOTAL:			3 Days and 35 Minutes	

<u>Wholeday (8 hours):</u>	Room 300 & 303	PHP 5,382.00
	Room 301	PHP 8,000.00
	Room 302	PHP 5,773.00
	Room 304 & 103A	PHP 3,542.00
	Room 104A & 104B	PHP 2,990.00
<u>Halfday (4 hours):</u>	Room 300 & 303	PHP 2,691.00
	Room 301	PHP 3,984.75
	Room 302	PHP 2,886.50
	Room 304 & 103A	PHP 1,771.00
	Room 104A & 104B	PHP 1,495.00
<u>Personnel Services:</u>	Audio-Visual Operator	PHP 650.00



	Janitorial Services	PHP 650.00
<u>OT Payment 5pm onwards (Weekdays & Weekends):</u>	Audio-Visual Operator	PHP 100.00/hr
	Janitorial Services	PHP 100.00/hr
<u>Personnel Services (Weekends):</u>	Audio-Visual Operator	PHP 800.00
	Janitorial Services	PHP 800.00
<u>Equipment:</u>	LCD rental	PHP 480.00/hr.
	ISSI laptop	PHP 150.00/hr
	Sound system	PHP 400.00/day
	Renter's Own LCD	PHP 50.00/hr
	Renter's Own laptop	PHP 35.00/hr

*Note: Rates are currently being revised/updated.

14. Provide Advisory Services

This service aims to provide counseling to entrepreneurs/enterprises requiring advice to troubleshoot and resolve their various issues.

Office or Division:	UP ISSI Business Enterprise Development Division (BEDD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request or Online Request generated through the online advisory platform 2. Client Satisfaction Survey		Requesting Party BEDD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter of request to BEDD via submission to ISSI office or official email address; Fill-in online request form	1.1 BEDD receives request 1.2 Division head reviews request 1.3 Assigned Mentor provides client with official feedback	None	3 Days	<i>Receiving Personnel, BEDD Staff</i> <i>Division Head</i> <i>BEDD Staff/Mentor</i>
2. Receive the official written feedback on the request via hard/soft copy	BEDD mentor provides advisory services (face-to-face; virtual)	None	As agreed upon by the concerned parties	<i>BEDD Staff/Mentor</i> BEDD
3. Accomplish client satisfaction survey	Accept filled-out form	None	1 Day	<i>BEDD Staff/Mentor</i> BEDD
TOTAL:		None	Days will depend on what has been agreed upon	

15. Provide Developmental Projects

These are projects aimed to develop the MSME sector through extension services in collaboration with NGOs, NGAs, LGUs and other private organizations. Funding for the implementation of the project/s may be provided by partner agencies.

Office or Division:	UP ISSI BEDD
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Business
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to Unit Head thru BEDD Head	Originating Party (TBII Provider)			
Approved Proposal	Requesting Party			
Signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)	BEDD, ISSI and/or Project Partner			
Terms of Reference (TOR)	BEDD, ISSI			
Signed Line-Item Budget (LIB)	BEDD, ISSI			
Implementation Plan (IP)	BEDD, ISSI			
Unit Endorsement (UE)	BEDD, ISSI			
Certification from Budget Office (CBO)	UPD Budget Office			
Client Satisfaction Survey Form (CSSF)	BEDD, ISSI			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to BEDD via submission to ISSI office or official email address	1.1 BEDD reviews request and forwards to DO 1.2 DO endorses request 1.3 BEDD provides client with official feedback	None	3 Days	<i>Receiving Personnel, BEDD Division Head</i> BEDD <i>Director</i> Director's Office <i>BEDD Staff</i> BEDD
2. Receive the official written feedback on the request via hard/soft copy delivery	Prepare and submit proposal, if request is approved	None	7 Days	<i>BEDD Staff/Mentor</i> BEDD
3. Receive and approve submitted proposal	Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB)	None	7 Days	<i>BEDD Staff/Mentor</i> BEDD



4. Receive, approve and sign MOA and LIB	Finalize approval of MOA by coordinating with the Office Extension Coordination (OEC)	None	22 Days, 1 Hour and 20 Minutes (Note: This is based on the last known processing time of OEC. May change if they have changed their processing time.)	Director ISSI And Director OEC
5. Receive fully signed MOA copy	Conduct organizational meeting (face-to-face; virtual)	None	1 Day	BEDD Staff/Mentor BEDD
6. Provide mobilization fees	Arrange for acceptance of fees	As agreed upon	1 Day	Collecting Officer UP Cashier's Office
7. Receive Official Receipt	Implement Developmental Project (Fieldwork; virtual)	As agreed upon	As agreed upon by the concerned parties (9 months, 3 years, etc.)	BEDD Staff/Mentor BEDD
8. Receive copy of final research output and billing statement	File receiving copy/copies	None	1 Day	BEDD Staff/Mentor BEDD
9. Pay balance	Arrange for acceptance of fees	As agreed upon	1 Day	Collecting Officer UP Cashier's Office
10. Receive Official Receipt	Send client satisfaction survey	None	1 Day	BEDD Staff/Mentor BEDD
11. Accomplish client satisfaction survey	Accept filled out form	None	1 Day	BEDD Staff/Mentor BEDD
TOTAL:		As agreed upon	Days will depend on what has been agreed upon (9 Months+, 3 Years+, etc.)	



Provide Developmental Projects qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.

16. Provide Enterprise Incubation Service Providers Enabler Program

This program aims to provide mentorship and training programs to startups under TBII providers through institutional partnerships and collaborations.

Office or Division		UP ISSI BEDD		
Classification		Highly Technical		
Type of Transaction		Government to Government, Government to Business		
Who may avail		Startups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to Unit Head thru BEDD Head		Originating Party (TBII Provider)		
Signed Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)		BEDD, ISSI and/or Project Partner		
Terms of Reference (TOR)		BEDD, ISSI		
Line-Item Budget (LIB)		BEDD, ISSI		
Implementation Plan (IP)		BEDD, ISSI		
Unit Endorsement (UE)		BEDD, ISSI		
Certification from Budget Office (CBO)		UPD Budget Office		
Client Satisfaction Survey Form (CSSF)		BEDD, ISSI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to BEDD via submission to ISSI office or official email address	1.1 BEDD reviews request and forwards to DO 1.2 DO endorses request by signing Unit Endorsement	None	2 Days	Receiving Personnel, BEDD Division Head, BEDD OIC/Director ISSI Director's Office



	1.3 BEDD acknowledges receipt of request			BEDD Staff
2. Receive the official written feedback on the request	2.1 Send official feedback to client 2.2 Set tentative schedule for exploratory meeting	None	3 Days upon submission of request	BEDD Staff
3. Client confirms Availability for an exploratory meeting	3.1 Coordinate with client to confirm date and time of exploratory meeting 3.2 Conduct face-to-face meeting or if virtual, send Zoom credentials for the exploratory meeting	None	2 Days	BEDD Staff
4. Client attends exploratory meeting with key personnel	Facilitates exploratory meeting with client	None	2 Hours	BEDD Head and key personnel
5. Receive and review (unit and legal department) the draft MOA / MOU with TOR	Prepare and submit draft MOA or MOU with TOR based on exploratory meeting	None	14 Days	BEDD Staff and Head
6. Submit unit and legal department-reviewed MOA/ MOU and TOR to BEDD, ISSI	Prepare and submit other supporting documents (LIB, if applicable; UE; CBO; IP; for OEC Review	None	22 Days	BEDD Staff, Head ISSI OIC/Director and Director, OEC and UP Legal
7. Sign MOA/ MOU	Sign MOA/ MOU	None	22 Days	Project partner signatories; and OIC/Director, ISSI and UP Chancellor



8. Implement project based on TOR (monitoring, etc.)	Implement project based on TOR (mentoring, report-writing, etc.)	Depends on the agreement	As agreed upon by the parties (2 years, etc.)	Project Partners, BEDD ISSI Staff and Head
9. Accomplish CSSF	Submit CSSF blank form and accept filled-out form	None	2 Days	Project Partners, BEDD Staff/ Head
10. Close the project	Coordinate with client for closing activities	None	1 Day	Project Partners BEDD Staff/ Head
TOTAL:		None	Days will depend on what has been agreed upon (1 year+, etc.)	

Provide Enterprise Incubation Service Providers Enabler Program qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.

17. Issuance of Certification

This certification is issued to individuals requesting for proof that they have rendered service to the UP ISSI Research Division, or have attended seminars, lectures, forums, conferences, and RTDs organized by the UP ISSI Research Division.

Office or Division:	UP ISSI Research Division (RD)	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Those involved in and/or who have attended UP ISSI research activities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



<p>Letter of request for certification. Requesting party should indicate purpose of certification in letter.</p> <p>Receiving Copy</p>		<p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to RD	<p>1.1 Check records for verification</p> <p>1.2 If verified, prepare certification for signature of Director</p> <p>1.3 Send hard copy of certification to requesting party</p>	None	2 Days	<p><i>Receiving Personnel/RD Staff</i></p> <p>RD</p>
2. Acknowledge receipt of certificate	Print and file certification and acknowledgment letter	None	1 Day	<p><i>Releasing Personnel, RD Staff</i></p> <p>RD</p>
TOTAL:		None	3 Days	



18. Organizing a Forum/Symposium/Conference/Colloquium

This procedure outlines the activities of the UP ISSI Research Division in organizing forums/symposiums/conferences/colloquiums. It starts from receiving the client's request to the conduct and closing of the event, including the preparation of proceedings and liquidation/ settlement of funds.

Office or Division:	UP ISSI Research Division (RD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
Approved Proposal		RD Staff/Requesting Party		
Signed MOA and LIB		RD Staff/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit letter of request to Director</p>	<p>1.1 Director's Office receives request</p> <p>1.2 Director's Office (DO) forwards request to RD</p> <p>1.3 RD reviews request</p> <p>1.4 Director decides on approval/disapproval of request</p> <p>1.5 RD provides client with official feedback</p>	<p>None</p>	<p>3 Days</p>	<p><i>Receiving Personnel</i> DO</p> <p><i>Receiving Personnel</i> RD</p> <p><i>RD Head and Staff</i> RD Director DO</p> <p><i>RD Staff</i> RD</p>
<p>2. Receive the official written feedback on the request</p>	<p>Prepare and submit proposal, if request is approved</p>	<p>None</p>	<p>7 Days</p>	<p><i>RD Staff</i> RD</p>
<p>3. Receive and approve submitted proposal</p>	<p>Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB)</p>	<p>None</p>	<p>7 Days</p>	<p><i>RD Staff</i> RD</p>
<p>4. Receive, approve and sign MOA and LIB</p>	<p>Finalize approval of MOA by coordinating with the Office Extension Coordination</p>	<p>None</p>	<p>22 Days, 1 Hour and 20 minutes</p>	<p><i>RD Staff</i> RD and <i>Director</i> OEC</p>



5. Receive fully signed MOA copy	Conduct coordination meeting with partner/s	None	1 Day	<i>RD Staff</i> RD
6. Provide mobilization fees	Arrange for acceptance of fees	As agreed upon	1 Day	<i>Collecting Officer</i> UP Cashier's Office
7. Receive Official Receipt	Engage in the preparation and implementation of the event	As agreed upon	As agreed upon by the concerned parties	<i>RD Staff</i> RD
8. Receive copy of event proceedings	File receiving copy/copies	None	1 Day	<i>RD Staff</i> RD
9. Pay balance	Arrange for acceptance of fees	As agreed upon	1 Day	<i>Collecting Officer</i> UP Cashier's Office
10. Receive Official Receipt	Prepare financial report	None	1 Day	<i>RD Staff</i> RD
11. Receive financial report	File receiving copy/copies	None	1 Day	<i>RD Staff</i> RD
TOTAL:		As agreed upon	Days will depend on what has been agreed upon	

Organizing a Forum/Symposium/Conference/Colloquium qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.



19. Preparation of Policy Paper/Monograph/Research Studies

This procedure outlines the activities involved in preparing policy papers/monographs/research studies commissioned by outside parties. It covers planning, implementation, closing, and documentation.

Office or Division:	UP ISSI Research Division (RD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
Approved Proposal		RD Staff/Requesting Party		
Signed MOA and LIB		RD Staff/Requesting Party		
Client Satisfaction Survey		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit letter of request to Director</p>	<p>1.1 Director's Office (DO) receives request</p> <p>1.2 DO forwards to RD</p> <p>1.3 RD reviews request</p> <p>1.4 RD emails client with official feedback</p>	<p>None</p>	<p>3 Days</p>	<p><i>Receiving Personnel, Director</i></p> <p>DO and <i>RD Staff</i> RD</p>
<p>2. Receive the official written feedback on the request</p>	<p>Prepare and submit proposal, if request is approved</p>	<p>None</p>	<p>7 Days</p>	<p><i>RD Staff</i> RD</p>
<p>3. Receive and approve submitted proposal</p>	<p>Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB)</p>	<p>None</p>	<p>7 Days</p>	<p><i>RD Staff</i> RD</p>
<p>4. Receive, approve and sign MOA and LIB</p>	<p>Finalize approval of MOA by coordinating with the Office Extension Coordination</p>	<p>None</p>	<p>22 Days, 1 Hour and 20 Minutes</p>	<p><i>RD Staff</i> RD and <i>Director</i> OEC</p>



5. Receive fully signed MOA copy	Conduct organizational meeting	None	1 Day	<i>RD Staff</i> RD
6. Provide mobilization fees	Arrange for acceptance of fees	As agreed upon	1 Day	<i>Collecting Officer</i> UP Cashier's Office
7. Receive Official Receipt	Implement Research Project	As agreed upon	As agreed upon by the concerned parties (6 months, 1 year, etc.)	<i>RD Staff</i> RD
8. Receive copy of final research output and billing statement	File receiving copy/copies	None	1 Day	<i>RD Staff</i> RD
9. Pay balance	Arrange for acceptance of fees	As agreed upon	1 Day	<i>Collecting Officer</i> UP Cashier's Office
10. Receive Official Receipt	Send client satisfaction survey	None	1 Day	<i>RD Staff</i> RD
11. Accomplish client satisfaction survey	Accept filled out form	None	1 Day	<i>RD Staff</i> RD



TOTAL:	As agreed upon	Days will depend on what has been agreed upon (6 Months+, 1 Year+, etc.)	
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Preparation of Policy Paper/Monograph/Research Studies qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.

20. Preparation of Comments and Policy Briefs on Senate and House Bills Relevant to the MSME Sector

This procedure outlines the activities involved in preparing comments and policy briefs on Senate and House Bills relevant to the MSME sector, which are requested by outside parties, i.e. Senate and House committees.

Office or Division:	UP ISSI Research Division (RD)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government, Government to Business	
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	



Letter of Request		Requesting Party		
Letter of Approval		RD Staff / Director's Office Staff		
Client Satisfaction Survey		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to Director	1.1 Director's Office (DO) receives request 1.2 DO forwards to RD 1.3 RD reviews request 1.4 RD emails client with official feedback	None	3 Days	<i>Receiving Personnel, Director</i> DO and <i>RD Staff</i> RD
2. Receive the official written feedback on the request	Prepare and submit comments and/or policy brief on Senate and House bill/s for ISSI Director's approval before submission to client, if client request is approved	None	As agreed upon by the concerned parties	<i>RD Staff</i> RD <i>Director</i> DO



8. Receive copy of comments and/or policy brief	8.1 File receiving copy/copies 8.2 Send client satisfaction survey	None	1 Day	RD Staff RD
9. Accomplish client satisfaction survey	Accept filled out form	None	1 Day	RD Staff RD
TOTAL:		None	Days will depend on what has been agreed upon	

Preparation of Comments and Policy Briefs on Senate and House Bills Relevant to the MSME Sector qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the agreement between concerned parties, which includes the length of processing time.

21. Issuance of Certification

This certification is issued to individuals requesting for proof that they have rendered service to the UP ISSI Research Division, or have attended seminars, lectures, forums, conferences, and RTDs organized by the UP ISSI Research Division.

Office or Division:	UP ISSI Research Division (RD)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Those involved in and/or who have attended UP ISSI research activities



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for certification. Requesting party should indicate purpose of certification in letter. Receiving Copy		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or email letter of request to RD	1.1 Check records for verification 1.2 If verified, prepare certification for signature of Director 1.3 Send hard copy or email copy of certification to requesting party	None	2 Days	<i>Receiving Personnel/RD Staff</i> RD
2. Acknowledge receipt of certificate	Print and file certification and acknowledge ment letter	None	1 Day	<i>Releasing Personnel, RD Staff</i> RD
TOTAL:		None	3 Days	



22. Organizing a Forum/Symposium/Conference/Colloquium

This procedure outlines the activities of the UP ISSI Research Division in organizing forums/symposiums/conferences/colloquiums. It starts from receiving the client's request to the conduct and closing of the event, including the preparation of proceedings and liquidation/settlement of funds.

Office or Division:	UP ISSI Research Division (RD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
Approved Proposal		RD Staff/Requesting Party		
Signed MOA and LIB		RD Staff/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or email letter of request to Director	1.1 Director's Office receives request	None	3 Days	<i>Receiving Personnel</i> DO
	1.2 Director's Office (DO) forwards request to RD			<i>Receiving Personnel</i> RD
	1.3 RD reviews request			
	1.4 Director decides on approval/disapproval of request			<i>RD Head and Staff</i> RD
	1.5 RD provides client with official feedback thru email			<i>Director</i> DO



				<i>RD Staff</i> RD
2. Receive the official written feedback on the request	Prepare and submit proposal, if request is approved	None	7 Days	<i>RD Staff</i> RD
3. Receive and approve submitted proposal	Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB)	None	7 Days	<i>RD Staff</i> RD
4. Receive, approve and sign MOA and LIB	Finalize approval of MOA by coordinating with the Office Extension Coordination	None	22 Days, 1 Hour and 20 minutes	<i>RD Staff</i> RD and <i>Director</i> OEC
5. Receive fully signed MOA copy	Conduct coordination meeting with partner/s	None	1 Day	<i>RD Staff</i> RD
6. Provide mobilization fees	Arrange for acceptance of fees	As agreed upon	1 Day	<i>Collecting Officer</i> UP Cashier's Office
7. Receive Official Receipt	Engage in the preparation and implementation of the event	As agreed upon	As agreed upon by the concerned parties	<i>RD Staff</i> RD
8. Receive copy of event proceedings	File receiving copy/copies	None	1 Day	<i>RD Staff</i> RD
9. Pay balance	Arrange for acceptance of fees	As agreed upon	1 Day	<i>Collecting Officer</i> UP Cashier's Office
10. Receive Official Receipt	Prepare financial report	None	1 Day	<i>RD Staff</i> RD
11. Receive financial report	File receiving copy/copies	None	1 Day	<i>RD Staff</i> RD



TOTAL:	As agreed upon	Days will depend on what has been agreed upon	
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Organizing a Forum/Symposium/Conference/Colloquium qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.

23. Preparation of Policy Paper/Monograph/Research Studies

This procedure outlines the activities involved in preparing policy papers/monographs/research studies commissioned by outside parties. It covers planning, implementation, closing, and documentation.

Office or Division:	UP ISSI Research Division (RD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
Approved Proposal		RD Staff/Requesting Party		
Signed MOA and LIB		RD Staff/Requesting Party		
Client Satisfaction Survey		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or email letter of request to Director	1.1 Director's Office (DO) receives request 1.2 DO forwards to RD 1.3 RD reviews request	None	3 Days	<i>Receiving Personnel, Director DO and RD Staff RD</i>



	1.4 RD emails client with official feedback			
2. Receive the official written feedback on the request	Prepare and submit proposal, if request is approved	None	7 Days	<i>RD Staff</i> RD
3. Receive and approve submitted proposal	Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB)	None	7 Days	<i>RD Staff</i> RD
4. Receive, approve and sign MOA and LIB	Finalize approval of MOA by coordinating with the Office Extension Coordination	None	22 Days, 1 Hour and 20 Minutes	<i>RD Staff</i> RD and <i>Director</i> OEC
5. Receive fully signed MOA copy	Conduct organizational meeting	None	1 Day	<i>RD Staff</i> RD
6. Provide mobilization fees	Arrange for acceptance of fees	As agreed upon	1 Day	<i>Collecting Officer</i> UP Cashier's Office
7. Receive Official Receipt	Implement Research Project	As agreed upon	As agreed upon by the concerned parties (6 months, 1 year, etc.)	<i>RD Staff</i> RD
8. Receive copy of final research output and billing statement	File receiving copy/copies	None	1 Day	<i>RD Staff</i> RD
9. Pay balance	Arrange for acceptance of fees	As agreed upon	1 Day	<i>Collecting Officer</i> UP Cashier's Office
10. Receive Official Receipt	Send client satisfaction survey	None	1 Day	<i>RD Staff</i> RD
11. Accomplish client satisfaction survey	Accept filled out form	None	1 Day	<i>RD Staff</i>



				RD
TOTAL:		As agreed upon	Days will depend on what has been agreed upon (6 Months+, 1 Year+, etc.)	

Preparation of Policy Paper/Monograph/Research Studies qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.

24. Preparation of Comments and Policy Briefs on Senate and House Bills Relevant to the MSME Sector

This procedure outlines the activities involved in preparing comments and policy briefs on Senate and House Bills relevant to the MSME sector, which are requested by outside parties, i.e. Senate and House committees.

Office or Division:	UP ISSI Research Division (RD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities, Private Organizations, NGOs, Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
Letter of Approval		RD Staff / Director's Office Staff		
Client Satisfaction Survey		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit or email letter of request to Director</p>	<p>1.1 Director's Office (DO) receives request</p> <p>1.2 DO forwards to RD</p> <p>1.3 RD reviews request</p> <p>1.5 RD emails client with official feedback</p>	<p>None</p>	<p>3 Days</p>	<p><i>Receiving Personnel, Director</i></p> <p>DO</p> <p>and</p> <p><i>RD Staff</i></p> <p>RD</p>
<p>2. Receive the official written feedback on the request</p>	<p>Prepare and submit comments and/or policy brief on Senate and House bill/s for ISSI Director's approval before submission to client, if client request is approved</p>	<p>None</p>	<p>As agreed upon by the concerned parties</p>	<p><i>RD Staff</i></p> <p>RD</p> <p><i>Director</i></p> <p>DO</p>
<p>8. Receive copy of comments and/or policy brief</p>	<p>8.1 File receiving copy/copies</p> <p>8.2 Send client satisfaction survey</p>	<p>None</p>	<p>1 Day</p>	<p><i>RD Staff</i></p> <p>RD</p>



9. Accomplish client satisfaction survey	Accept filled out form	None	1 Day	RD Staff RD
TOTAL:		None	Days will depend on what has been agreed upon	

Preparation of Comments and Policy Briefs on Senate and House Bills Relevant to the MSME Sector qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the agreement between concerned parties, which includes the length of processing time.

25. Conduct of a Special Training Program

This procedure outlines the activities involved in executing special training programs commissioned by outside parties.

Office or Division:	ISSI Training and Entrepreneurship Education Division (TEED)
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Business
Who may avail:	Business enterprises especially MSMEs, Government Agencies, Non-Government Organizations, Cooperatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. List of requirements a. Letter of Request b. Approved Terms of Reference c. Approved and Signed Proposal d. Signed Memorandum of Agreement e. Certification of Availability of Funds f. Certification of no special budgetary outlay from the University	Requesting Party TEED/Requesting Party TEED/Requesting Party TEED / Diliman Budget Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for a customized training program	1.1 Receive letter of request and endorse to the Director	None	1 Day	Division Head/ Program Manager TEED
	1.2 Director approves the request	None	1 Day	ISSI Director Director's Office
	1.3 Draft Terms of Reference	None	3 Days	Program Manager TEED
2. Review and approve Terms of Reference	2.1 Review and approval of Terms of Reference	None	1 Day	Division Head TEED
	2.2 Prepare and send the initial Proposal	None	3 Days	Program Manager TEED
3. Review and send comments on the Proposal				
	Finalize the Proposal	None	2 Days	Program Manager TEED
4. Sign the approved Proposal	Endorse the Proposal for Signature of the Unit Head	None	2 Days	Program Manager TEED
5. Submit signed Proposal for a Special Training Program	5.1 Send signed Proposal	None	1 Day	Division Head/ Program Manager TEED
	5.2 Prepare the Memorandum of Agreement	None	2 Days	Program Manager TEED
6. Review and send comments on the Memorandum of Agreement	6.1 Finalize the Memorandum of Agreement	None	3 Days	Program Manager TEED
	6.2 Review and Sign the Memorandum of Agreement	None	2 Days	Division Head TEED ISSI Director Director's Office
7. Sign the Memorandum of Agreement, and submit the Certification of Availability of Funds	7.1 Receive the signed MOA and Certification	None	1 Day	Program Manager TEED
	7.2 Send and Endorse the MOA and attachments to OEC	None	1 Day	Program Manager TEED



	7.3 Coordinate with OEC for the signing of the MOA by the Chancellor	None	22 Days, 1 Hour and 20 Minutes	Program Manager TEED/ OEC Focal Person OEC
8. Receive fully signed and notarized copy of MOA	8.1 Coordinate with Client for the logistics preparation	None	5 Days	Program Manager TEED
	8.2 Conduct the Special Training Program	As agreed upon	As agreed upon by concerned parties (1 Day, 6 Days, 2 Months, etc.)	Program Manager/ Program Coordinator TEED
9. Receive Billing Statement	File receiving copy	None	1 Day	Program Manager TEED Collecting Officer ADD
10. Pay Total Program Cost	10.1 Arrange for acceptance of fees	As agreed upon	1 Day	Program Manager TEED
	10.2 Endorse LDDAP-ADA or bank deposit slip to UP Cashier's Office	None	*note: processing time for this portion dependent on (updated) Cash Office and bank processing time	Program Manager TEED/ Collecting Officer UP Cashier's Office
11. Receive Official Receipt	File receiving copy	None	1 Day	Program Manager TEED
TOTAL:		As agreed upon	Days will depend on what has been agreed upon (1 Day+, 6 Days+, 2 Months+, etc.)	

Conduct of a Special Training Program qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.



26. Issuance of Certification

This certification is issued to individuals requesting for proof that they have participated in UP ISSI Training Programs.

Office or Division:	ISSI TEED			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	Participants of the UP ISSI Training Programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements a. Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for certification	1.1 Receive request via email or Google form*	None	1 Day	<i>Division Secretary</i> TEED
	1.2 Evaluate request and validate information of the participant and training program attended	None	3 Days	<i>Division Secretary</i> TEED
	1.3 Prepare the certification	None	1 Day	<i>Division Secretary</i> TEED
	1.4 Sign the certification	None	1 Day	<i>Division Head</i> TEED
2. Receive the certification**	Release the certification to the client	None	1 Day	<i>Division Secretary</i> TEED
TOTAL:		None	7 Days	

*Google form to be set up in the UP ISSI website and Facebook automated response

**certificate can be issued as an e-certificate.



27. Processing Enrollment to a Regular Training Program

This procedure outlines the activities involved in processing the enrollment of MSME clients to the regular training programs of UP ISSI – from registration to payment of training program fees.

Office or Division:	ISSI TEED			
Classification:	Complex			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	Owners and Employees of business enterprises especially Micro, Small and Medium Enterprises; Government employees and members of NGOs and cooperatives; those who are planning to set up a business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements a. Accomplished Registration Form b. Order of Payment c. Official Receipt		TEED UPD Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the training program 1.1 Proceed to TEED office and accomplish the Registration Form 1.2 Visit the UP ISSI website and register online	1.1 Receive the accomplished Reservation Form via the Google form	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
	1.2 Receive the notification of registration	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
	1.3 Email the participant the link to the Confirmation Form Email the participant the confirmation of registration	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
2. Secure Order of Payment	Issue the Statement of Account to the participant	None	1 Day (2 weeks before start of the program)	<i>Program Manager/ Program Coordinator</i> TEED Collecting Officer ADD
3. Pay the Participation Fee of the Training Program	UPD Cashier receives payment	Refer to Table of	1 Day	<i>Collecting Officer</i> UPD Cashier Accredited Banks



		Rates Below		
4. Present Official Receipt or Certification of acceptance of payment (Proceed to TEED and present Official Receipt)	Document the OR number or transaction number (if paid via online platforms) and amount paid	None	1 Day <i>*note: processing time will depend on the updated UPD Cash Office processes</i>	Program Manager/ Program Coordinator TEED
TOTAL:			6 Days	

1-DAY COURSE	Tara Na, Negosyo Na	PHP 500.00
3-DAY COURSE	HANDA; Data Analytics; MYWC HIRE; MSMEs on FIRE	PHP 4,500.00
6-DAY COURSES	e-AfNA, OPES, ODMC	PHP 9,000.00
7-DAY COURSE	e-SYOB	PHP 9,000.00
11-DAY COURSE	ALMA	PHP 22,000.00
21-DAY COURSE	e-Managers Course	PHP 30,000.00
HALF DAY WEBINAR	COPE Webinar	FREE OF CHARGE

** per approved list of training courses and participation fees*

28. Processing of Enrollment to a Regular Training Program

This procedure outlines the activities involved in processing the enrollment of UP students to the regular training programs of UP ISSI – from registration to payment of training program fees.

Office or Division:	ISSI TEED	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. List of requirements		



a. Accomplished Registration Form b. Order of Payment c. Official Receipt d. Scanned Copy of Student ID		TEED UPD Cashier Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the training program 1.1 Proceed to TEED office, accomplish the Registration Form, and present Student ID	1.1 Receive the accomplished Reservation Form via the Google form and check the Student ID	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
1.2 Visit the UP ISSI website and register online	1.2 Receive the notification of registration	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
1.3 Email scanned copy of Student ID	1.3 Email the participant the link to the Confirmation Form Email the participant the confirmation of registration	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
2. Secure Order of Payment	Issue the Statement of Account to the participant	None	1 Day (2 weeks before start of the program)	<i>Program Manager/ Program Coordinator</i> TEED Collecting Officer ADD
3. Pay the Participation Fee of the Training Program	UPD Cashier receives payment	Refer to Table of Rates Below	1 Day *note: processing time will depend on the updated UPD Cash Office processes	<i>Collecting Officer</i> UPD Cashier Accredited Banks
4. Present Official Receipt	Document the OR number or transaction number (if paid via online)	None	1 Day *note: processing time will depend on the updated	<i>Program Manager/ Program Coordinator</i> TEED



	platforms) and amount paid		UPD Cash Office processes	
TOTAL:			6 Days	

1-DAY COURSE	Tara Na, Negosyo Na	PHP 500.00
With 50% discount on the following rates:		
3-DAY COURSE	HANDA; Data Analytics; MYWC HIRE; MSMEs on FIRE	PHP 4,500.00
6-DAY COURSES	e-AfNA, OPES, ODMC	PHP 9,000.00
7-DAY COURSE	e-SYOB	PHP 9,000.00
11-DAY COURSE	ALMA	PHP 22,000.00
21-DAY COURSE	e-Managers Course	PHP 30,000.00
3-DAY COURSE	HANDA; Data Analytics; MYWC HIRE; MSMEs on FIRE	PHP 4,500.00
HALF DAY WEBINAR	COPE Webinar	FREE OF CHARGE

** per approved list of training courses and participation fees*



29. Conduct of a Special Training Program

This procedure outlines the activities involved in executing special training programs commissioned by outside parties.

Office or Division:	ISSI Training and Entrepreneurship Education Division (TEED)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	Business enterprises especially MSMEs, Government Agencies, Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements				
a. Letter of Request		Requesting Party		
b. Approved Terms of Reference		TEED/Requesting Party		
c. Approved and Signed Proposal				
d. Signed Memorandum of Agreement				
e. Certification of Availability of Funds		Requesting Party		
f. Certification of no special budgetary outlay from the University		TEED / Diliman Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for a customized training program	1.1 Receive letter of request and endorse to the Director	None	1 Day	<i>Division Head/ Program Manager TEED</i>
	1.2 Director approves the request	None	1 Day	<i>ISSI Director Director's Office</i>
	1.3 Draft Terms of Reference	None	3 Days	<i>Program Manager TEED</i>
2. Review and approve Terms of Reference	2.1 Review and approval of Terms of Reference	None	1 Day	<i>Division Head TEED</i>
	2.2 Prepare the Proposal	None	3 Days	<i>Program Manager TEED</i>



3. Review and send comments on the Proposal	Finalize the Proposal	None	2 Days	Program Manager TEED
4. Sign the approved Proposal	Endorse the Proposal for Signature of the Unit Head	None	2 Days	Program Manager TEED
5. Submit signed Proposal for a Special Training Program	5.1 Receive signed Proposal	None	1 Day	Division Head/ Program Manager TEED
	5.2 Prepare the Memorandum of Agreement	None	2 Days	Program Manager TEED
6. Review and send comments on the Memorandum of Agreement	6.1 Finalize the Memorandum of Agreement	None	3 Days	Program Manager TEED
	6.2 Review and Sign the Memorandum of Agreement	None	2 Days	Division Head TEED ISSI Director Director's Office
7. Sign the Memorandum of Agreement, and submit the Certification of Availability of Funds	7.1 Receive the signed MOA and Certification	None	1 Day	Program Manager TEED
	7.2 Send and endorse the MOA and attachments to OEC	None	1 Day	Program Manager TEED
	7.3 Coordinate with OEC for the signing of the MOA by the Chancellor and send to the client upon signing	None	22 Days, 1 Hour and 20 Minutes	Program Manager TEED/ OEC Focal Person OEC
8. Receive fully signed and notarized copy of MOA	8.1 Coordinate with Client for the logistics preparation	None	5 Days	Program Manager TEED
	8.2 Conduct the Special Training Program	As agreed upon	As agreed upon by concerned parties (1 Day, 6 Days, 2 Months, etc.)	Program Manager/ Program Coordinator TEED
9. Receive Billing Statement	File receiving copy	None	1 Day	Program Manager TEED



10. Pay Total Program Cost	10.1 Arrange for acceptance of fees	As agreed upon	1 Day	Program Manager TEED
	10.2 Endorse LDDAP-ADA or bank deposit slip to UP Cashier's Office and send the OR to the client upon receipt from bank	None	*note: processing time for this portion dependent on (updated) Cash Office and bank processing time	Program Manager TEED/ Collecting Officer UP Cashier's Office
11. Receive Official Receipt	File receiving copy	None	1 day	Program Manager TEED
TOTAL:		As agreed upon	Days will depend on what has been agreed upon (1 Day+, 6 Days+, 2 Months+, etc.)	

Conduct of a Special Training Program qualified for multi-stage processing/system. This service is based on RA 6041 with service processes governed by the Memorandum of Agreement between concerned parties, which includes the length of processing time as well as fees to be paid.

30. Issuance of Certification

This certification is issued to individuals requesting for proof that they have participated in UP ISSI Training Programs.

Office or Division:	ISSI TEED			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	Participants of the UP ISSI Training Programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements a. Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive request via	None	1 Day	Division Secretary TEED



3. Submit letter of request for certification	email or Google form*			
	1.2 Evaluate request and validate information of the participant and training program attended	None	3 Days	<i>Division Secretary</i> TEED
	1.3 Prepare the certification	None	1 Day	<i>Division Secretary</i> TEED
	1.4 Sign the certification	None	1 Day	<i>Division Head</i> TEED
Receive the certification**	Release the certification to the client	None	1 Day	<i>Division Secretary</i> TEED
TOTAL:		None	7 Days	

31. Processing Enrollment to a Regular Training Program

This procedure outlines the activities involved in processing the enrollment of MSME clients to the regular training programs of UP ISSI – from registration to payment of training program fees.

Office or Division:	ISSI TEED			
Classification:	Complex			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	Owners and Employees of Micro, Small and Medium Enterprises; those who are aspiring to become entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements a. Accomplished Registration Form b. Order of Payment c. Official Receipt		TEED UPD Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the training program	1.1 Receive the	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED



<p>1.1 Proceed to TEED office and accomplish the Reservation Form; or</p> <p>1.2 Visit the UP ISSI website and accomplish the Reservation Form</p>	<p>accomplished Registration Form</p>			
	<p>1.2 Receive the notification of registration</p>	<p>None</p>	<p>1 Day</p>	<p><i>Program Manager/ Program Coordinator TEED</i></p>
	<p>1.3 Email the participant the link to the Confirmation Form</p> <p>Email the participant the confirmation of registration</p>	<p>None</p>	<p>1 Days</p>	<p><i>Program Manager/ Program Coordinator TEED</i></p>
<p>2. Secure Statement of Account</p>	<p>2.1 Issue the Statement of Account to the participant</p> <p>2.2 Email the participant a copy of the Statement of Account</p>	<p>None</p>	<p>1 Day</p>	<p><i>Program Manager/ Program Coordinator TEED</i></p> <p>Collecting Officer ADD</p>
<p>3. Pay the Participation Fee of the Training Program</p> <p>3.1 Proceed to UPD Cash Office to pay the training fee</p> <p>3.2 Deposit the training fee at accredited banks</p> <p>3.3 Email the proof of deposit to TEED</p>	<p>3.1 UPD Cashier receives payment</p> <p>3.2 Email the proof of deposit to UPD Cash Office and TEED Mail</p> <p>3.3 Receive the certification of acceptance of payment from UPD Cash Office</p>	<p>Refer to Table of Rates Below</p>	<p>1 Day</p> <p>*note: for 3.3 processing time will depend on the updated UPD Cash Office processes</p>	<p><i>Collecting Officer UPD Cashier Accredited Banks</i></p>
<p>4. Present Official Receipt or Certification of acceptance of payment</p>	<p>Document the OR number or transaction number (if paid via online platforms) and amount paid</p>	<p>None</p>	<p>1 Day</p>	<p><i>Program Manager/ Program Coordinator TEED</i></p>



4.1 Proceed to TEED and present Official Receipt				
4.2 Email copy of Official Receipt				
TOTAL:			6 Days	

1-DAY COURSE	Tara Na, Negosyo Na	PHP 500.00
3-DAY COURSE	HANDA; Data Analytics; MYWC HIRE; MSMEs on FIRE	PHP 4,500.00
6-DAY COURSES	e-AfNA, OPES, ODMC	PHP 9,000.00
7-DAY COURSE	e-SYOB	PHP 9,000.00
11-DAY COURSE	ALMA	PHP 22,000.00
21-DAY COURSE	e-Managers Course	PHP 30,000.00
HALF DAY WEBINAR	COPE Webinar	FREE OF CHARGE

** per approved list of training courses and participation fees*



32. Processing of Enrollment to a Regular Training Program

This procedure outlines the activities involved in processing the enrollment of UP students to the regular training programs of UP ISSI – from registration to payment of training program fees.

Office or Division:	ISSI TEED			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements a. Accomplished Registration Form b. Order of Payment c. Official Receipt d. Scanned Copy of Student ID		TEED UPD Cashier Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the training program 1.1 Proceed to TEED office, accomplish the Registration Form, and present Student ID	1.1 Receive the accomplished Reservation Form via the google form and check the Student ID	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
1.2 Visit the UP ISSI website and register online	1.2 Receive the notification of registration	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
1.3 Email scanned copy of Student ID	1.3 Email the participant the link to the Confirmation Form Email the participant the confirmation of registration	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>



2. Secure Order of Payment	Issue the Statement of Account to the participant	None	1 Day (2 weeks before start of the program)	<i>Program Manager/ Program Coordinator</i> TEED Collecting Officer ADD
3. Pay the Participation Fee of the Training Program	UPD Cashier receives payment	Refer to Table of Rates Below	1 Day <i>*note: processing time will depend on the updated UPD Cash Office processes</i>	<i>Collecting Officer</i> UPD Cashier Accredited Banks
4. Present Official Receipt	Document the OR number or transaction number (if paid via online platforms) and amount paid	None	1 Day <i>*note: processing time will depend on the updated UPD Cash Office processes</i>	<i>Program Manager/ Program Coordinator</i> TEED
TOTAL:			6 Days	

1-DAY COURSE	Tara Na, Negosyo Na	PHP 500.00
With 50% discount on the following rates:		
3-DAY COURSE	HANDA; Data Analytics; MYWC HIRE; MSMEs on FIRE	PHP 4,500.00
6-DAY COURSES	e-AfNA, OPES, ODMC	PHP 9,000.00
7-DAY COURSE	e-SYOB	PHP 9,000.00
11-DAY COURSE	ALMA	PHP 22,000.00
21-DAY COURSE	e-Managers Course	PHP 30,000.00
HALF DAY WEBINAR	COPE Webinar	FREE OF CHARGE

** per approved list of training courses and participation fees*



Office of the Vice Chancellor for Student Affairs (OVCSA)

External Services



1A. Review Educational Development Fee Discount Form of Foreign Students

Assess request for EDF discounts of foreign students then recommend it for Chancellor's approval.

Office or Division:	Office of the Vice Chancellor for Student Affairs (OVCSA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsed Educational Development Fee (EDF) Form from the college		College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits their EDF Discount Form with the endorsement of his/her adviser/ department chair and Dean.	1. The receiving officer receives the form and submits it to the VCSA's Executive Assistant.	None	2 Minutes	<i>Receiving Officer</i> <i>Executive Assistant</i>
2. Should there be a need for the VCSA to clarify some information to the student, the staff will guide the student to the VCSA Office	2. The VCSA will conduct a short interview with the student then endorses the request as he/she fits.	None	5 minutes	Executive Assistant VCSA
3. The student receives the EDF Discount Form endorsed by the VCSA, for submission to the Office of the Chancellor	3. Upon receiving the endorsed form from OVCSA, the releasing officer will release it to the student and instruct them to submit it to the Office of the Chancellor for approval	None	1 day	Releasing Officer



TOTAL	None	1 day 7 minutes	
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1B. Review Educational Development Fee Discount Form of Foreign Students

(Online)

Assess request for EDF discounts of foreign students then recommend it for Chancellor's approval

Office or Division:	Office of the Vice Chancellor for Student Affairs (OVCSA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsed Educational Development Fee (EDF) Form from the college		College		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
1. The student submits their EDF Discount Form, with endorsement of their adviser, department chair, and Dean, to ovcsa.upd@up.edu.ph	1. The Executive Assistant acknowledges receipt of the email and forwards the same to the VCSA for endorsement.	None	2 Minutes	<i>Receiving Officer</i> <i>Executive Assistant</i>
	2. Should there be a need for the VCSA to clarify some information to the student, EA will directly reply to the email.	None	5 minutes	Executive Assistant VCSA



	3. Upon endorsement of the VCSA, the EDF discount form is transmitted to the Office of the Chancellor through email.	None	1 day	Executive Assistant
2. The student receives the EDF Discount Form with notations from the Chancellor	4. The Office of the Chancellor informs OVCSA of the action of the Chancellor through email, which is then forwarded to the student.	None	1 day	Office of the Chancellor Executive Assistant, OVCSA
TOTAL		None	2 days 7 minutes	

2A. Review: Various Letters from Students

OVCSA receives and assess various requests from students.

Office or Division:	Office of the Vice Chancellor for Student Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The requesting party submits their letter to the OVCSA Office	1. The receiving officer receives and records the letter.	None	2 minutes	Receiving Officer
	2. The executive assistant reviews the letter and endorses it to the VCSA for action.	None	5 Minutes	Executive Assistant
	3. The VCSA assesses the request and provides recommendations and instructions.	None	2 days	VCSA
	4. The Executive Assistant records the actions and instructions from the VCSA. The releasing officer is informed to coordinate with the requesting party to inform them about the action of the VCSA.	None	5 minutes	Executive Assistant Releasing Officer
	5. The Releasing Officer releases the letter to the requesting party or transmit it	None	5 minutes	Releasing Officer



	to appropriate office, in accordance with the instructions of the VCSA			
TOTAL		None	2 days, 17 minutes	

2B. Review: Various Letters from Students (Online)

OVCSA receives and assess various requests from students.

Office or Division:	Office of the Vice Chancellor for Student Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party submits their letter to the OVCSA official email (ovcsa.upd@up.edu.ph)	1. The Executive Assistant acknowledges receipt of the email and forwards the same to the VCSA for endorsement. The receiving officer tracks the documents in the DTS.	None	2 minutes	Receiving Officer Executive Assistant



	<p>2. The VCSA assesses the request and provides recommendations and instructions.</p> <p>Depending on the concern, the VCSA may directly reply to the requesting party.</p>	None	2 days	VCSA
	<p>3. The Executive Assistant records the actions and recommendations of the VCSA. The executive Assistant also informs the requesting party of the answer of the VCSA and refers them to appropriate office if necessary.</p>	None	5 minutes	Executive Assistant
Total		None	2 days, 7 minutes	



DOST Core Group

External Services



1A. Request for Stipend

Request of UP Diliman DOST scholars to disburse Scholarship Fund from DOST Core Group every semester including mid-year

Office or Division:	UPD DOST CORE GROUP			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman DOST Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 2. True Copy of Grades		1. Office of the University Registrar (OUR) 2. College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Student submits Form 5 with TCG.	3. Receiving Officer receives Form 5 and True Copy of Grades	None	1 day	Receiving Officer
	4. Analyst evaluate the academic performance of the DOST scholar.	None	2 days	Analyst
	4. Analyst forwards Budget Request of DOST Scholar Stipend to DOST-SEI, Bicutan.	None	Pause clock (upon availability of Budget from DOST Main Office)	Analyst
	5. Science Specialist prepares Disbursement Voucher (DV) and Budget Utilization Request (BUR) relative to the disbursement of scholarship funds,	None	4 days upon receipt of Budget Approval from DOST-SEI, Bicutan	Science Specialist II



	for signature of the DOST Coordinator and the Vice Chancellor for Student Affairs			
	6. Signed DV and BUR are forwarded to the Diliman Accounting Office	None	Pause Clock (Upon release of check from Diliman Cash Office)	Releasing Officer
	7. Project Assistant deposits check to Landbank UP Diliman	None	1 day	Project Assistant II
	8. Prepare and disburse the scholarship funds in accordance with the approved sub-line item budget	None	2 days	Science Specialist II
	9. Releasing officer submits payslip to Landbank, UP Diliman	None	1 day	Releasing Officer
4. Student receives the stipend.	10. Releasing officer transfer the stipends to the DOST Scholar's bank account through the Financial Data Entry System (Individually)	None	4 days	Releasing Officer
TOTAL		None	15 days	

1B. Request for Stipend (Online)

Request of UP Diliman DOST scholars to disburse Scholarship Fund from DOST Core Group every semester including mid-year

Office or Division:	UPD DOST CORE GROUP
Classification:	Highly Technical



Type of Transaction:		Government to Citizen		
Who may avail:		UP Diliman DOST Scholars		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 2. True Copy of Grades		1. Office of the University Registrar (OUR) 2. College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Student submits electronic copy of Form 5 and True Copy of Grades at updilimandostc oregroup@gmail .com	1. Project Assistant checks compliance for complete attachment of Form 5 and True Copy of Grades.	None	1 day	<i>Project Assista nt III</i>
	2. Science Specialist evaluate the academic performance of the DOST scholar per Master List	None	2 days	Science Specialist I
	3. Science Specialist prepares budget request of DOST Scholars stipend upon the availability of fund through Line-Item-Budget issued by the DOST-SEI Main Office. Submitted online: seischolarships@gmail.com (http://sei.dost.gov.ph)	None	Pause clock (upon availability of Budget from DOST Main Office)	Science Specialist II



	4. Science Specialist prepares Disbursement Voucher (DV) and Budget Utilization Request (BUR) relative to the disbursement of scholarship funds, for signature of the DOST Coordinator and the Vice Chancellor for Student Affairs	None	4 days upon receipt of Budget Approval from DOST-SEI, Bicutan	Science Specialist II
	5. Signed DV and BUR are forwarded to the Diliman Accounting Office	None	Pause Clock (Upon release of check from Diliman Cash Office)	Project Assistant II
	6. Prepare and disburse the scholarship funds in accordance with the approved sub-line item budget	None	2 days upon release of check by Diliman Cash Office and credited to UPD DOST Core Group LBP Account	Science Specialist II
	7. Project Assistant submits payslip to Landbank, UP Diliman	None	1 day	Project Assistant
2. Student receives the stipend.	8. Science Specialist transfer the stipends to the DOST Scholar's bank account through the Financial Data Entry System (Individually)	None	5 days	Releasing Officer
TOTAL		None	15 days	



Office of Counseling and Guidance (OCG)

External Services



1A. Counseling

Academic, personal/interpersonal, career and other concerns of the students.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Basic Information Sheet (BIS) for Individual Client		OCG Front Desk		
Letter of Request addressed to the Director for group counseling and guidance with endorsement of adviser.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client signs-in the OCG Logbook	5. Receiving Officer gives logbook to client.	None	5 minutes	<i>Receiving Officer</i>
5. Client fills-out the Basic Information Sheet	2. Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	Receiving Officer
11. Client reports to Guidance Services Specialist	3. Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	Receiving Officer
12. Client goes to the cubicle of the Guidance Services Specialist for the counseling.	4. Guidance Services Specialist counsels the client.	None	2 hours	Guidance Services Specialist
TOTAL		None	2 hours 37 minutes	



1B. Counseling (Online)

Academic, personal/interpersonal, career and other concerns of the students.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student clients request for schedule through the OCG Facebook page			https://www.facebook.com/ocg.upd	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client requests for a schedule through the Facebook page of OCG.	1. Guidance Service Specialist acknowledges the request/s of the students. Guidance Service Specialist assigned will provide information to the students and instruct the students to accomplish necessary forms.	None	5 minutes	Guidance Service Specialist
2. Client is counselled by the assigned staff online.	2. https://www.facebook.com/ocg.upd	None	2 hours	Guidance Service Specialist
TOTAL		None	2 hours 5 minutes	



2. Psychological Assessment and Evaluation

Personality, mental ability, academic, aptitude, career and other psychological measures.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Basic Information Sheet (BIS) for Individual Client		OCG Front Desk		
Referral Letter		College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs-in the OCG Logbook	1. Receiving Officer gives logbook to client.	None	5 minutes	<i>Receiving Officer</i>
2. Client fills-out the Basic Information Sheet	2. Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	Receiving Officer
3. Client reports to Guidance Services Specialist	3. Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	Receiving Officer
4. Client goes to the cubicle of the Guidance Services Specialist for the counseling.	4. Guidance Services Specialist counsels the client.	None	30 minutes	Guidance Services Specialist
5. Client takes the test.	5. Guidance Services Specialist administers the test.	None	2 hours, 30 minutes	Guidance Services Specialist



6. Clients wait for the release of the results.	6. Guidance Services Specialist scores and evaluates the results.	None	3 days	Guidance Services Specialist
7. Client reports to the Guidance Services Specialist	7. Guidance Services Specialists interpret the test results.	None	1 hour	Guidance Services Specialist
8. Client receives Evaluation Report	8. Guidance Services Specialist prepares and writes Evaluation Report.	None	10 days	Guidance Services Specialist
TOTAL		None	13 days 4 hours 37 minutes	

3. Referral Service

Clients perceived to be better helped by other mental health professionals will be referred with the approval of the client. Students who need more specialized support are referred to appropriate professional/offices.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students
CHECKLIST OF REQUIREMENTS	
Duly accomplished Basic Information Sheet (BIS) for Individual client	OCG Front Desk
Referral Letter	College Secretary/Dean/Professor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs-in the OCG Logbook	1. Receiving Officer gives logbook to client.	None	5 minutes	Receiving Officer
2. Client fills-out the Basic Information Sheet	2. Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	Receiving Officer
3. Client reports to Guidance Services Specialist	3. Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	Receiving Officer
4. Client goes to the cubicle of the Guidance Services Specialist for the counseling.	4. Guidance Services Specialist counsels the client.	None	2 hours	Guidance Services Specialist
TOTAL		None	2 hours, 37 minutes	

4. Seminars and Workshops, Career Orientations

The Guidance Services Specialists acts as resource persons/speakers for various requests in seminar-workshop, training, stress management and college orientation by UP Diliman students.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students; Non-UP Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Director The letter must contain the following information: Date and time, venue, number of participants and contact person/ number. If off-campus venue, the "pick and drop" arrangement should be specified in the letter.	Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request (email is accepted).	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	Receiving Officer
2. Client waits for the action of the Director	2. Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	Director
3. Client discusses the request with the Guidance Services Specialist once notified by the Receiving Officer.	3. Guidance Services Specialist attends the request.	None	30 minutes	Receiving Officer Guidance Services Specialist
TOTAL		None	1 day, 32 minutes	

5. Assistance on Personnel Assessment and Evaluation Assessment

Assessment services are provided to Non-UP clients upon request to aid in promotion, job-employee, matching and etc.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Non-UP Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Director		Non-UP Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONS



				IBLE
1. Client sends a letter of request (email is accepted).	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	Receiving Officer
2. Client pays the testing fee at the UP Diliman Cash Office.	2. Receiving Officer issues Order of Payment Form	Clerical P3,000 Technical P6,000 Supervisory and Managerial P9,000	5 minutes	Receiving Officer OCG Cashier Diliman Cash Office
3. Client asks for the testing schedule.	3. Receiving Officer informs the client of the schedule of the test.	None	2 minutes	Receiving Officer
4. Client reports for testing on the scheduled date.	4. Guidance Services Specialist administers the test.	None	4 hours	Guidance Services Specialist
5. Client waits for the test results.	5. Guidance Services Specialist scores and evaluates the test and prepares Test/Evaluation Report	None	10 days	Guidance Services Specialist Director
6. Client claims the sealed Test/Evaluation Report.	6. Releasing Officer releases the Test/Evaluation Report.	None	2 minutes	Releasing Officer



TOTAL	Clerical P3,000	10 days, 4 hours, 11 minutes	
	Technical P6,000		
	Supervisor y and Managerial P9,000		

6. Parent Conference

This dialogue seeks support from parents to enhance the potentials of their children in college.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Parents of UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Director		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request (email is accepted).	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	<i>Receiving Officer</i>
2. Client waits for the action of the Director	2. Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	Director



3. Client attends the Parent Conference on scheduled date and venue.	3. Guidance Services Specialist facilitates the conference.	None	2 hours	Guidance Services Specialist
TOTAL		None	1 day, 2 hours, 2 minutes	

7. Career Exploration and Job Search Assistance

The forum will empower graduating students to write career objectives, curriculum vitae, electronic curriculum vitae, interview techniques, corporate image projection, community service and admirable traits in the workplace.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Graduating Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request addressed to the Director			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request (email is accepted).	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	<i>Receiving Officer</i>
2. Client waits for the action of the Director	2. Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	Director



3. Client attends the Career Exploration and Job Search Event	3. Guidance Services Specialist facilitates the Career Exploration and Job Search Event.	None	1 hour	Guidance Services Specialist
TOTAL		None	1 day, 1 hours, 2 minutes	

8. Processing of Participation in University Job Fair (Companies)

This is an event where agencies and corporate groups set up booths in the campus to meet with graduating students to explore possible employment in their workplace.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Private Companies and Government Agencies			
CHECKLIST OF RE81 REQUIREMENTS		WHERE TO SECURE		
University Job Fair Invites/Packages		Office of Counseling and Guidance		
Reply Slip/Confirmation Form		Office of Counseling and Guidance		
Order of Payment		Office of Counseling and Guidance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request (email is accepted).	1. Receiving Officer receives the document, logs in the DTS, and assist the client.	None	5 minutes	Receiving Officer
2. Client chooses the package they wish to avail.	2. Receiving Officer informs the	Co-presenter P85,000	15 minutes	Receiving Officer



<p>Client secures the Order of Payment issued.</p>	<p>client about the available packages and issues an Order of Payment based on the chosen package of the client.</p>	<p>Corporate P60,000</p> <p>Major Sponsor P40,000</p> <p>Minor Sponsor P25,000</p> <p>3-day participation P20,000</p> <p>2-day participation P15,000</p> <p>1-day participation P12,000</p>		
<p>3. Client pays the participation fee at the UP Diliman Cash Office.</p>	<p>3. Cashier receives the payment based on the Order of Payment and issued Official Receipt.</p>	<p>None</p>	<p>15 minutes</p>	<p>Receiving Officer OCG</p> <p>Cashier Diliman Cash Office</p>
<p>4. Client submits Official Receipt to the OCG.</p>	<p>4. Receiving Officer confirms the participation and gives the booth assignment.</p>	<p>None</p>	<p>15 minutes</p>	<p>Receiving Officer</p>
<p>5. Clients proceeds to the Job Fair venue on the assigned schedule and installs materials, and equipment.</p>	<p>5. OCG supervises, mans, and facilitates the event.</p>	<p>None</p>	<p>4 days</p>	<p>Director</p> <p>Guidance Services Specialist</p>



				OCG Staff Partner Student Organizations
TOTAL		Refer to the packages above.	4 days, 50 minutes	



Office for Student Ethics (OSE)

External Services



1A. Issuance of OSE Clearance

Issuance of certification that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Fill up the OSE Online Clearance Application Form and provide the following details:</p> <ol style="list-style-type: none"> Email address Student Number College Name Gender Purpose of clearance <p>Incomplete details might cause delay in processing the clearance.</p> <p>Online applications must be received on or before the 12nn cut-off time. Applications received after the cut-off time will be processed the second day and will be released the third day.</p> <p>For Representatives, provide the following:</p> <ul style="list-style-type: none"> authorization letter ID of the representative photocopy of ID of the student 		<p>OSE Online Clearance Application: https://bit.ly/sdcclearance</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client fills-up the OSE Online Clearance Form.	6. Administrative Assistant waits for the online application to queued in database until 12NN cut-off time.	None	1 day	Administrative Assistant V
5. Clients may send an email to OSE (sdc.upd@up.edu.ph) to confirm if the application is received.	2.1. Administrative Assistant will check the requests received using CRS,	None	4 hours	Administrative Assistant V



	databases of student cases, and other official files on records. An OSE Officer updates the students of the status of online application.			
	2.2. Administrative Assistant removes the names of students with pending disciplinary cases.	None	1 hour	<i>Administrative Assistant V</i>
3. Clients notified by the OSE claims the clearance in the OSE.	3.1 Administrative Assistant notify students excluded in the list to visit OSE.	None	1 hour	<i>Administrative Assistant V</i>
	3.2 Administrative Assistant prints out the OSE clearances, checks the accuracy of names and student numbers, and affixes their initial in the documents.	None	3 hours	<i>Administrative Assistant V</i>
	3.3 OSE Chair signs the clearances.	None	2 hours	<i>Chair</i>
	3.4 Authorized staff affixes dry seal in the clearance.	None	1 hour	<i>Administrative Assistant II</i>
4. Client or representative receives the clearance.	4. Releasing Officer wait for student/representative to claim the clearance and	None	4 hours	<i>Releasing Officer</i>



	release it to the student once they sign the receiving database.			
TOTAL		None	3 days	

1B. Issuance of OSE Clearance (Online)

Issuance of certification that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Fill up the OSE Online Clearance Application Form and provide the following details:</p> <ol style="list-style-type: none"> Email address Student Number College Name Gender Purpose of clearance <p>Incomplete details might cause delay in processing the clearance.</p> <p>Online applications must be received on or before the 12nn cut-off time. Applications received after the cut-off time will be processed the second day and will be released the third day.</p> <p>For Representatives, provide the following:</p> <ul style="list-style-type: none"> authorization letter ID of the representative photocopy of ID of the student 		<p>OSE Online Clearance Application: https://bit.ly/sdcclearance</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-up the OSE Online Clearance Form.	1. Administrative Assistant waits for the online application to	None	1 day	<i>Administrative Assistant V</i>



	queued in database until 12NN cut-off time.			
2. Clients may send an email to OSE (sdc.upd@up.edu.ph) to confirm if the application is received.	2.3. Administrative Assistant checks the requests received using CRS, databases of student cases, and other official files on records. An OSE Officer updates the students of the status of online application.	None	4 hours	<i>Administrative Assistant V</i>
	2.4. Administrative Assistant removes the names of students with pending disciplinary cases.	None	1 hour	<i>Administrative Assistant V</i>
3. Clients received the copy of clearance through email.	3.1 Administrative Assistant notifies the student on the release of the clearance.	None	1 hour	<i>Administrative Assistant V</i>
	3.2 Administrative Assistant prints out the OSE clearances, checks the accuracy of names and student numbers, and affixes their initial in the documents.	None	3 hours	<i>Administrative Assistant V</i>



	3.3	OSE Chair signs the clearances.	None	2 hours	<i>Chair</i>
	3.4	Authorized staff affixes dry seal in the clearance.	None	1 hour	<i>Administrative Assistant II</i>
	4.	Releasing Officer maintains a database of released clearances for monitoring purposes.	None	4 hours	<i>Releasing Officer</i>
TOTAL			None	3 days	

2A. Signing of Waiver of pre-requisite, University Clearance, Property Clearance, and Certificate of Candidacy

Certifying that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All UP Diliman students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. OSE Forms <ol style="list-style-type: none"> a. Waiver of pre-requisite b. Property Clearance c. Certificate of Candidacy d. University Clearance <p>Request forms must be received on or before the 12nn cut-off time and will be released the following day. Forms received after the cut-off time will be processed the second day and will be released the third day.</p> <p>Incomplete details might cause delay in the signing of the request forms.</p>		Colleges Colleges Colleges and Office of Student Projects and Activities Office of the University Registrar



For Representatives, provide the following: <ul style="list-style-type: none"> • authorization letter • ID of the representative • photocopy of ID of the student 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client submits the form to the OSE.	1. Receiving officer collects the request forms received within the 12NN cut-off.	None	1 day	<i>Receiving Officer</i>
6. Clients may send an email to OSE (sdc.upd@up.edu.ph) to confirm if the application is received.	2.1. Administrative Assistant checks the requests received using CRS, databases of student cases, and other official files on records. An OSE Officer updates the students of the status of online application.	None	4 hours	<i>Administrative Assistant V</i>
	2.2. Administrative Assistant removes the names of students with pending disciplinary cases.	None	1 hour	<i>Administrative Assistant V</i>
3. Clients notified by the OSE claims the clearance in the OSE.	3.1 Administrative Assistant notify students excluded in the list to visit OSE.	None	1 hour	<i>Administrative Assistant V</i>
	3.2 OSE Chair signs the clearances.	None	1 hours	<i>Chair</i>



	3.3 Authorized staff affixes dry seal in the clearance.	None	1 hour	<i>Administrative Assistant II</i>
4. Client or representative receives the clearance.	5. Releasing Officer wait for student/representative to claim the clearance and release it to the student once they sign the receiving database.	None	4 hours	<i>Releasing Officer</i>
TOTAL		None	2 days, 4 hours	

2B. Signing of Waiver of pre-requisite, University Clearance, Property Clearance, and Certificate of Candidacy (Online)

Certifying that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. OSE Forms <ol style="list-style-type: none"> a. Waiver of pre-requisite b. Property Clearance c. Certificate of Candidacy d. University Clearance <p>Request forms must be received on or before the 12nn cut-off time and will be released the following day. Forms received after the cut-off time will be processed the second day and will be released the third day.</p> <p>Incomplete details might cause delay in the signing of the request forms.</p> <p>For Representatives, provide the following:</p> <ul style="list-style-type: none"> • authorization letter • ID of the representative • photocopy of ID of the student 	Colleges Colleges Colleges and Office of Student Projects and Activities Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client submits the form to the OSE.	1. Receiving officer collects the request forms received within the 12NN cut-off.	None	1 day	<i>Receiving Officer</i>
2. Clients may send an email to OSE (sdc.upd@up.edu.ph) to confirm if the application is received.	2.1. Administrative Assistant checks the requests received using CRS, databases of student cases, and other official files on records. An OSE Officer updates the students of the status of online application.	None	4 hours	<i>Administrative Assistant V</i>
	2.2. Administrative Assistant removes the names of students with pending disciplinary cases.	None	1 hour	<i>Administrative Assistant V</i>
3. Clients received the copy of clearance through email.	3.1 Administrative Assistant notifies the student on the release of the clearance.	None	1 hour	<i>Administrative Assistant V</i>
	3.2 Administrative Assistant prints out the OSE clearances, checks the accuracy of names and	None	3 hours	<i>Administrative Assistant V</i>



	student numbers, and affixes their initial in the documents.			
	3.3 OSE Chair signs the clearances.	None	2 hours	<i>Chair</i>
	3.4 Authorized staff affixes dry seal in the clearance.	None	1 hour	<i>Administrative Assistant II</i>
	4. Releasing Officer maintains a database of released clearances for monitoring purposes.	None	4 hours	<i>Releasing Officer</i>
TOTAL		None	2 days, 4 hours	

3A. Issuance of Certified True Copy of OSE Clearance

Provision of certified true copy of OSE clearance for students needing multiple copies of clearance.

Office or Division:	Office for Student Ethics	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All UP Diliman students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Original and photocopy (multiple copies) of OSE clearance For Representatives, provide the following: <ul style="list-style-type: none"> • authorization letter • ID of the representative • photocopy of ID of the student 		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents original and provides photocopy of OSE clearance.	1. Receiving officer verifies from records if the copies are from the original issued OSE clearance	None	1 hour	<i>Receiving Officer</i>
	1.1. Administrative Assistant stamps "certified true copy" and date on the photocopy of the clearance.	None	5 minutes	<i>Administrative Assistant II</i>
	1.2. Authorized staff signs the document.	None	5 minutes	<i>Administrative Assistant V</i>
2. Client or representative receives the documents.	2. Authorized staff affixes dry seal in the clearance. Releasing personnel releases the documents.	None	15 minutes	<i>Releasing Personnel</i>
TOTAL		None	1 hour, 25 minutes	

3B. Issuance of Certified True Copy of OSE Clearance (Online)

Provision of certified true copy of OSE clearance for students needing multiple copies of clearance.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and photocopy (multiple copies) of OSE clearance For Representatives, provide the following: <ul style="list-style-type: none"> • authorization letter • ID of the representative • photocopy of ID of the student 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends PDF copy of the clearance to OSE email.	1. Receiving officer verifies from records if the copies are from the original issued OSE clearance	None	1 hour	<i>Receiving Officer</i>
	1.1. Administrative Assistant stamps "certified true copy" and date on the photocopy of the clearance.	None	5 minutes	<i>Administrative Assistant II</i>
	1.2. Authorized staff signs the document.	None	5 minutes	<i>Administrative Assistant V</i>
2. Client or representative receives the documents through email.	2. Authorized staff affixes dry seal in the clearance. Releasing personnel releases the documents.	None	15 minutes	<i>Releasing Personnel</i>
TOTAL		None	1 hour, 25 minutes	



4A. Issuance of Certified True Copy of Case Documents

Issuance of certified true copy of case documents requested by student-respondents.

Office or Division:	Office for Student Ethics			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students with student disciplinary records			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request 2. Valid ID 3. List of documents needed (notices, transcripts, decisions) For Representatives, provide the following: <ul style="list-style-type: none"> • authorization letter • ID of the representative • photocopy of ID of the student 		Student-respondents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to OSE.	1. Receiving officer receives the documents.	None	5 minutes	<i>Receiving Officer</i>
	2. Administrative Assistant checks the name of the student-respondents using CRS, databases of student cases, and other official files on record.	None	4 hours	<i>Administrative Assistant V</i>
	2.1. Chair reviews the request for the release of copies of requested documents.	None	1 day	<i>Chair</i>
	2.2. Administrative Assistant retrieves the	None	(1) day	<i>Administrative Assistant V</i>



	case folder.			
	2.3. Administrative Assistant retrieves the requested documents, verifies photocopy, stamps “certified true copy” and signs the document.	None	(1) day	<i>Administrative Assistant V</i>
3. Client receives the documents and signs the acknowledgment receipt.	3. Administrative Assistant prepares acknowledgment receipt and informs the client that the document is ready for pick-up.	None	15 minutes	<i>Administrative Assistant V</i>
TOTAL		None	3 days, 4 hours, 20 minutes	

4B. Issuance of Certified True Copy of Case Documents (Online)

Issuance of certified true copy of case documents requested by student-respondents.

Office or Division:	Office for Student Ethics	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman students with student disciplinary records	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Request 2. Valid ID 3. List of documents needed (notices, transcripts, decisions) For Representatives, provide the following:		Student-respondents



<ul style="list-style-type: none"> • authorization letter • ID of the representative • photocopy of ID of the student 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client submits requirements to OSE via email.	1. Receiving officer receives the documents.	None	5 minutes	<i>Receiving Officer</i>
	2. Administrative Assistant checks the name of the student-respondents using CRS, databases of student cases, and other official files on record.	None	4 hours	<i>Administrative Assistant V</i>
	2.1. Chair reviews the request for the release of copies of requested documents.	None	1 day	<i>Chair</i>
	2.2. Administrative Assistant retrieves the case folder.	None	(1) day	<i>Administrative Assistant V</i>
	2.3. Administrative Assistant retrieves the requested documents, verifies photocopy, stamps "certified true copy" and signs the document.	None	(1) day	<i>Administrative Assistant V</i>
3. Client receives the documents and send back the acknowledgemen	4. Administrative Assistant send the requested document and acknowledgement	None	15 minutes	<i>Administrative Assistant V</i>



t receipt through email.	receipt through email.			
TOTAL		None	3 days, 4 hours, 20 minutes	

5A. Receipt of complaints against students

Initial step in handling student disciplinary cases.

Office or Division:	Office for Student Ethics			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government			
Who may avail:	UP Diliman students, faculty members, employees, and officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed letter of complaint 2. Incident report 3. Evidence		Complainant/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to OSE.	1. Receiving officer receives the documents.	None	5 minutes	<i>Receiving Officer</i>
	1.1. Administrative Assistant records the received documents in the incoming database of case-related communication.	None	5 minutes	<i>Administrative Assistant V</i>
	1.2. Administrative Assistant forwards the letter to Chair for	None	5 minutes	<i>Administrative Assistant V</i>



	review.			
	1.3. Chair notifies the Members to convene and discuss the complaint. The OSE follows the procedures and the prescribed timeline stipulated in the Code of Student Conduct.	None	5 minutes	Chair
	2. Administrative Assistant informs the client of the status of the complaint.	None	5 minutes	Administrative Assistant V
TOTAL		None	25 minutes	

5B. Receipt of complaints against students (Online)

Initial step in handling student disciplinary cases.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen; Government to Government
Who may avail:	UP Diliman students, faculty members, employees, and officials
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Signed letter of complaint 2. Incident report 3. Evidence	Complainant/s



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to OSE via email.	1. Receiving officer receives the documents.	None	5 minutes	<i>Receiving Officer</i>
	1.1. Administrative Assistant records the received documents in the incoming database of case-related communication.	None	5 minutes	<i>Administrative Assistant V</i>
	1.2. Administrative Assistant forwards the letter to Chair for review.	None	5 minutes	<i>Administrative Assistant V</i>
	1.3. Chair notifies the Members to convene and discuss the complaint. The OSE follows the procedures and the prescribed timeline stipulated in the Code of Student Conduct.	None	5 minutes	<i>Chair</i>
	2. Administrative Assistant informs the client of the status of the complaint through email.	None	5 minutes	<i>Administrative Assistant V</i>
	TOTAL	None	25 minutes	



6. Updating of CRS status of Students with Pending Disciplinary Cases

Student-respondents may request to update their CRS status upon submission of required documents.

Office or Division:	Office for Student Ethics			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students, faculty, and administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Letter of request Copy of appeal with received stamp from office where the appeal was filed Certification from the Office of the Vice President for Legal Affairs 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client submits requirements to OSE (can be sent via email.)	1. Receiving officer receives the documents and endorses it to Chair for approval.	None	5 minutes	<i>Receiving Officer</i>
	1.1. Chair approves the request.	None	5 minutes	<i>Chair</i>
	1.2. Administrative Assistant checks the records of the student using the CRS, databases of student cases, official files on record. CRS status will be updated to “temporarily” eligible” and allowed to enroll this semester.”	None	30 minutes	<i>Administrative Assistant V</i>
2. Client may email OSE for status	2. Administrative Assistant informs	None	5 minutes	<i>Administrative</i>



update.	the client on the status of request.			Assistant V
TOTAL		None	45 minutes	

7A. Consultation regarding the provisions of Code of Student Conduct

The OSE accommodates consultations regarding the provisions of Code of Student Conduct.

Office or Division:		Office for Student Ethics		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		UP Diliman students, faculty, and administrative staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for appointment (letter, phone call)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client requests for appointment (letter/phone call).	1. Receiving officer receives the document. If through phone call, receiving officer prepares a request slip. Releasing officer endorses the request to Chair for approval.	None	1 day	<i>Receiving Officer</i>
	1.1. Chair approves the request.	None	1 day	<i>Chair</i>
	1.2. Staff confirms the appointment with the client.	None	1 day	<i>Staff</i>



	1.3. OSE conducts the consultation.	None	1 day	<i>Chair and/or Member/s</i>
TOTAL		None	4 days	

7B. Consultation regarding the provisions of Code of Student Conduct (Online)

The OSE accommodates consultations regarding the provisions of Code of Student Conduct.

Office or Division:	Office for Student Ethics			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students, faculty, and administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for appointment (letter, phone call, email)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for appointment (letter/phone call/email).	2. Receiving officer receives the document. If through phone call, receiving officer prepares a request slip. Releasing officer endorses the request to Chair for approval.	None	1 day	<i>Receiving Officer</i>
	1.4. Chair approves the request.	None	1 day	<i>Chair</i>
	1.5. Staff confirms the appointment with the client.	None	1 day	<i>Staff</i>



	1.6. OSE conducts the consultation via video conferencing applications.	None	1 day	Chair and/or Members
TOTAL		None	4 days	

8A. Request for orientation on the Code of Student Conduct

The OSE is mandated to conduct orientations on the Code of Student Conduct.

Office or Division:	Office for Student Ethics			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students, faculty, and administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with the following details: a. Date and time of orientation b. Attendees of the orientation (students, faculty members or administrative staff)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request to OSE.	1. Receiving officer receives the document and endorses the request to Chair for approval.	None	1 day	Receiving Officer
	1.1. Chair approves the request.	None	1 day	Chair
	1.2. Staff confirms the appointment with the client.	None	1 day	Staff



	1.3. OSE conducts the orientation.	None	1 day	Chair and/or Members
TOTAL		None	4 days	

8B. Request for orientation on the Code of Student Conduct (Online)

The OSE is mandated to conduct orientations on the Code of Student Conduct.

Office or Division:	Office for Student Ethics			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students, faculty, and administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with the following details: a. Date and time of orientation b. Attendees of the orientation (students, faculty members or administrative staff)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client sends a letter of request to OSE.	1. Receiving officer receives the document and endorses the request to Chair for approval.	None	1 day	<i>Receiving Officer</i>
	1.1. Chair approves the request.	None	1 day	<i>Chair</i>
	1.2. Staff confirms the appointment with the client.	None	1 day	<i>Staff</i>



	1.3. OSE conducts the orientation via video conferencing applications.	None	1 day	<i>Chair and/or Member/s</i>
TOTAL		None	4 days	



Office of Scholarships and Grants (OSG)

External Services



1. Processing of Donation for Scholarships

Accepts and processes scholarship donations from organizations, associations, small groups and private individuals.

Office or Division:	Office of Scholarships and Grants (OSG)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Organizations, associations, small groups and private individuals can support UP students by helping the University shoulder a portion of total cost of obtaining a degree.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request from donor; and			Requesting Party	
2. Duly accomplished memorandum of agreement/ or notarized approved implementing rules and regulations of the grant. <i>Note: The donor may avail the 150% tax credit and exemption from donor's tax in the Philippines.</i>			Scholarship Section OSG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Memorandum of Agreement (MOA) and other related documents.	1. Check the completeness of MOA, donation and other related documents.	None	30 Days	Scholarship Affairs Officer and /or Scholarship Section Head OSG
2. Donations are by cash or check.	2. Cash and check donations shall be acknowledged with a temporary receipt	None	30 Minutes	Scholarship Affairs Officer OSG
	2.1 Donations will be deposited to the UP Diliman Cash Office for Diliman Scholarships and UP System	None	3 Days (for local) 60 Days (for foreign)	Accounting Clerk UPD Cash Office



	Accounting for Systemwide Scholarships			
	2.2 Issue an official receipt	None		
3. Donors receive the official receipt.	3. The official receipt shall be sent to the donor's mailing address.	None	3 Days (by email)	Scholarship Affairs Officer OSG
TOTAL:		None	36 Days, 30 Minutes (for local) 93 Days, 30 Minutes (for foreign)	

UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.

The cost of studying in the University

In **UP Diliman** a full-time student is expected to incur substantial amount of expenses, which includes board and lodging expenses and school fees. The total amount is approximately Php70,000.00 per semester or Php140,000.00 per year, broken down as follows:

- School fees per semester (18 units plus miscellaneous fees) Php 30,000.00
- Monthly stipend (approximately Php7,000 for board and lodging) Php 35,000.00
- Book allowance Php 5,000.00
- Total per semester Php 70,000.00
- Total per year (2 semesters) Php 140,000.00

For **UP Pampanga** students, their expenses are lower due to reduced school fees charged at the start of the semester. Their expected cash outlay is approximately P60,000.00 per semester or P120,000.00 per year, broken down as follows:



School fees per semester (18 units plus miscellaneous fees) Php 20,000.00
Monthly stipend (approximately Php7,000 for board and lodging) Php 35,000.00
Book allowance Php 5,000.00
Total per semester Php 60,000.00
Total per year (2 semesters) Php 120,000.00

For Graduate Students (master's and doctoral), tuition rate per graduate unit credit varies in the different colleges but the total cost per semester is almost equal to the total cost of per semester for undergraduate students. Library and laboratory fees and other school costs also vary depending on the course. In addition to these expenditures, graduate students incur student research costs, which are estimated to be:

Master's (Thesis) Php 25,000.00
Doctoral (Dissertation) Php 50,000.00

The values stated above pertain to costs shouldered by enrollees in the University. UP still covers a substantial portion of the school fees as it shares in all costs attributable to teaching, such as the salaries of faculty members and support staff, cost of office supplies and materials, utilities expenses, cost to repair of classroom or laboratory equipment, and other costs to maintain University academic facilities. UP also covers direct and indirect costs for university research and extension services, maintenance cost of land and buildings, and other costs to enable the University perform its mandate for the country.

Modes of Donation

Through UP Scholarship Programs, donors may contribute to cover a portion or the entire cost of studying in the University. Donors may opt to do so through Semestral Contribution or by setting up an Endowment Fund.

Contribution Per Semester

Donors can support UP students by contributing funds every semester to defray the entire cost shouldered by students studying in UP. The amounts are estimated to be:

For Undergraduate Students (18 units load)

Php 70,000.00 per semester for UP Diliman, UP Manila, and UP Los Baños

Php 60,000.00 per semester for UP Baguio, UP Cebu, UP Mindanao, and UP Pampanga

For Graduate Students (12 units load)

Php 70,000.00 per semester for UP Diliman, UP Manila, and UP Los Baños plus Php 25,000 to Php 50,000 for Master's/Doctoral research costs

Php 60,000.00 per semester for UP Baguio, UP Cebu, UP Mindanao, and UP Pampanga plus Php 25,000 to Php 50,000 for Master's/Doctoral research costs

Donors are requested to commit funding support for the UP Scholarship Program for at least a two-year period and whenever possible, for at least a five-year period. To cover the cost of administering the Program, fees may be charged from the donation based on the total contribution made by the donor.



Endowment Fund

The ideal form of UP Scholarship Program is made through the creation of Endowment Funds since benefits can be enjoyed by the scholarship awardee in perpetuity. Donors can give one lump sum amount, or build such a lump sum over a short period. The minimum amount of donation is Php 2,500,000.00 to generate an annual interest income that will cover costs in perpetuity.

Donors who cannot make the minimum commitment to create endowment funds are encouraged to allow the University to pool their donations so that bigger endowments can be developed. For example, members of an alumnus family or members of a class may pool resources together to establish bigger endowment funds so adequate interest income can be generated.

To cover the cost of administering the Program, fees may be charged from the donation based on the total contribution made by the donor.

Selection of Awardees

Donors may indicate certain qualifications of UP students to be given priority during the selection of grantees. Donors may indicate the intended courses, colleges, residences, or year level of UP students they wish to support. These conditions shall be subject to approval by the Office of the Chancellor or the Office of the President. In addition, donors may opt to support more than one (1) UP student per semester.

As a general rule, every UP Scholarship Program awardee must maintain good scholastic standing. Moreover, the awardee must not have been the subject of disciplinary action involving a five-day suspension from classes, or more serious actions.

2. Processing of Donation for Adopt-a-Student Program

Accepts and processes donations for Adopt-a-Student Program from organizations, small groups, private-individuals, UP Faculty, UP Staff and UP Students.

Office or Division:	Office of Scholarships and Grants (OSG)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Organizations, small groups, private individuals, UP Faculty, UP Staff and UP students can help by contributing a portion of their income and allowance to a pool of funds to finance the allowance/tuition fee of students under the program.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Duly accomplished pledge of donation; and		STFAP Section OSG		
2. Deposited Donation		Requesting Party		
<p><i>Note: The donor may avail the 150% tax credit and exemption from donor's tax in the Philippines.</i></p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished pledge of donation.	1. Check the completeness of the form and donation.	None	30 Minutes	Scholarship Affairs Officer and/or STFAP Section Head OSG
2. Donations are by cash or check. For check donation, indicate "Adopt-a-Student Program, UP Diliman" as payee.	2. Cash and check donations shall be acknowledged with a temporary receipt.	None		Scholarship Affairs Officer OSG
	2.1 Donations will be deposited to the UP Diliman Cash Office for Diliman Scholarships and UP System Accounting for Systemwide Scholarships.	None	7 Days (for local) 120 Days (for foreign)	Receiving Staff UPD Cash Office
	2.2 Issue an official receipt.	None		
3. Donors receive the official receipt.	3. The official receipt shall be sent to the donor's mailing address.	None	45 Days (by mail) and 3 Days (by email)	Scholarship Affairs Officer OSG



TOTAL:	None	10 Days, 30 Minutes (for local via email)	
		52 Days, 30 Minutes (for local via mail)	
		123 Days, 30 minutes (for foreign via email)	
		165 Days, 30 minutes (for foreign via mail)	

The Student Assistantship and Graduate Assistant (SAGA) Program provides undergraduate and postgraduate students the opportunity to work and earn on-campus while pursuing their studies in the University.

The Adopt-a-Student Program is a financial assistance program which serves as safety net for low income students of UP Diliman. It aims to help students whose award/grant benefits are not sufficient to sustain their school needs while studying.

Adopt-a-Student Program Packages

Option 1 - Giving a supplementary living allowance ranging from Php3,000.00 to Php7,000.00 monthly (for 5 months during a semester / for 2 months during midyear term).

Option 2 - Giving a one-time donation

Donations abroad may be remitted through the UP Diliman Trust Account using the following information:

Account Name: UP Diliman Trust Account;

Bank Name: Development Bank of the Philippines (DBP);

Address: Commonwealth Branch;

City/Country: Quezon City, Philippines;

Account No. 0455-010531-030;

Swift Code: DBPHPHMM;

Bank Address: DBP Bldg., Commonwealth Avenue, Diliman, Quezon City, Philippines.



On the transaction slip, indicate that the donation is intended for the Adopt-a-Student Program, UP Diliman and send a copy of the slip to the Office of Scholarships and Grants (OSG) (osgadopt.upd@up.edu.ph).

3. Processing of Appointment for Student/Graduate Assistantships

Accepts and processes appointments for Student/Graduate Assistantships.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants (OSG)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All Colleges and Units of UP Diliman; and UP System Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Basic Paper			OSG	
2. Current UP Form 5;			Requesting Party	
3. Copy of Grades/ True Copy of Grades;			Office of College Secretary (of enrolled College)	
4. Work Schedule; and			Requesting Party	
5. Photocopy of LBP ATM Card.			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit SAGA requirements completely.	1. Check and receive the requirements for approval of appointment.	None	5 Minutes	Scholarship Affairs Officer OSG
	1.1 Preparation of appointment.	None	15 Minutes	Scholarship Affairs Officer OSG
	1.2 Check, evaluate, and	None	4 Days	STFAP Head, and OSG Officer-in-Charge



	certify SAGA slots.			
	1.3 Approval of budget of SAGA slots.	None	4 Days	Receiving Staff UPD Budget Office
	1.4 Approval of the SAGA appointment.	None	3 Days	Vice Chancellor for Student Affairs
2. Receives the appointment paper	2. Release appointment paper	None	5 Minutes	Scholarship Affairs Officer
TOTAL:		None	11 Days, 25 Minutes	

B. Via Email

Office or Division:	Office of Scholarships and Grants (OSG)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All Colleges and Units of UP Diliman; and UP System Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Basic Paper		OSG		
2. Current UP Form 5;		Requesting Party		
3. Copy of Grades/ True Copy of Grades;		Office of College Secretary (of enrolled College)		
4. Work Schedule; and		Requesting Party		
5. Photocopy of LBP ATM Card.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the SAGA requirements to	1. Check and receive the requirements for	None	5 Minutes	<i>Scholarship Affairs Officer</i> OSG



osgsaga.upd@up.edu.ph	approval of appointment.			
	1.2 Preparation of appointment.	None	15 Minutes	Scholarship Affairs Officer OSG
	1.3 Check, evaluate, and certify SAGA slots.	None	4 Days	STFAP Head, and OSG Officer-in-Charge
	1.4 Approval of budget of SAGA slots.	None	4 Days	Receiving Staff UPD Budget Office
	1.5 Approval of the SAGA appointment.	None	3 Days	Vice Chancellor for Student Affairs
3. Receives the appointment paper	3. Release appointment paper	None	5 Minutes	Scholarship Affairs Officer
TOTAL:		None	11 Days, 25 Minutes	

Aside from compensation, student under SAGA Program are able to gain work experience that could help prepare them employment, entrepreneurship, and community service after they leave the University. The University, on the other hand, is able to engage the student in fulfilling its academic and operational functions.

While there is no employer-employee relationship between UP and the SAGAs, the University is nonetheless committed to policies for the elimination of child labor and forced labor, and shall not tolerate any form of abuse or exploitation.

Prescribed Work Hours and Academic Load Per Semester

Student Assistant	Graduate Assistant	Prescribed Work-Hours Per Month
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12 units or less	6 units or less	30 hours to 120 hours
13 units to 18 units	7 units to 9 units	30 hours to 90 hours
19 units to 21 units	10 units to 12 units	30 hours to 60 hours

Hourly Rates for Student and Graduate Assistants

Category	Program Level	Hourly Rates
Student Assistant (SA)	Undergraduate	P60.00
Graduate Assistant (GA)	Master's	P100.00
	Doctoral	P130.00

Appointment

1. SAGAs appointments shall be for a period of six (6) month, subject to renewal.
2. Students are not allowed to render service while their appointment papers as SAGAs are still in process. No appointment shall take effect earlier than the date of approval of appointment papers.

4. Processing of Application for Scholarship

Evaluate and processes scholarships application.

Office or Division:	Office of Scholarships and Grants (OSG)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All undergraduate and graduate students of UP.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Duly Accomplished application forms; and 2. Matrix of Scholarship Ranking. 			<i>Scholarship Section</i> OSG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished scholarship application form and other related document.	1. Check, evaluate and accept the application otherwise it will be returned.	None	5 Minutes	<i>Scholarship Affairs Officer</i> OSG



	1.1 Evaluate the requirements, tabulate the indicators needed for the ranking and rank the scholarship applicants after two weeks from the last day of filing.	None	15 Minutes	Scholarship Affairs Officer OSG
	1.2 For UP funded, the Office of Scholarships and Financial Assistance will approve the recipients. For private scholarships, the DCSFA Committee will approve the recipient/s.	None	4 Days	Committee on <i>UCSA</i> UP Systemwide /or <i>DCSFA</i> UP Diliman
2. Recipient receives the notice of the award	2. Prepare and send the recipient/s notice of award through the College Dean.	None	4 Days After Approval	Receiving Staff Office of the Dean of Recipient of Scholarships
TOTAL:		None	8 Days, 20 Minutes	

UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.



5. Processing of Application for Student Loan

Accepts and process student loan application.

Office or Division:	Office of Scholarships and Grants
Classification:	For tuition fee loan: Simple For Short-term cash loan: Complex
Type of Transaction:	Government to Citizen
Who may avail:	<p>For tuition fee loan: All UP Diliman students except cross-enrollees and those taking up CPE courses.</p> <p>For short term cash loan: Enrolled Filipino undergraduate and graduate students.</p> <p>For UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND: Undergraduate Filipino students with good moral and scholastic standing</p> <p>For CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN: Undergraduate Filipino students with good moral and scholastic standing</p> <p>For CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN: Undergraduate Filipino students with good moral and scholastic standing</p>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



For tuition fee loan: Print two (2) sets of the tuition loan application: student will sign both copies as debtor and put his/her thumbmark; parent, relative, spouse will sign both copies as co-debtor; attach the following: one (1) 1"x1" ID picture for each set, one (1) photocopy each of co-debtor's valid ID and student's UP ID card (if available) as attachment for verification of the signature.

For short term cash loan: Validated UP Form 5; 1x1 ID photo of student; GSIS / SSS ID (or any valid ID) of parent/relative as co-debtor; photocopy of student's UP ID card (if available).

For UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND: Validated UP Form 5; TCG or CRS printout of grades; good moral certificate from SDT; 1x1 ID photo of student; GSIS/SSS ID (or any valid ID) of parent/relative as co-debtor; photocopy of student's UP ID card (if available).

For CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN: Must be enrolled in CHED-identified COE courses in UP Diliman. During application must present validated UP Form 5; TCG or CRS printout of grades; good moral certificate from SDT; 1x1 ID photo of student; GSIS/SSS ID (or any valid ID) of parent/relative as co-debtor; photocopy of student's UP ID card (if available).

For CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN: Must be enrolled in CHED Priority Courses (CMO No.4, s. 2011) in UP Diliman. During application must present validated UP Form 5; TCG or CRS printout of grades; good moral certificate from SDT; 1x1 ID photo of student; GSIS/SSS ID (or any valid ID) of parent/relative as co-debtor; photocopy of student's UP ID card (if available).

Student Loan,
STFAP Section
OSG

A. Office Transaction

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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For Tuition Free Loan



1. Submit duly accomplished loan application and attachments	1. Check and receive the requirements for student loan.	None	5 Minutes	Scholarship Affairs Officer OSG
2. Received loan approval	2. Stamp "Approved" for approved loan and countersigned by Student Loan staff and release approved form to student.	None	10 Minutes	Scholarship Affairs Officer OSG
3. Bring approved form to the Cashier's Office for payment	3. Release approved loan form to student.	None	5 Minutes	Cashier UP Cash Office
TOTAL:		None	20 Minutes	

B. <u>Via Email</u>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Tuition Free Loan				
1. Send application form and requirements to osgstudentloan.upd@up.edu.ph	1. Check and receive the requirements for student loan.	None	5 Minutes	Scholarship Affairs Officer OSG
2. Check CRS for loan approval	2. Approved by Student Loan staff in the CRS	None	10 Minutes	Scholarship Affairs Officer OSG
3. Bring approved form to the Cashier's Office for payment	3. Release approved loan form to student.	None	5 Minutes	Cashier UP Cash Office



TOTAL:		None	20 Minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Short Term Cash Loan				
1. Submit duly accomplished loan application and attachments	1. Provide and receive accomplished short term application form.	None	30 Minutes	<i>Scholarship Affairs Officer</i> OSG
	1.1. Processing of short term application.	None	3 Days	<i>Scholarship Affairs Officer</i> OSG
	1.2. Approval of short term loan	None	3 Days	OSG Officer-in-Charge; and Vice Chancellor for Student Affairs
	1.3. Release of the approval of short term loan	None	15 Minutes	<i>Scholarship Affairs Officer</i> OSG
2. Bring the voucher to the UP Cash office and receive loan in cash.	2. Check the voucher and release the loan	None	5 Minutes	<i>Cashier</i> UP Cash Office
TOTAL:		None	6 Days, 50 Minutes	

For tuition loan: Availed during the registration period until the last day of payment of each term. Log-in your UP Webmail username and password at <http://www.crs.upd.edu.ph>



For educational loan: Availed one month after Registration Period

Short term cash loan

UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND
 CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN
 CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN

Loanable amount

For tuition fee loan: Up to 100% of assessed fees (except student fund) upon approval of the Chancellor.

For short term cash loan: P3,000.00 / semester

For UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND:
 P5,000.00 / semester

For CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN: P5,000.00 / semester

For CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN:
 P5,000.00 / semester

6. Processing of Claims for Medical Reimbursement (Under Financial Assistance of Student Contingencies Program)

Accepts and processes claims for medical reimbursement for injuries sustained from on/off campus activities, academic or otherwise.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	Undergraduate and Graduate Students, Second Degree, Cross-Registrants, Juris Doctor, Diploma/Certificate Student	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly Accomplished FASCP Claim Form; 2. Original Medical Certificate; 3. Original official receipts of medicines/hospital bills; 4. Original Doctor's Prescription; and 5. Valid ID/Official Form. 		STFAP Section Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FASCP application form and attachments.	1. Check and receive the requirements and claim form.	None	15 Minutes	Frontline staff
	1.1 Route the claim form for signature.	None	5 Days	Scholarship Affairs Officer, OSG Liaison Officer, OSG Head, College Dean, Vice Chancellor for Student Affairs
	1.2 Present the claim to DCSFA for approval.	None	14 – 21 Days (depending on the scheduled DCSFA meeting)	DCSFA Meeting
	1.3 Preparation of disbursement voucher for reimbursement.	None	30 Minutes	Scholarship Affairs Officer OSG
	1.4 Check, evaluate, certify and approve the preparation of disbursement voucher for reimbursement.	None	5 Days	OSG Officer-in-Charge and Office of the Vice Chancellor for Student Affairs
	1.5 Approval of budget and payment.	None	8 Days	UPD Accounting Office and Cash Office UP Diliman



2. Receives the claim.	2. Prepare the check for reimbursement	None	2 Days	Receiving Staff Cash Office
TOTAL:		None	34 – 41 Days, 45 Minutes	

B. Via Online

Office or Division:	Office of Scholarships and Grants			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Undergraduate and Graduate Students, Second Degree, Cross-Registrants, Juris Doctor, Diploma/Certificate Student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Duly Accomplished FASCP Claim Form; 2. Original Medical Certificate; 3. Original official receipts of medicines/hospital bills; 4. Original Doctor's Prescription; and 5. Valid ID/Official Form. 			STFAP Section Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FASCP application form and attachments via bitly/OSGfascp	1. Check and receive the requirements and claim form.	None	15 Minutes	Frontline staff
	1.2 Present the claim to DCSFA for approval.	None	14 – 21 Days (depending on the scheduled DCSFA meeting)	DCSFA Meeting



	1.3 Preparation of disbursement voucher for reimbursement	None	30 Minutes	Scholarship Affairs Officer OSG
	1.4 Check, evaluate, certify and approve the preparation of disbursement voucher for reimbursement.	None	5 Days	OSG Officer-in-Charge and Office of the Vice Chancellor for Student Affairs
	1.5 Approval of budget and payment.	None	8 Days	UPD Accounting Office and Cash Office UP Diliman
2. Receives the claim.	2. Prepare the check for reimbursement	None	2 Days	Receiving Staff Cash Office
TOTAL:		None	34 – 41 Days, 45 Minutes	

Financial Assistance for Student Contingencies Program (FASCP) is for financial assistance for medical expenses for injuries sustained from on/off campus activities, academic or otherwise.

Coverage

Medical expenses for injuries sustained from on/off campus activities, academic or otherwise.

Medical expenses incurred during illness shall not be covered.



Death resulting from injuries sustained during academic activities officially sanctioned by the University, e.g. field trips, lantern parade, laboratory experiments, group meetings and other related activities shall be eligible for financial assistance.

Benefits

Financial assistance shall be given on a reimbursement basis not exceeding P20,000.00 per student per academic year.

Death due to accident related to academic activities shall be eligible to receive the full amount of P20,000.00 as financial assistance.

Total financial assistance due to accident and death shall not exceed P20,000.00 per student.

7. Processing of Claims for Medical Reimbursement (Under GSIS)

Accepts and process claims for medical reimbursement for injuries sustained from on/off campus activities, academic or otherwise.

Office or Division:	Office of Scholarships and Grants
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate and Graduate Students, Second Degree, Cross-Registrants, Juris Doctor, Diploma/Certificate Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. For all incidents, the claimant must submit the following:</p> <ul style="list-style-type: none"> • Original Copy of Medical Certificate issued by the Patient's Medical Doctor • Print Images of Bodily Injuries • Original Copy of Medical Doctor's prescription (for over the counter medicines), if applicable • Original Copy of Official Receipt (for medicines paid, Doctor's fees paid, hospitalization cost paid), if applicable • Copy of Statement of Account issued by Hospital, if applicable • Copy of Hospital Records (e.g., Clinical Abstract, Laboratory Results, X-ray), if applicable <p>2. For Vehicular related incidents, the claimant must also provide a copy of the Traffic or Police Report.</p> <ul style="list-style-type: none"> • Original copy of Police/Traffic Investigation Report 	<p>Requesting Party</p>



<ul style="list-style-type: none"> • Photocopy of student’s valid ID, with signature and picture <p>3. For Non-Vehicular incidents, the claimant must provide the following:</p> <ul style="list-style-type: none"> • Notarized affidavit on the circumstances of the accident, with Photocopy of valid ID, signature, and picture • Notarized affidavit of two (2) disinterested witnesses, with a photocopy of their valid IDs, signature, and picture 	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents.	1. Check and receive the documents	None	15 Minutes	Frontline staff
	1.1 Prepare the Notice of Insurance Claim.	None	15 Minutes	Scholarship Affairs Officer, OSG Liaison Officer, OSG Head, College Dean, Vice Chancellor for Student Affairs
	1.2 Send the documents to GSIS office	None	5 Minutes	Scholarship Affairs Officer, OSG Liaison Officer, OSG Head, College Dean, Vice Chancellor for Student Affairs
2. Receives the claim.	2. Give Instruction to the claimants on how to claim to GSIS			
TOTAL:		None	35 Minutes	

Insurance for students under R.A. 10931 is for financial assistance for medical expenses for injuries sustained from on/off campus activities, academic or otherwise.

Coverage

Medical expenses for injuries sustained from on/off campus activities, academic or otherwise.

Medical expenses incurred during illness shall not be covered.



Death resulting from injuries sustained during academic activities officially sanctioned by the University, e.g. field trips, lantern parade, laboratory experiments, group meetings and other related activities shall be eligible for financial assistance.

Benefits

Financial assistance shall be given on a reimbursement basis not exceeding P23,750.00 per student per academic year.

Death due to accident related to academic activities shall be eligible to receive the full amount of P2370,000.00 as financial assistance and bereavement assistance is P10,000.00.

Total financial assistance due to accident and death shall not exceed P237,000.00 per student.

8. Processing of Benefits for Scholarships

Accepts and processes stipends for UP funded, Private funded and Other Government funded scholarships.

Office or Division:	Office of Scholarships and Grants			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Recipients of Scholarships			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Photocopy of Official UP Form 5; 2. Photocopy of UP ID; 3. Photocopy of LBP ATM Card; 4. Contact details: Permanent Address, Temporary City Address, Email Address and Contact Number. <p>Note: Must be submitted at least two weeks after enrollment/or from receiving the notice of award.</p>			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements completely.	1. Check and receive the requirements for Scholarships stipends.	None	5 Days	Frontline staff OSG
		None		



	1.1 Preparation of benefits.		2 Hours <i>(Preparation for the first release of benefits or stipends)</i> and 15 Minutes <i>(Preparation of the succeeding month's benefits or stipends)</i> (maximum of 100 students)	Scholarships Affairs Officer OSG
	1.2 Check, evaluate, certify and approve the preparation of benefits.	None	4 Days	Scholarships Section Head, Officer-in-Charge, OSG and OVCSA
	1.3 Certification, approval of budget and payment.	None	8 Days	UPD Budget Office, UPD Accounting Office, and Cash Office
2. Receive the benefits.	2. Credit the benefits to the student LBP ATM Account.	None	7 Days /or on before the 15 of the Month	Land Bank of the Philippines
TOTAL:		None	19 Days, 2 Hours, 5 Minutes <i>(For the first release of stipend)</i> 19 Days, 20 Minutes <i>(For the succeeding</i>	



		<i>months of benefits or stipend.</i>	
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UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.

9. Processing of Benefits for Full Discount Plus Stipend (FDS)

Accepts requirements and processes benefits for Full Discount plus Stipend (FDS) recipients.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	FDS grantees through ST Online application and appeal.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of Official UP Form 5; 2. Photocopy of UP ID; 3. Photocopy of LBP ATM Card (front only);	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements completely.	1. Check and receive the requirements for FDS stipends.	None	5 Minutes	<i>Frontline staff</i> OSG
	1.1 Preparation of benefits.	None	2 Hours preparation for the first release of benefits or stipends; and 15 Minutes preparation for the succeeding month's benefits or stipends. (maximum of 100 students)	<i>Scholarships Affairs Officer</i> OSG



	1.2 Check, evaluate, certify and approve the preparation of benefits.	None	4 Days	STFAP Head, OSG Officer-in-Charge, and Office of the Vice Chancellor for Student Affairs
	1.3 Approval of budget and payment.		8 Days	UPD Budget Office, UPD Accounting Office, and Cash Office
2. Receive the benefits.	2. Credit the benefits to the student LBP ATM Account.		7 Days and on or before the 10th of the month	Land Bank of the Philippines
TOTAL:		None	19 Days, 2 Hours, 5 Minutes <i>(For the first release of stipend)</i> 19 Days, 20 Minutes <i>(For the succeeding months of benefits or stipend)</i>	

B. Via Email

Office or Division:	Office of Scholarships and Grants
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	FDS grantees through ST Online application and appeal.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Photocopy of Official UP Form 5; 2. Photocopy of UP ID; 3. Photocopy of LBP ATM Card (front only);	Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements completely via email. sts.diliman@up.edu.ph	1. Check and receive the requirements for FDS stipends.	None	5 Minutes	<i>Frontline staff</i> OSG
	1.1 Preparation of benefits.	None	2 Hours preparation for the first release of benefits or stipends; and 15 Minutes preparation for the succeeding month's benefits or stipends. (maximum of 100 students)	<i>Scholarships Affairs Officer</i> OSG
	1.2 Check, evaluate, certify and approve the preparation of benefits.	None	4 Days	STFAP Head, OSG Officer-in-Charge, and Office of the Vice Chancellor for Student Affairs
	1.3 Approval of budget and payment.		8 Days	UPD Budget Office, UPD Accounting Office, and Cash Office
2. Receive the benefits.	2. Credit the benefits to the student LBP ATM Account.		7 Days and on or before the 10th of the month	Land Bank of the Philippines
TOTAL:		None	19 Days, 2 Hours, 5 Minutes <i>(For the first release of stipend)</i>	



		19 Days, 20 Minutes <i>(For the succeeding months of benefits or stipend)</i>	
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UP created the Socialized Tuition System (ST System) to reduce the cost paid by students during enrollment, based on the paying capacity of the household to which a student belongs. Through the ST System, UP may subsidize a portion or the full cost required during enrollment and, in certain cases, grant additional subsidy to waive miscellaneous fees and grant monthly cash allowances.

The ST System is open to undergraduate students, including students enrolled in Law and Medicine. The ST System was approved by the UP Board of Regents on 16 December 2013.

Payment of benefits

Full Discount plus Stipend (FDS) recipients must submit FDS requirements to the STFAP Section. Stipend will be credited to recipients Landbank in a monthly basis. On the other hand, discount such as Full Discount (FD), Partial Discounts: PD80%, PD60% and PD30% will be posted in the recipients CRS account.

10. Processing of Benefits for Adopt-a-Student Program

Accepts requirements and processes assistance for the recipient of Adopt-a-Student Program.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	Adopt-a-Student Program grantees selected by the Diliman Committee for Scholarships and Financial Assistance (DCSFA) from a list of students appealing for higher tuition discount or in need of additional support as referred by different UP Diliman units.		
<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%;">WHERE TO SECURE</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



1. Photocopy of Official UP Form 5; 2. Photocopy of LBP ATM Card; 3. Photocopy of UP ID; and 4. Contact details: Permanent Address, Temporary City Address, Email Address and Contact Number.				Requesting party
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements completely.	1. Check and receive the requirements for adopt stipends.	None	10 Minutes	<i>Frontline staff</i> OSG
	1.1 Preparation of benefits	None	4 Hours preparation for the first release of benefit/s or stipend/s; and 30 Minutes preparation for the succeeding month's benefits or stipends.	<i>Scholarship Affairs Officer</i> OSG
	1.2 Check, evaluate, certify and approve the preparation of benefits.		5 Days	STFAP Head, OSG Officer-in-Charge, and Vice Chancellor for Student Affairs
	1.3 Approval of budget and payment.		8 Days	UPD Accounting Office and Cash Office.
2. Receives the benefits	2. Credit the benefits to the student LBP ATM Account.	None	2 Days	Land Bank of the Philippines
TOTAL:		None	15 Days, 4 Hours, 5 Minutes <i>(For the first release of stipend)</i>	



		15 Days, 40 Minutes <i>(For the succeeding months of benefits or stipend)</i>	
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B. Via Email

Office or Division:	Office of Scholarships and Grants
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Adopt-a-Student Program grantees selected by the Diliman Committee for Scholarships and Financial Assistance (DCSFA) from a list of students appealing for higher tuition discount or in need of additional support as referred by different UP Diliman units.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of Official UP Form 5; 2. Photocopy of LBP ATM Card; 3. Photocopy of UP ID; and 4. Contact details: Permanent Address, Temporary City Address, Email Address and Contact Number.	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send complete requirements (scanned copies) at osgadopt.upd@up.edu.ph	1. Check and receive the requirements for adopt stipends.	None	10 Minutes	Frontline staff OSG
	1.1 Preparation of benefits	None	4 Hours preparation for the first release of benefit/s or stipend/s; and 30 Minutes preparation for the succeeding month's benefits or stipends.	Scholarship Affairs Officer OSG
			5 Days	



	1.2 Check, evaluate, certify and approve the preparation of benefits.			STFAP Head, OSG Officer-in-Charge, and Vice Chancellor for Student Affairs
	1.3 Approval of budget and payment.		8 Days	UPD Accounting Office and Cash Office.
2. Receives the benefits	3. Credit the benefits to the student LBP ATM Account.	None	2 Days	Land Bank of the Philippines
TOTAL:		None	15 Days, 4 Hours, 5 Minutes <i>(For the first release of stipend)</i> 15 Days, 40 Minutes <i>(For the succeeding months of benefits or stipend)</i>	

The Adopt-a-Student Program is a financial assistance program which serves as safety net for low income students of UP Diliman. It aims to help students whose award/grant benefits are not sufficient to sustain their school needs while studying.

11. Issuance of Certification (Scholarships, ST Bracket, No ST Bracket, and for SAGA Employment)

Prepares and issues certification for Scholarships (UP Funded, Private Funded and Other Government Funded, Socialized Tuition (ST) Bracket, No Socialized Tuition (ST), and Student and Graduate Assistantships.

A. Office Transaction

Office or Division:	Office of Scholarship and Grants
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Students



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID/Official Form 5; and 2. Official receipt.			Office of Scholarships and Grants	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a payment slip for the certification.	1. Provide payment slip.	None	5 Minutes	Frontline Staff OSG
2. Pay the certification fee at the Cash Office.	2. Process the payment and issue Official Receipt.	None	10 Minutes	Cashier UPD Cash Office
3. Present UP ID, UP Form 5 and official receipt.	3. Prepare the certification.	None	10 Minutes	Scholarships Affairs Officer
	3.1 Check and Sign the certification.	None	5 Minutes	STFAP Head; OSG Officer-in-Charge
4. Receive the certification	4. Release the certification	None	2 Minutes	Scholarships Affairs Officer OSG
TOTAL:		None	32 Minutes	

B. Via Email

Office or Division:	Office of Scholarships and Grants	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All UP Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid ID/Official Form 5; and 2. Official receipt.		Office of Scholarships and Grants



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request to <u>sts.diliman@up.edu.ph</u>	1. Prepare the certification	None	10 Minutes	Scholarship Affairs Officer OSG
	1.1 Check and Sign the certification.	None	5 Minutes	STFAP Head; OSG Officer-in-Charge
2. Receive the certification	2. Release the certification by sending soft copy to the student	None	5 Minutes	Scholarships Affairs Officer OSG
TOTAL:		None	20 Minutes	

12. Issuance of Letter of Instruction for Landbank Enrollment for New Account

Prepares and issues letter of instruction for Landbank enrollment for new accounts: for new recipients of scholarships; financial assistance; and student and graduate assistantships.

A. Office Transaction

Office or Division:	Office of Scholarship and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID/Official Form 5; and 2. Official receipt.			Office of Scholarships and Grants	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a payment slip for the certification.	1. Provide payment slip.	None	5 Minutes	Frontline Staff OSG
2. Pay the certification fee	2. Process the payment and issue Official Receipt.	None	10 Minutes	Cashier UPD Cash Office



at the Cash Office.				
3. Present UP ID, UP Form 5 and official receipt.	3. Prepare the certification.	None	10 Minutes	Scholarships Affairs Officer
	3.1 Check and Sign the certification.	None	5 Minutes	STFAP Head; OSG Officer-in-Charge
4. Receive the certification	4. Release the certification	None	2 Minutes	<i>Scholarships Affairs Officer</i> OSG
TOTAL:		None	32 Minutes	

B. Via Email

Office or Division:	Office of Scholarships and Grants			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID/Official Form 5			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present UP ID, UP Form 5 and official receipt.	1. Prepare the certification.	None	5 Minutes	<i>Scholarships Affairs Officer</i> OSG
	1.1 Check and Sign the certification.	None	5 Days	<i>STFAP Head; OSG Officer-in-Charge</i> OSG
2. Receive the certification	2. Release the certification.		2 Minutes	<i>Scholarships Affairs Officer</i> OSG
TOTAL:		None	5 Days,	



		15 Minutes	
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13. Issuance of Statement of Account for Student Loan

Prepares and issues statement account: for those students (undergraduate and graduate studies) who avail the programs of student loan.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	<p>UP Diliman students who avails student loans like:</p> <p>Tuition fee loan,</p> <p>Short Term Cash Loans,</p> <p>For UPAASV SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND,</p> <p>CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN, and</p> <p>CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN.</p>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID/Official Form 5			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Check loan balance.	None	5 Minutes	<i>Scholarships Affairs Officer OSG</i>
2. Receive billing statement	2. Compute loan balance plus interest and issue a billing statement.	None		
3. Bring the billing statement to the Cashier's Office for payment and	3. Check the billing statement, count the payment and issue an official receipt.	None	15 Minutes	<i>Receiving Staff UP Cash Office</i>



receive official receipt				
4. Bring the official receipt back to OSG to mark payment and removed accountability on the loan.	Mark payment on the loan and encode the OR No. and date as reference of payment.	None	15 Minutes	Scholarships Affairs Officer OSG
TOTAL:		None	35 Minutes	

B. Via Email

Office or Division:	Office of Scholarships and Grants			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	<p>UP Diliman students who avails student loans like:</p> <p>Tuition fee loan,</p> <p>Short Term Cash Loans,</p> <p>For UPAASACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND,</p> <p>CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN, and</p> <p>CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN.</p>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID/Official Form 5			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to osgstudentloan.upd@up.edu.ph regarding your existing loan.	1. Check loan balance.	None	3 Days	Scholarships Affairs Officer OSG
2. Receive billing statement	2. Compute loan balance plus	None		



	interest and issue a billing statement.			
<p>3. Deposit your payment through LBP.</p> <p>Revolving Fund Account No. <u>3072-1006-96</u></p> <p>Swift code: <u>TLBPPHMMXXX</u></p>	<p>3. Check deposit slip, count the payment and issue an official receipt.</p>	None	3 Days	<p><i>Bank Teller</i> LBP Bank</p>
<p>4. Scan or send picture of the receipt to osgstudentloan.upd@up.edu.ph.</p>	<p>4. Mark payment on the loan and encode the OR No. and date as reference of payment.</p>	None	1 Day	<p><i>Scholarships</i> Affairs Officer OSG</p>
TOTAL:		None	7 Days	



14. Issuance of Scholarship Application

Prepares and issues for scholarships application: For UP Funded, Other Government Funded and Private Funded scholarships.

Office or Division:	Office of Scholarships and Grants (OSG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All undergraduate and graduate students of UP.
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> 1. 2 x 2 Picture; 2. Parent's Income Tax Return (BIR Form 2316)/or SALN of parents from the previous year and other proof of income; Certificate of Employment and Compensation, Contract with Employer, Notarized Affidavit of Unemployment, Notarized Affidavit of Source of Income, BIR Certificate of Tax Exemption, and Certificate of Indigency from Barangay with income indicated; 3. True Copy of Grades (including grades from previous semester) or CRS print-out. 4. Certificate of Good Moral Character from Student Disciplinary Council. 5. Certificate of year level standing from college (for upperclassmen only); <p>If applicable:</p> <ol style="list-style-type: none"> 6. Pictures of permanent residence (front and back of the house, dining kitchen, comfort room, bedroom, living room, and other parts of the house duly certified by the Barangay Captain. 7. Monthly billing of electricity and water for the last three months. <p>Additional requirements:</p> <ol style="list-style-type: none"> 8. For graduate student: Transcript of Academic Records, Program of Study, Notice of Admission (if new graduate student); 9. For Presidential Scholarship, Tuition, Foreign, etc.; <ol style="list-style-type: none"> a. Letter of recommendation from the head of institute; b. Certification of study leave with pay; c. Nomination from home government; d. Letter of financial support; e. Letter/s of Recommendation from former professors; f. Recommendation/certificate of Good moral character from current employer/s; 	<p>WHERE TO SECURE</p> <p>Requesting Party</p>



g. List of accomplishments arranged by levels, i.e. in high school, college and community duly authenticated by the appropriate authority; and for UP Employee: submit certificate of Good Moral form the unit where he/she is currently employee.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit OSG for scholarship advising.	1. Provide scholarship application form and provide scholarship advise	None	5 Minutes	Scholarships Affairs Officer OSG
2. Submit the scholarship application form with complete requirements	2. Check, evaluate and accept the application otherwise it will be returned.	None	5 Minutes	Scholarships Affairs Officer OSG
TOTAL:		None	20 Minutes	

UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.

15.Tagging of Scholarship Assignment for Scholarships

Tagging and Untagging scholarship assignment: UP Funded, Other Gov't Funded and Private Funded in the CRS module.

Office or Division:	Office of Scholarships and Grants
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP funded, private funded and government funded scholarship UP Scholars
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. UP Form 5A/UP ID; 2. OSE Certification; 3. Verification of previous grades in the CRS; and 4. Tagging and Untagging of grades in the CRS.				Requesting Party OSG
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Check and assign scholarship in the CRS.	None	5 Minutes	<i>Scholarships Affairs Officer</i> OSG
TOTAL:		None	5 Minutes	

16. Tagging and Untagging of Scholarship Assignment for Socialized Tuition (ST) Bracket

Tagging and Untagging scholarship assignment: ST brackets in the CRS module.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	FDS grantees through ST Online application and appeal.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID/Official Form 5; 2. Verification of ST Bracket in the SFA Online (https://slasonline.up.edu.ph); and 3. Assign ST bracket in the CRS Module (https://crs.upd.edu.ph).			Requesting Party STFAP Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Check and assign scholarship in the CRS.	None	5 Minutes	<i>Scholarships Affairs Officer</i> OSG
TOTAL:		None	5 Minutes	



B. Via Email

Office or Division:	Office of Scholarships and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	FDS grantees through ST Online application and appeal.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID/Official Form 5; 2. Verification of ST Bracket in the SFA Online (https://slasonline.up.edu.ph); and 3. Assign ST bracket in the CRS Module (https://crs.upd.edu.ph).			Requesting Party STFAP Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through sts.diliman@up.edu.ph or phone.	1. Check and assign scholarship in the CRS.	None	5 Minutes	<i>Scholarships Affairs Officer</i> OSG
TOTAL:		None	5 Minutes	

17. Signing of Clearances for UP Diliman (Student, Faculty and Non-Teaching Staff)

Signing of clearances: for student, faculty and staff in UP Diliman.

Office or Division:	Office of Scholarships and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students, Faculty, Non-Teaching staff who is about to graduate, exit and retire in UP Diliman.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UPD Clearance Form			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement/s to the OSG Staff.	1. Check if the client has an existing loan/s or arrears or as debtor or a co-debtor for student.	None	15 Minutes	<i>Scholarships Affairs Officer</i> OSG



2. Receive the clearance.	2. Sign Clearance if the client is cleared from accountability and issues billing statements in case of existing loan, arrears as debtor or co debtor.			
TOTAL:		None	15 Minutes	



Office of Student Projects and Activities (OSPA)

External Services



1A. Request of Student Organizations for use of University Grounds

Request for using University Grounds of Student Organization's activity

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
4. Duly accomplished OVCCA form for using UP Diliman grounds		Office of the Vice Chancellor for Community Affairs (OVCCA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Client submits duly accomplished AAF with complete attachments.	7. Receiving Officer receives the AAF.	None	1 day	Receiving Officer
8. Client receives tracking number.	8. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	Receiving Officer
	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	10. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension



				<i>Specialist</i>
9. Client pays the rental fee to the OVCCA	11. OSPA Staff secures approval of the VCCA	Rental rates c/o OVCCA	5 days	<i>Researcher Extension Specialist</i>
10. Client tracks the status of AAF.	12. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	10 days	

1B. Request of Student Organizations for use of University Grounds (Online)

Request for using University Grounds of Student Organization's activity

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
4. Duly accomplished OVCCA form for using UP Diliman grounds		Office of the Vice Chancellor for Community Affairs (OVCCA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with	1. Receiving Officer receives and acknowledges duly	None	5 minutes	<i>Receiving Officer</i>



complete attachments to ospa.upd@up.edu.ph.	accomplished AAF and its attachments.			
2. Client receives response that AAF is being processed.	2. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
3. Client waits for the approved AAF.	4. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	5. OSPA Staff secures approval of VCOSA	None	1 day	Researcher Extension Specialist
4. Client pays the rental fee to the OVCCA	6. OSPA Staff secures approval of VCCA.	Rental rates c/o OVCCA	3 days	Researcher OSPAs Extension Specialist OSPAs Special Collecting Officer OVCCA
5. Client receives approved AAF.	7. OSPA Staff sends approved AAF to client.	None	5 minutes	Releasing officer
TOTAL		None	5 days, 20 minutes	

2A. Request of Student Organizations for Security Assistance

Request for additional security assistance in student-initiated activity to ensure safety of attendees and participants.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex



Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to Vice Chancellor for Community Affairs through Public Safety and Security Office (PSSO)		Requesting Party		
4. Physical lay-out of venue		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client submits duly accomplished AAF with complete attachments.	1. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
2. Client receives tracking number.	2. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher</i> <i>Extension Specialist</i>
	4. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher</i> <i>Extension Specialist</i>
	5. OSPA Staff secures approval of the VCCA	None	5 days	<i>Researcher</i> <i>Extension</i>



				<i>Specialist</i>
3. Client tracks the status of AAF.	6. OSPA Staff releases approved AAF to client.	None	1 day	<i>Releasing officer</i>
TOTAL		None	10 days	

2B. Request of Student Organizations for Security Assistance (Online)

Request for additional security assistance in student-initiated activity to ensure safety of attendees and participants.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to Vice Chancellor for Community Affairs through Public Safety and Security Office (PSSO)		Requesting Party		
4. Physical lay-out of venue		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESPONSIB LE
1. Client submits duly accomplished AAF with	1. Receiving Officer receives and acknowledges duly	None	5 minutes	<i>Receiving Officer</i>



complete attachments to ospa.upd@up.edu.ph.	accomplished AAF and its attachments.			
2. Client receives response that AAF is being processed.	2. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
3. Client waits for the approved AAF.	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	4. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
	4. OSPA Staff secures approval of VCCA through PSSO.	None	5 days	Researcher OSPA Extension Specialist
5. Client receives approved AAF.	6. OSPA Staff sends approved AAF to client.	None	5 minutes	Releasing officer
TOTAL		None	7 days, 20 minutes	

3A. Request of Student Organizations for Posting of Posters

Request of posting of posters of student organizations for their activities.

Office or Division:	Office of Student Projects and Activities
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Sample Poster		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client submits duly accomplished AAF with complete attachments.	1. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
2. Client receives tracking number.	2. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	4. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
3. Client tracks the status of AAF.	5. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	5 days	



3B. Request of Student Organizations for Posting of Posters (Online)

Request of posting of posters of student organizations for their activities.

Office or Division:	Office of Student Projects and Activities			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Sample Poster		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	1. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	Receiving Officer
2. Client receives response that AAF is being processed.	2. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
3. Client waits for the approved AAF.	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	4. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension



				<i>Specialist</i>
4. Client receives approved AAF.	5. OSPA Staff sends approved AAF to client.	None	5 minutes	<i>Releasing officer</i>
TOTAL		None	2 days, 20 minutes	

4A. Request of Student Organizations for Tarpaulin Posting

Request to post tarpaulin to promote student-initiated activity.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
4. Sample tarpaulins with dimensions		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with complete attachments.	1. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>



2. Client receives tracking number.	2. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	Receiving Officer
	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	4. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
	5. OSPA Staff secures approval of the VCCA	None	5 days	Researcher Extension Specialist
3. Client tracks the status of AAF.	6. OSPA Staff releases approved AAF to clients.	None	1 day	Releasing officer
TOTAL		None	10 days	

4B. Request of Student Organizations for Tarpaulin Posting (Online)

Request to post tarpaulin to promote student-initiated activity.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
4. Sample tarpaulins with dimensions		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	1. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	Receiving Officer
2. Client receives response that AAF is being processed.	2. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
3. Client waits for the approved AAF.	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	4. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
	5. OSPA Staff secures approval of VCCA.	None	3 days	Researcher Extension Specialist
4. Client receives approved AAF.	6. OSPA Staff sends approved AAF to client.	None	5 minutes	Releasing officer



TOTAL	None	5 days, 20 minutes	
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5A. Request of Student Organizations for use of UP Trademarks

Request to post tarpaulin to promote student-initiated activity.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to Vice Chancellor for Research and Development		Requesting Party		
4. Duly accomplished OVCRD – IP Form 2 v. 2018		Office of the Vice Chancellor for Research and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with complete attachments.	1. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
2. Client receives tracking number.	2. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>



	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	4. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
	5. OSPA Staff secures approval of the VCRD	None	5 days	Researcher Extension Specialist
3. Client tracks the status of AAF.	6. OSPA Staff releases approved AAF to clients.	None	1 day	Releasing officer
TOTAL		None	10 days	

5B. Request of Student Organizations for use of UP Trademarks (Online)

Request to post tarpaulin to promote student-initiated activity.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
5. Activity Approval Form (AAF)	Office of Student Projects and Activities' Facebook and Website
6. Letter of intent addressed to Vice Chancellor for Student Affairs	Requesting Party



7. Letter of request addressed to Vice Chancellor for Research and Development		Requesting Party		
8. Duly accomplished OVCRD – IP Form 2 v. 2018		Office of the Vice Chancellor for Research and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	5. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	<i>Receiving Officer</i>
8. Client receives response that AAF is being processed.	6. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	<i>Receiving Officer</i>
7. Client waits for the approved AAF.	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	10. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
	8. OSPA Staff secures approval of VCRD	None	5 days	<i>Researcher Extension Specialist</i>
11. Client receives approved AAF.	12. OSPA Staff sends approved AAF to client.	None	5 minutes	<i>Releasing officer</i>
TOTAL		None	7 days, 20 minutes	



6A. Request of Student Organizations for use of College Venue

To seek approval from colleges/schools/institute administration in the use of college venues (conference hall, classrooms, and college lobby) for student-initiated activity.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to the Dean of the college/school/institute		Requesting Party		
4. Duly accomplished venue reservation form		College/School/Institute		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with complete attachments.	1. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
2. Client receives tracking number.	2. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>



	4. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
3. Client tracks the status of AAF.	5. OSPA Staff releases approved AAF to clients.	None	1 day	Releasing officer
TOTAL		None	5 days	

6B. Request of Student Organizations for use of College Venue (Online)

To seek approval from colleges/schools/institute administration in the use of college venues (conference hall, classrooms, and college lobby) for student-initiated activity.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to the Dean of the college/school/institute		Requesting Party		
4. Duly accomplished venue reservation form		College/School/Institute		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with	1. Receiving Officer receives and acknowledges duly	None	5 minutes	Receiving Officer



complete attachments to ospa.upd@up.edu.ph.	accomplished AAF and its attachments.			
2. Client receives response that AAF is being processed.	2. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
3. Client waits for the approved AAF.	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	4. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
4. Client receives approved AAF.	5. OSPA Staff sends approved AAF to client.	None	5 minutes	Releasing officer
TOTAL		None	2 days, 20 minutes	

7A. Request of Student Organizations for vehicle entry

To seek approval for vehicle entry of sponsors and participants in student-initiated activities.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Approval Form (AAF)	Office of Student Projects and Activities
2. Letter of intent addressed to Vice Chancellor for Student Affairs	Requesting Party
3. Letter of request addressed to Vice Chancellor for Community Affairs	Requesting Party



4. List of vehicle/s with plate number/s and type of vehicle/s		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with complete attachments.	1. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
2. Client receives tracking number.	2. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	4. OSPA Staff secures approval of VCASA	None	1 day	<i>Researcher Extension Specialist</i>
	5. OSPA Staff secures approval of the VCCA	None	5 days	<i>Researcher Extension Specialist</i>
3. Client tracks the status of AAF.	6. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	10 days	



7B. Request of Student Organizations for vehicle entry (Online)

To seek approval for vehicle entry of sponsors and participants in student-initiated activities.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
4. List of vehicle/s with plate number/s and type of vehicle/s		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	1. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	<i>Receiving Officer</i>
2. Client receives response that AAF is being processed.	2. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	<i>Receiving Officer</i>
3. Client waits for the approved AAF.	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>



	4. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
	5. OSPA Staff secures approval of VCCA.	None	3 days	Researcher Extension Specialist
4. Client receives approved AAF.	6. OSPA Staff sends approved AAF to client.	None	5 minutes	Releasing officer
TOTAL		None	5 days, 20 minutes	

8A. Request of Student Organizations for Dry-Goods Sale/Brand Sale

Secure approval from the OVCCA in selling dry goods for Income Generating Project (IGP) of students.

Office or Division:	Office of Student Projects and Activities	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Activity Approval Form (AAF)		Office of Student Projects and Activities
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party
3. Letter of intent addressed to Vice Chancellor for Community Affairs		Requesting Party
4. Picture/Sample of dry goods for sale		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSO N RESPO NSIBLE
1. Client submits duly accomplished AAF with complete attachments.	1. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
2. Client receives tracking number.	2. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	4. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
	5. OSPA Staff secures approval of OVCCA	None	5 days	<i>Researcher Extension Specialist</i>
3. Client tracks the status of AAF.	6. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	10 days	



8B. Request of Student Organizations for Dry-Goods Sale/Brand Sale (Online)

Secure approval from the OVCCA in selling dry goods for Income Generating Project (IGP) of students.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
2. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
3. Letter of intent addressed to Vice Chancellor for Community Affairs		Requesting Party		
4. Picture/Sample of dry goods for sale		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	1. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	Receiving Officer
2. Client receives response that AAF is being processed.	2. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
3. Client waits for the approved AAF.	3. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist



	4. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
	5. OSPA Staff secures approval of VCCA.	None	3 days	<i>Researcher Extension Specialist</i>
4. Client receives approved AAF.	6. OSPA Staff sends approved AAF to client.	None	5 minutes	<i>Releasing officer</i>
TOTAL		None	5 days, 20 minutes	



Office of Student Housing (OSH)

External Services



1. Attends to inquiry letters

Answers inquiries pertaining to dormitory application and other OSH Services

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Inquiry letter			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
11. Client submits inquiry letter through the drop box or OSH's official email.	13. Front Desk Personnel receives the document, logs it in the DTS, and forwards to OIC/Director for evaluation and appropriate action. 14. Staff replies to client's inquiry with appropriate action via email or phone call.	None	1 day	Front Desk Personnel OIC Director
TOTAL		None	1 day	



2. Processing of Dorm Application

Processing of students' dorm applications

Office or Division:	Office Student Housing			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CRS/Dilnet Account		Computer Center		
2. PDF copy of the following documents: a. Dorm Application Form b. Letter of Intent c. Copy/Screenshot of grades for continuing students d. Form 5 or Admission Slip		www.dormapplication.upd.edu.ph Requesting party and colleges		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ON SIB LE
1. Client logs in the Dorm Application portal using Dilnet Account and submits copy of all requirements.	1. Dormitory Admissions Committee (DAC) Secretariat checks and validates submission of all requirements.	None	5 minutes	DAC Secretariat
	2. DAC evaluates the applications based on the client's needs.	None	10 days	DAC
2. Client logs in the portal to check for updates on application.	3. DAC Secretariat notifies student of the results of the application.	None	1 day	DAC Secretariat
TOTAL		None	11 days, 5 minutes	



3. Submission of Appeal Letter for disapproved/late applicants

Processing of appeal letters of disapproved and late dorm applications

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Appeal letter for disapproved dorm applications 2. Copy of the following documents: <ol style="list-style-type: none"> a. Dorm Application Form b. Letter of Intent c. Copy/Screenshot of grades for continuing students d. Form 5 or Admission Slip 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ONSIB LE
1. Client submits the documents to OSH (via email is accepted)	<ol style="list-style-type: none"> 1. Receiving Officer receives the documents, checks completeness of submission for late applicants, logs document in DTS, and endorses to OIC/Director for evaluation and appropriate action. 2. OIC/Director reviews the applications. 	None	1 day	<i>Receiving Officer</i> <i>OIC/Director</i>
	3. Releasing Officer informs the student of the results of application.	None	3 minutes	<i>Releasing Officer</i>



TOTAL	None	1 day, 3 minutes	
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4. Processing of Approved Dorm Application and Checking in

Processing approved dorm application in preparation/during check-in period

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved dorm application 2. Residence hall agreement which includes the dorm health protocol 3. Parent's instruction sheet 4. Appliance Declaration Form 		Dorm Application Portal Concerned Residence Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESP ON SIB LE
<ol style="list-style-type: none"> 1. Client confirms slot through the dorm application website. <p>Slot allocated is forfeited if not confirmed within 3 days.</p> <p>Confirmed client checks-in the residence hall on the period announced on the website or as agreed upon with the Dormitory Manager</p>	<ol style="list-style-type: none"> 1. DAC monitors the confirmation of slot. 	None	1 minute	<i>DAC members and Secretariat</i>



2. Client submits the Residence hall's requirements during check-in	2. Houseparent receives and checks submitted forms.	None	10 minutes	<i>Houseparent</i>
3. Client receives dorm/room key upon validation of complete requirements	3. Houseparent issues dorm/room key.	None	1 minute	<i>Houseparent</i>
4. Client checks-in to the assigned room.	4. Houseparent assists student into the assigned room.	None	10 minutes	<i>Household Attendant</i>
TOTAL		None	22 minutes	

5. Issuance of Billing Form/Record

Issuance of students billing form/record which are due for payment (every 7th day of the month)

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resident's Dorm ID 2. Resident's Record of Payment 3. Late Payment Appeal Form		Assigned residence hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client checks and accepts dorm billing. Surcharge of 1% per month is charged on late acceptance of billing form.	1. Houseparent issues billing form every 7 th day of the month.	Depending on the outstanding balance due for payment	2 minutes	<i>Houseparent</i>



2. Client pays the dorms fees at the Diliman Cash Office and secures official receipt from transaction.	2. Cashier officer receives payment and issues official receipt.	Depending on the outstanding balance due for payment	3 minutes	Cashier Officer Diliman Cash Office
3. Client submits copy of official receipt.	3. Houseparent receives official receipt of payment.	None	1 minute	Houseparent
	4. Houseparent encodes the official receipt in the record of payment, Excel file and dorm database.	None	2 minutes	Houseparent
TOTAL		Depending on the outstanding balance due for payment	8 minutes	

6. Checking out of the residents

Preparation for checking-out period

Office or Division:	Office Student Housing	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Dorm Clearance 2. Check-out form 3. Room Key		Assigned residence hall and resident



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives and fills-out check-out form (for permanent or temporary check-out)	1. Houseparent issues check-out form.	None	3 minutes	<i>Houseparent</i>
2. Client awaits approval of check-out form (Clearance from accountabilities)	2. Houseparent checks resident's record of payment.	None	5 minutes	<i>Houseparent</i>
3. Tagged resident settles accountability and secure clearance from accountabilities/d efficiencies. Settle payment at Diliman Cash Office. Dialogue with Dormitory Manager for dorm violations.	3. Houseparent receives clearance form.	None	1 day	<i>Houseparent</i>
4. Resident with approved check-out form gets their personal things and checks-out from the residence hall.	4. Household attendant assists resident during check-out.	None	15 minutes	<i>Household Attendant</i>
5. Client surrenders dorm key.	5. Authorized staff receives dorm key.	None	1 minute	<i>Houseparent/ Household Attendant/ Security Guard</i>
TOTAL		None	1 day, 24 minutes	



7. Online tagging and un-tagging of residents during enrolment period

Online tagging and un-tagging of residents' accountabilities (long overdue bills, dorm violation, and broken or lost dorm property) during enrolment period.

Office or Division:	Office Student Housing			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dorm Clearance 2. Student ID 3. Student's CRS Account		Office of Student Housing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for un-tagging of dorm accountability.	1. Dormitory Manager sends letter requesting tagging/un-tagging of resident with client's information to OIC/Director	None	5 minutes	<i>Dormitory Manager</i>
	2. OIC/Director instructs staff in-charge to tag/un-tag student.			<i>OIC/Director</i>
	3. Staff tags/un-tags student.			<i>OSH Staff</i>
2. Client receives notification on CRS of un-tagging.	4. CRS Online informs student of the un-tagging via CRS.	None	1 minute	<i>CRS Online OUR</i>
TOTAL		None	6 minutes	



8. Submission of appeal/request letter to waive dorm fee, change of dorm assignment and dorm complaints

Processing of appeal/request letter to waive dorm fee, change of dorm assignment, and dorm complaint.

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appeal/Request Letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits appeal/request letter endorsed by the Dormitory Manager. (Can be sent via email)	1. Receiving Officer receives, records, and forwards the letter to OIC/Director.	None	1 minute	<i>Receiving Officer</i>
	2. OIC/Director recommends appropriate action on the resident's appeal.	None	2 days	<i>OIC/Director</i>
	3. Releasing Officer releases letter to concerned resident via email.	None	1 minute	<i>Releasing Officer</i>
2. Client receives letter with recommendation/s from OSH.		None		
TOTAL		None	2 days, 2 minutes	



Office of Student Projects and Activities (OSPA)

External Services



1A. Request of Student Organizations for use of University Grounds

Request for using University Grounds of Student Organization's activity

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Activity Approval Form (AAF)		Office of Student Projects and Activities		
6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
8. Duly accomplished OVCCA form for using UP Diliman grounds		Office of the Vice Chancellor for Community Affairs (OVCCA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. Client submits duly accomplished AAF with complete attachments.	15. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
13. Client receives tracking number.	16. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	17. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	18. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>



14. Client pays the rental fee to the OVCCA	19. OSPA Staff secures approval of the VCCA	Rental rates c/o OVCCA	5 days	<i>Researcher Extension Specialist</i>
15. Client tracks the status of AAF.	20. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	10 days	

1B. Request of Student Organizations for use of University Grounds (Online)

Request for using University Grounds of Student Organization's activity

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
8. Duly accomplished OVCCA form for using UP Diliman grounds		Office of the Vice Chancellor for Community Affairs (OVCCA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	6. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	<i>Receiving Officer</i>



4. Client receives response that AAF is being processed.	7. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
8. Client waits for the approved AAF.	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	10. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
6. Client pays the rental fee to the OVCCA	8. OSPA Staff secures approval of VCCA.	Rental rates c/o OVCCA	3 days	Researcher OSPA Extension Specialist OSPA Special Collecting Officer OVCCA
7. Client receives approved AAF.	9. OSPA Staff sends approved AAF to client.	None	5 minutes	Releasing officer
TOTAL		None	5 days, 20 minutes	

2A. Request of Student Organizations for Security Assistance

Request for additional security assistance in student-initiated activity to ensure safety of attendees and participants.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
5. Activity Approval Form (AAF)	Office of Student Projects and Activities



6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of request addressed to Vice Chancellor for Community Affairs through Public Safety and Security Office (PSSO)		Requesting Party		
8. Physical lay-out of venue		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client submits duly accomplished AAF with complete attachments.	7. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
5. Client receives tracking number.	8. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	10. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
	11. OSPA Staff secures approval of the VCCA	None	5 days	<i>Researcher Extension Specialist</i>
6. Client tracks the status of AAF.	12. OSPA Staff releases approved AAF to client.	None	1 day	<i>Releasing officer</i>
TOTAL		None	10 days	



2B. Request of Student Organizations for Security Assistance (Online)

Request for additional security assistance in student-initiated activity to ensure safety of attendees and participants.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of request addressed to Vice Chancellor for Community Affairs through Public Safety and Security Office (PSSO)		Requesting Party		
8. Physical lay-out of venue		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	9. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	<i>Receiving Officer</i>
14. Client receives response that AAF is being processed.	10. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	<i>Receiving Officer</i>
11. Client waits for the approved AAF.	15. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	16. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension</i>



				<i>Specialist</i>
	12. OSPA Staff secures approval of VCCA through PSSO.	None	5 days	<i>Researcher OSPA Extension Specialist OSPA</i>
17. Client receives approved AAF.	18. OSPA Staff sends approved AAF to client.	None	5 minutes	<i>Releasing officer</i>
TOTAL		None	7 days, 20 minutes	

3A. Request of Student Organizations for Posting of Posters

Request of posting of posters of student organizations for their activities.

Office or Division:	Office of Student Projects and Activities			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Activity Approval Form (AAF)		Office of Student Projects and Activities		
5. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
6. Sample Poster		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client submits duly accomplished AAF with complete attachments.	6. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>



5. Client receives tracking number.	7. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	8. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	9. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
6. Client tracks the status of AAF.	10. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	5 days	

3B. Request of Student Organizations for Posting of Posters (Online)

Request of posting of posters of student organizations for their activities.

Office or Division:	Office of Student Projects and Activities
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
4. Activity Approval Form (AAF)	Office of Student Projects and Activities' Facebook and Website
5. Letter of intent addressed to Vice Chancellor for Student Affairs	Requesting Party
6. Sample Poster	Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	4. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	Receiving Officer
6. Client receives response that AAF is being processed.	5. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
6. Client waits for the approved AAF.	7. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	8. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
6. Client receives approved AAF.	7. OSPA Staff sends approved AAF to client.	None	5 minutes	Releasing officer
TOTAL		None	2 days, 20 minutes	

4A. Request of Student Organizations for Tarpaulin Posting

Request to post tarpaulin to promote student-initiated activity.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
5. Activity Approval Form (AAF)	Office of Student Projects and Activities



6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
8. Sample tarpaulins with dimensions		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client submits duly accomplished AAF with complete attachments.	7. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
5. Client receives tracking number.	8. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	10. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
	11. OSPA Staff secures approval of the VCCA	None	5 days	<i>Researcher Extension Specialist</i>
6. Client tracks the status of AAF.	12. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	10 days	



4B. Request of Student Organizations for Tarpaulin Posting (Online)

Request to post tarpaulin to promote student-initiated activity.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
8. Sample tarpaulins with dimensions		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	7. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	<i>Receiving Officer</i>
6. Client receives response that AAF is being processed.	8. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	<i>Receiving Officer</i>
7. Client waits for the approved AAF.	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher</i> <i>Extension Specialist</i>
	10. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher</i> <i>Extension Specialist</i>



	11. OSPA Staff secures approval of VCCA.	None	3 days	<i>Researcher Extension Specialist</i>
8. Client receives approved AAF.	12. OSPA Staff sends approved AAF to client.	None	5 minutes	<i>Releasing officer</i>
TOTAL		None	5 days, 20 minutes	

5A. Request of Student Organizations for use of UP Trademarks

Request to post tarpaulin to promote student-initiated activity.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Activity Approval Form (AAF)		Office of Student Projects and Activities		
10. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
11. Letter of request addressed to Vice Chancellor for Research and Development		Requesting Party		
12. Duly accomplished OVCRD – IP Form 2 v. 2018		Office of the Vice Chancellor for Research and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client submits duly accomplished AAF with complete attachments.	7. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
5. Client receives tracking number.	8. Receiving Officer processes the AAF and gives	None	1 day	<i>Receiving Officer</i>



	tracking number to client.			
	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	10. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
	11. OSPA Staff secures approval of the VCRD	None	5 days	<i>Researcher Extension Specialist</i>
6. Client tracks the status of AAF.	12. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	10 days	

5B. Request of Student Organizations for use of UP Trademarks (Online)

Request to post tarpaulin to promote student-initiated activity.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
13. Activity Approval Form (AAF)	Office of Student Projects and Activities' Facebook and Website
14. Letter of intent addressed to Vice Chancellor for Student Affairs	Requesting Party
15. Letter of request addressed to Vice Chancellor for Research and Development	Requesting Party
16. Duly accomplished OVCRD – IP Form 2 v. 2018	Office of the Vice Chancellor for Research and Development



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
19. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	13. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	Receiving Officer
20. Client receives response that AAF is being processed.	14. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
15. Client waits for the approved AAF.	21. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	22. OSPA Staff secures approval of VCSA	None	1 day	Researcher Extension Specialist
	16. OSPA Staff secures approval of VCRD	None	5 days	Researcher Extension Specialist
23. Client receives approved AAF.	24. OSPA Staff sends approved AAF to client.	None	5 minutes	Releasing officer
TOTAL		None	7 days, 20 minutes	

6A. Request of Student Organizations for use of College Venue

To seek approval from colleges/schools/institute administration in the use of college venues (conference hall, classrooms, and college lobby) for student-initiated activity.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex
Type of Transaction:	Government to Citizen



Who may avail:		University-registered student organizations, College-registered organizations, Individual student, Class project		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Activity Approval Form (AAF)		Office of Student Projects and Activities		
6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of request addressed to the Dean of the college/school/institute		Requesting Party		
8. Duly accomplished venue reservation form		College/School/Institute		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client submits duly accomplished AAF with complete attachments.	6. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
5. Client receives tracking number.	7. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	8. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	9. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
6. Client tracks the status of AAF.	10. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	5 days	



6B. Request of Student Organizations for use of College Venue (Online)

To seek approval from colleges/schools/institute administration in the use of college venues (conference hall, classrooms, and college lobby) for student-initiated activity.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Activity Approval Form (AAF)		Office of Student Projects and Activities' Facebook and Website		
6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of request addressed to the Dean of the college/school/institute		Requesting Party		
8. Duly accomplished venue reservation form		College/School/Institute		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	6. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	<i>Receiving Officer</i>
6. Client receives response that AAF is being processed.	7. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	<i>Receiving Officer</i>
7. Client waits for the approved AAF.	8. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	9. OSPA Staff secures approval	None	1 day	<i>Researcher Extension</i>



	of VCSA			<i>Specialist</i>
8. Client receives approved AAF.	10. OSPA Staff sends approved AAF to client.	None	5 minutes	<i>Releasing officer</i>
TOTAL		None	2 days, 20 minutes	

7A. Request of Student Organizations for vehicle entry

To seek approval for vehicle entry of sponsors and participants in student-initiated activities.

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Activity Approval Form (AAF)		Office of Student Projects and Activities		
6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
8. List of vehicle/s with plate number/s and type of vehicle/s		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client submits duly accomplished AAF with complete attachments.	7. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
5. Client receives tracking number.	8. Receiving Officer processes the AAF and gives tracking number	None	1 day	<i>Receiving Officer</i>



	to client.			
	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	10. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
	11. OSPA Staff secures approval of the VCCA	None	5 days	<i>Researcher Extension Specialist</i>
6. Client tracks the status of AAF.	12. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>
TOTAL		None	10 days	

7B. Request of Student Organizations for vehicle entry (Online)

To seek approval for vehicle entry of sponsors and participants in student-initiated activities.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
5. Activity Approval Form (AAF)	Office of Student Projects and Activities
6. Letter of intent addressed to Vice Chancellor for Student Affairs	Requesting Party
7. Letter of request addressed to Vice Chancellor for Community Affairs	Requesting Party



8. List of vehicle/s with plate number/s and type of vehicle/s		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	7. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	Receiving Officer
6. Client receives response that AAF is being processed.	8. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	Receiving Officer
7. Client waits for the approved AAF.	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	Researcher Extension Specialist
	10. OSPA Staff secures approval of VCASA	None	1 day	Researcher Extension Specialist
	11. OSPA Staff secures approval of VCCA.	None	3 days	Researcher Extension Specialist
8. Client receives approved AAF.	12. OSPA Staff sends approved AAF to client.	None	5 minutes	Releasing officer
TOTAL		None	5 days, 20 minutes	

8A. Request of Student Organizations for Dry-Goods Sale/Brand Sale

Secure approval from the OVCCA in selling dry goods for Income Generating Project (IGP) of students.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex



Type of Transaction:	Government to Citizen			
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Activity Approval Form (AAF)		Office of Student Projects and Activities		
6. Letter of intent addressed to Vice Chancellor for Student Affairs		Requesting Party		
7. Letter of intent addressed to Vice Chancellor for Community Affairs		Requesting Party		
8. Picture/Sample of dry goods for sale		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client submits duly accomplished AAF with complete attachments.	7. Receiving Officer receives the AAF.	None	1 day	<i>Receiving Officer</i>
5. Client receives tracking number.	8. Receiving Officer processes the AAF and gives tracking number to client.	None	1 day	<i>Receiving Officer</i>
	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher Extension Specialist</i>
	10. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher Extension Specialist</i>
	11. OSPA Staff secures approval of OVCCA	None	5 days	<i>Researcher Extension Specialist</i>
6. Client tracks the status of AAF.	12. OSPA Staff releases approved AAF to clients.	None	1 day	<i>Releasing officer</i>



TOTAL	None	10 days	
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8A. Request of Student Organizations for Dry-Goods Sale/Brand Sale (Online)

Secure approval from the OVCCA in selling dry goods for Income Generating Project (IGP) of students.

Office or Division:	Office of Student Projects and Activities
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University-registered student organizations, College-registered organizations, Individual student, Class project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Activity Approval Form (AAF)	Office of Student Projects and Activities' Facebook and Website
6. Letter of intent addressed to Vice Chancellor for Student Affairs	Requesting Party
7. Letter of intent addressed to Vice Chancellor for Community Affairs	Requesting Party
8. Picture/Sample of dry goods for sale	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Client submits duly accomplished AAF with complete attachments to ospa.upd@up.edu.ph.	7. Receiving Officer receives and acknowledges duly accomplished AAF and its attachments.	None	5 minutes	<i>Receiving Officer</i>
6. Client receives response that AAF is being processed.	8. Receiving Officer evaluates AAF and its attachments.	None	10 minutes	<i>Receiving Officer</i>



7. Client waits for the approved AAF.	9. OSPA Staff secures endorsement of OSPA Coordinator	None	1 day	<i>Researcher</i> <i>Extension Specialist</i>
	10. OSPA Staff secures approval of VCSA	None	1 day	<i>Researcher</i> <i>Extension Specialist</i>
	11. OSPA Staff secures approval of VCCA.	None	3 days	<i>Researcher</i> <i>Extension Specialist</i>
8. Client receives approved AAF.	12. OSPA Staff sends approved AAF to client.	None	5 minutes	<i>Releasing officer</i>
TOTAL		None	5 days, 20 minutes	



University Food Service (UFS)

External Services



1A. Provision of Meals for Student-Athletes

Request of student-athletes for provision of meals.

Office or Division:	University Food Service (UFS Cafeteria)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Student-Athletes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Approved letter of request from the Chancellor		UPD Varsity Sports Office		
10. Budget Clearance		Diliman Budget Office		
11. List of student-athletes		UPD Varsity Sports Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
16. Client submits duly approved request to UFS.	21. Staff receives duly approved request.	P215/day per athlete	5 minutes	<i>Supervisor-in-Charge</i>
TOTAL		P215/day per athlete	5 minutes	

1B. Provision of Meals for Student-Athletes (During Pandemic)

Request of student-athletes for provision of meals through delivery service.

Office or Division:	University Food Service (UFS Cafeteria)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Student-Athletes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished digital order form		University Food Service		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends duly accomplished digital form through private message/email.	22. Staff receives duly approved request.	Refer to table of fees	5 minutes	Supervisor-in-Charge
	23. Staff records and consolidates orders per dormitory.	None	10 minutes	Supervisor-in-Charge
2. Client submits delivery receipt and cash payment.	24. Staff issues official receipt.	Refer to table of fees	1 minute	Special Collecting Officer
TOTAL			16 minutes	

2. Preparation of payment for suppliers/dealers

Request of suppliers/dealers for payment of goods.

Office or Division:	University Food Service (UFS Administrative Office)			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Suppliers and Dealers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sales invoice		Requesting party		
2. Price quotation		Quotations from UFS or from requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements.	1. Staff receives duly approved request.	None	10 minutes	Receiving Officer



	2. Accountant prepares DV, BUR, PR, PO, and IAR.	None	10 minutes	<i>Accountant</i>
2.	3. Accountant attaches APP, ICS, PAR, Stock Position Sheet, Waste material, Pre-repair, and Trip Ticket Reports	None	10 minutes	<i>Accountant</i>
TOTAL		None	30 minutes	

3. Preparation of billing

For payment of food ordered by requesting parties

Office or Division:	University Food Service (UFS Administrative Office)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Organizations and other requesting parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery Receipt		UFS Bakeshop, Catering, Cafeteria, Law Canteen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives, acknowledges receipt (signs), and returns to UFS the delivery receipt.	1. Staff receives acknowledged delivery receipt.	None	1 minute	<i>Administrative Officer</i>
	2. Administrative Officer prepares billing.	None	3 minutes	<i>Administrative Officer</i>
TOTAL		None	4 minutes	



4. Issuance of Official Receipt

For acknowledgement of payment received.

Office or Division:	University Food Service (UFS Administrative Office)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Organizations and other requesting parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery Receipt/Order Slip/Billing		UFS Bakeshop, Catering, Cafeteria, Law Canteen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client brings the document with cash payment.	1. Special Collecting Officer issues official receipt.	None	1 minute	<i>Special Collecting Officer</i>
TOTAL		None	1 minute	

5. Practical Training for Students

Processing of requests for practical training for students enrolled in food and nutrition and business and entrepreneur-related courses.

Office or Division:	University Food Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students enrolled in food and nutrition and business and entrepreneur-related courses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter submitted one (1) month before actual training		Requesting party		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request.	1. Staff acknowledges receipt of request.	None	5 minutes	Supervisor-in-Charge
2. Client attends orientation based on agreed schedule.	2. Food supervisor conducts orientation to trainees	None	1 hour	Food Supervisor
TOTAL		None	1 hour 5 minutes	

University Food Service

Table of Fees

Catering

Buffet Breakfast (with Waiter Service)

P185.00 per cover

SET A

Pork Tocino
Cheesy Hotdog
Scrambled Egg
Rice
Fruit
Bottled Water

SET B

Burger Patties w/ Gravy
Hungarian Sausage
Sunny Side Up
Rice
Fruit
Bottled Water

SET C

Corned Beef Guisado
Skinless Longanisa(2#)
Scramble Egg
Rice
Fruit
Bottled Water

SET D

Chicken nuggets
Skinless Longanisa(2#)
Egg Omelet
Rice
Fruit
Bottled Water

SET E

Ham Steak
Swedish Hotdog
Sunny Side Up
Rice
Fruit
Bottled Water

SET F

Fried Tinapa
Ham Steak
Red Egg w/ Tomatoes
Rice
Fruit
Bottled Water



University Food Service

Table of Fees

Catering

Buffet Lunch (with waiter service) and 2 packed snacks
P470.00 per cover

Set	AM Snack	Buffet Lunch	PM Snack
A	Banana Cake Bottled Juice	Creamy Beef Stroganoff Parmesan Crusted Chicken Pinakbet Tagalog Rice Coffee Jelly Cucumber Juice Bottled Water	Baked Mac Garlic Bread Bottled Juice
B	Ube Ensaymada Bottled Juice	Beef Mechado Daing Na Bangus Chopsuey w/ Chicken Liver Rice Brazo De Mercedes Iced Tea w/ Lemon Juice Bottled Water	Pancit Bihon Guisado Garlic Bread Bottled Juice
C	Pande España Bottled Juice	Spicy Buffalo Wings Grilled Fish w/ Leek Sauce Fried Vegetable Lumpia W/ Vinegar Dip Rice Buko Pandan Salad Pineapple Juice Bottled Water	Blueberry Muffin Bottled Juice
D	Adobo Pandesal Bottled Juice	Chicken Caldereta Pinaputok Na Tilapia Sitaw At Kalabasa Guisado Rice Cream Puff Cucumber Juice Bottled Water	Ham And Cheese Baguette w/ TLC Bottled Water
E	Taisan Cake Bottled Juice	Beef Steak w/ Onion Rings Roasted Chicken Chopsuey w/ Chicken Liver Rice Baked Cheesecake Iced Tea w/ Lemon Juice Bottled Water	Siopao Asado Bottled Juice



SET: PACKED SNACKS @ 65.00/COVER

- Ube Ensaymada + Bottled Juice (350 ml)
- Ham and Cheese Roll + Bottled Juice (350 ml)
- Pineapple Pie Slice + Bottled Juice (350 ml)
- Pineapple Upside-down + Bottled Juice (350 ml)
- Taisan Cake w/ Cheese + Bottled Juice (350 ml)
- Cinnamon Roll + Bottled Juice (350 ml)
- Cheese Roll + Bottled Juice (350 ml)
- Corned Beef Pandesal + Bottled Juice (350 ml)
- Adobo Roll + Bottled Juice (350 ml)
- Hotdog Roll + Bottled Juice (350 ml)
- Pande España w/ Ham and Cheese + Bottled Juice (350 ml)
- Choco Vanilla Mamon + Bottled Juice (350 ml)
- Mocha vanilla Mamon + Bottled Juice (350 ml)

SET: PACKED SNACKS @ 90.00/COVER

- Chicken Sotanghon w/ Garlic Bread + Bottled Juice (350 ml)
- Golden Pancit w/ Garlic Bread + Bottled Juice (350 ml)
- Pancit Canton Guisado w/ Garlic Bread + Bottled Juice (350 ml)
- Pancit Bihon w/ Garlic Bread + Bottled Juice (350 ml)
- Miki Bihon w/ Garlic Bread + Bottled Juice (350 ml)
- Bam-I w/ Garlic Bread + Bottled Juice (350 ml)
- Pancit Lomi w/ Garlic Bread + Bottled Juice (350 ml)
- Baked Mac w/ Garlic Bread + Bottled Juice (350 ml)
- Meaty Spaghetti w/ Garlic Bread + Bottled Juice (350 ml)
- Chicken Baguette Sandwich w/ TLC + Bottled Juice (350 ml)
- Tuna Baguette Sandwich w/ TLC + Bottled Juice (350 ml)
- Ham and Cheese Baguette Sandwich w/ TLC + Bottled Juice (350 ml)

SET: PACKED SNACKS @ 110.00/COVER

- Penne Putanesca w/ Garlic Bread + Bottled Juice (350 ml)
- Tuna Arabiatta w/ Garlic Bread + Bottled Juice (350 ml)
- Tuna Carbonara w/ Garlic Bread + Bottled Juice (350 ml)
- Tuna Linguine w/ Garlic Bread + Bottled Juice (350 ml)
- Fresh Tomato w/ Mango Salsa Pasta w/ Garlic Bread + Bottled Juice (350 ml)
- Fettucine Alfredo w/ Garlic Bread + Bottled Juice (350 ml)
- Pasta Marinara w/ Garlic Bread + Bottled Juice (350 ml) (vegetarian)
- Italian Pasta w/ Garlic Bread + Bottled Juice (350 ml)

Other Snacks (per cover)

- Roast Beef Wheat Bread Sandwich + Bottled Juice (350 ml) P155
- Lasagna w/ Garlic Bread + Bottled Juice (350ml) P155
- Cheeseburger + Bottled Juice (350ml) P120



- Burger + Bottled Juice (350 ml) P110
- Clubhouse Sandwich + Bottled Juice (350ml) P110
- Muffin with bottled juice P85
 - Chocolate muffin, Blueberry muffin, Carrot muffin
 - Banana muffin, Cheese muffin, Strawberry muffin

University Food Service
Table of Fees

Menu Offerings

Cafeteria and Law Canteen

BREAKFAST	PRICE (Php)
Beef Tapa w/ Rice	85
Cheesedog w/ Rice	50
Chicken Hotdog w/ Rice	50
Chicken Longganisa w/ Rice	50
Chicken Tocino w/ Rice	50
Corned Beef w/ Rice	50
Fried Eggplant w/ Rice	55
Garlic Longganisa w/ Rice	50
Ham Roll w/ Rice	50
Ham Steak w/ Rice	50
Hungarian Sausage w/ Rice	50
Jumbo Hotdog w/ Rice	50
Omelette	35
Pork Tapa w/ Rice	75
Pork Tocino w/ Rice	50
Regular Hotdog w/ Rice	50
Salted Egg w/ Tomatoes	30
Salted Egg w/ Tomatoes and Rice	45
Sauteed Tuna w/ Rice	50
Scrambled Egg	30
Scrambled Egg w/ Rice	45
Skinless Longganisa w/ Rice	50
Sunny Side Up Egg	20
Swedish Sausage w/ Rice	50
Tinapa w/ Rice	50
Tortang Talong w/ Rice	55
Tuyo w/ Rice	50
Arroz caldo	35
Arroz caldo w/ Egg	45
Bihon Guisado	50
Canton Guisado	50
Chamorado	35
Chicken Sopas	35
Chicken Sotanghon Soup	35
Golden Pancit	50
Lomi Soup	50



Lomi Guisado	50
Lugaw, plain	25
Lugaw w/ Boiled Egg	35
Sotanghon Guisado	50
Boiled Saba	15
Boiled Camote	20
Boiled Egg	15

University Food Service
Table of Fees

Menu Offerings

Cafeteria and Law Canteen

SNACKS	PRICE (Php)
Baked Mac	60
Carbonara	60
Chicken Pesto Pasta	60
Palabok	60
Pasta Alfredo	60
Pasta Marinara	60
Spaghetti	50
Banana Cue	25
Biko	20
Camote Fritters	20
Cassava Cake	20
Ginataang Bilo-Bilo	35
Maja de Mais	20
Maruya	20
Palitaw	10
Pichi-pichi	20
Puto, plain	8
Puto w/ Cheese	10
Sweetened Saba	20
Sweetened Camote	20
Turon	20
Nilagang Mais	35
Clubhouse Sandwich	80
Plain Sandwich	45
Baguette w/ TLC	60

LUNCH	PRICE (Php)
Vegetable Dish (ala carte)	Note: Add Php 15 (with rice)
Ampalaya con Carne	35
Ampalaya w/ Egg	35
Buttered Vegetables	35
Cabbage Guisado w/ Chicken	35



LUNCH	PRICE (Php)
Cabbage Guisado w/ Tuna	35
Baguio Beans Guisado	35
Chopsuey	35
Corn and Carrots Guisado	35
Ensaladang Labanos	35
Ensaladang Talong	35
Fresh Lumpia Ubod	40
Ginataang Kalabasa	35
Ginataang Langka	35
Ginataang Puso ng Saging	35
Ginataang Sitaw at Kalabasa	35
Ginataang Papaya	35
Gising Gising	35
Kilawing Puso ng Saging	35
Labong	35
Laing	35
Lumpia Togue, fried	20
Mongo Guisado	35
Pakbet Ilocano	35
Pakbet Tagalog	35
Papaya w/ Sardines	35
Patola con Misua	35
Pechay Guisado w/ Tofu	35
Sayote and Carrots Guisado	35
Sayote Guisado	35
Steamed Vegetables w/ Bagoong	35
Stir-fried Kangkong w/ Tofu	35
Suam na Mais	35
Togue Guisado	35
Upo Guisado	35
Upo Picadillo	35
Sayote Picadillo	35
Stir-fried Vegetables	35
Pork Dishes (ala Carte)	Note: Add Php 15 (with rice)
Batchoy	60
Bicol Express	60
Breaded Porkchop	60
Lechon Kawali	60
Lechon Paksiw	60
Embutido	60
Lumpia Shanghai	60
Pork Giniling	60
Grilled Liempo	70 (60 for small cut)
Grilled Porkchop	70 (60 for small cut)
Pork Pochero	60
Pork Adobado	60
Pork Adobo	60
Pork Afritada	60



LUNCH	PRICE (Php)
Pork ala Cubana	60
Pork ala Pobre	60
Pork Asado	60
Pork Barbecue	60
Pork Binagoongan	60
Pork Caldereta	60
Pork Curry	60
Pork Estofado	60
Pork Hamonado	60
Pork Hawaiian	60
Pork Humba	60
Pork Igado	60
Pork Kare-Kare	60
Pork Mechado	60
Pork Menudo	60
Pork Nilaga	60
Pork Sinigang	60
Pork Sisig	60
Pork Steak	60
Pork Tokwa con Tausi	60
Pork w/ Oyster Sauce	60
Roast Pork	60
Sweet and Sour Pork Meatballs	60
Sweet and Sour Pork Strips	60
Tokwa't Baboy	60
Chicken Dishes (ala Carte)	Note: Add Php 15 (with rice)
Buffalo Chicken Wings	60
Chicken Adobo	60
Chicken Adobo sa Gata	60
Chicken Afritada	60
Chicken Asado	60
Chicken Barbecue	60
Chicken ala King	60
Chicken Caldereta	60
Chicken Casserole	60
Chicken Cordon Bleu	60
Chicken con Cassi	60
Chicken Curry	60
Chicken Estofado	60
Chicken Hamonado	60
Chicken Inasal	70 (60 for small cut)
Chicken Liver Adobo	60
Chicken Lollipop	60
Chicken Mechado	60
Chicken Pochero	60
Chicken Teriyaki	60
Chicken Tinola	60
Chicken w/ Cashew	60



LUNCH	PRICE (Php)
Chicken w/ Mushroom	60
Chicken w/ Pineapple	60
Chicken w/ tausi and tokwa	60
Chicken in Oyster Sauce	60
Crusted Chicken Parmesan	60
Fried Chicken	60
Garlic Chicken	60
Honey Lemon Chicken	60
Roasted Chicken	60
Rosemary Chicken	60
Sinampalukang Manok	60
Chicken Tinola sa Gata	60
Beef Dishes (ala Carte)	Note: Add Php 15 (with rice)
Beef ala Cubana	70
Beef w/ Broccoli	70
Beef Caldereta	70
Beef Nilaga	70
Beef Salpicao	70
Beef Kare-Kare	70
Beef Mechado	70
Beef Steak	70
Beef Stroganoff	70
Beef Teriyaki	70
Beef w/ Mushroom	70
Beef w/ Oyster Sauce	70
Burger Steak	70
Roast Beef	70
Beef Sinigang	70
Korean Beef Stew	70
Beef ala Pobre	70

Beverages	PRICE (Php)
Bottled Water	15
Brewed Coffee (Law Canteen)	20
3-in-1 Coffee	15
Sola in Can (Law)	30
Calamansi Soda in can (Law Canteen)	30
Dalandan Soda in can (Law Canteen)	30
Smart C	25
Yakult	15
Chuckie	35
Milo (tetra)	35
Milo (sachet)	15
Bear Brand (Tetra)	40
Bear Brand (sachet)	18
Gatorade	40

Others	PRICE (Php)
Garden Salad w/ Dressing	40



BREADS	PRICE (Php)
Adobo Pandesal or Roll	30/pc
Baguette Loaf	40/lf
Baguette w/ Garlic	45/lf
Bitsu-bitsu, fancy	3/pc
Breadsticks (cinnamon or cheese)	25/pk
Cheese Roll	12.50/pc; 25/pc; 50/pk
Cinnamon Roll	30/pc
Cinnamon Roll, special	55/pc
Corned Beef (pandesal or roll)	30/pc
Dinner Roll	65/pk
Doughnut	20/pc
Ensaymada	30/pc
Ensaymada, special fluffy	55/pc
French Bread	40/lf
Garlic Bread	45/lf
Ham and Cheese Roll	30/pc
Hotdog Roll	30/pc
Classic Pandesal	35;50;60/pk
Egg Pandesal	50;60;75/pk
Malunggay Pandesal	35;50;60/pk
Wheat Pandesal	35;50;60/pk
Pan de Siosa w/ Cheese	75/pk
Pan de España	30/pc
Raisin Loaf	35/lf
Spanish Bread	50/pk
Steamed Siopao	60/pc
Tuna Pandesal or Roll	35/pc
Wheat Monay	45/pc
COOKIES	PER PACK
Butter Cookies	100
Chocolate Chips Cookies	100
Chocolate Crinkles	100
Cornstarch Cookies	75
Peanut Butter Cookies	100
Sesame Seeds Cookies	75
Raisin Oatmeal Cookies	115
Choco Chips Oatmeal Cookies	110
DEDICATION CAKES	
Yema Cake	375; 475; 900
Avocado Cake	575
Chocolate Moist Cake	750
Carrot Cake w/ Icing	750
Mango Cake w/ Butter Icing	575
Choco Chiffon w/ Choco Icing	550
Choco Moist Cake w/ Choco Icing	850
NON-DEDICATION CAKES AND ROLLS	
Black Forest Cake	850
Cheese Cake (Blueberry; Strawberry)	850
Oreo Cheese Cake	950



Choco Mousse Cake	850
Choco Moist Cake	750
Mango Mousse Cake	850
Chocolate Bomb Cake	950
Chocolate Marble Cake	300
Coffee Crumble Cake	750
Mango Torte Cake	950
Sansrival Cake	850
Tiramisu Cake	850
Ube Cake	750
Brazo de Mercedes	450
Chocolate Roll (Double Dutch)	400
FANCY CAKES	PER PIECE
Brazo de Mercedes	15
Butter Scotch	18
Carrot Cake	15
Chocolate Brownies	15
Cream Puff	15
Decadent Cake	18
Macaroons	8
Revel Bar	20
ASSORTED PASTRIES, PIES AND MUFFINS	
Tarts (Pineapple; Yema; Ube)	100/pk
Adobo Pie	50/pc
Pineapple Pie	200/whl
Tuna Pie	45/pc
Chicken Empanada	18;25;40/pc
Banana Muffin	55/pc
Blueberry Muffin	60/pc
Carrot Muffin	55/pc
Chocolate Muffin	60/pc
Cheese Muffin	55/pc
Strawberry Muffin	60/pc



All Academic Units / Colleges

External Services



1. Requests and Invitations addressed to the Dean (meetings, interviews, partnerships)

Processing of requests and invitations addressed to the Dean (meetings, interviews, partnerships)

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Government / Government to Citizen / Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request (<i>provide email address and other contact details</i>)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Office of the Dean through courier or via email	1.1 Receiving Personnel acknowledges receipt of document with Receiving stamp and signature or via acknowledgment email.	None	1 Day	<i>Receiving Personnel</i> Office of the Dean
	1.2 Receiving Personnel forwards document to the Dean for evaluation.			
	1.3 Dean decides whether to accept or decline the request			<i>Dean</i>



2. Client receives response for the request.	2.1. Receiving Staff of the Office of the Dean may choose among provided means (ex. via phone call, text message, or email) to inform client of the Dean's response.	None	30 Minutes	Receiving Personnel Office of the Dean
TOTAL:		None	1 Day, 30 Minutes	

2. Request for Recommendation/ Endorsement Letter

Processing or request for Recommendation/Endorsement Letter that can be used for continuing academic pursuit, employment, and appointment

Office or Division:	All Social Science and Law Cluster			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	Faculty, Citizens, Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter for Recommendation/Endorsement			Office of the Dean	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Office of the Dean via drop-off or email.	1.1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature or via acknowledgment email. 1.2. Receiving Personnel forwards document to the Dean for evaluation.	None	1 Day	Receiving Personnel Office of the Dean



	1.3 Dean decides whether to accept or decline the request			<i>Dean</i>
2. Client receives response for the request.	2.1. Receiving Staff of the Office of the Dean may choose among provided means (ex. via phone call, text message, email) to inform client that the Recommendation/Endorsement Letter is ready for pick-up	None	30 Minutes	<i>Receiving Personnel Office of the Dean</i>
TOTAL:		None	1 Day, 30 Minutes	

3. Endorsement Letter for Exchange Program or Study Abroad

Request for Endorsement Letter of Exchange Program or Study Abroad

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acceptance Letter		Partner International University		
2. Endorsement Request Letter addressed to the Dean		Requesting Party		
3. Exchange Program or Study Abroad Form* <i>*Request Forms are available in the unit/office official website.</i>		Office of the College Secretary		
4. Course Syllabus of Subjects to be taken				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Acceptance Letter from the Partner International University and Exchange	1.1. Receive Acceptance Letter from the Partner International University and Exchange Program or Study Abroad	None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>



Program or Study Abroad Form through drop-off or via designated office email.	Form with Receiving stamp and signature or via acknowledgment email			
	1.2. Approve / Disapprove request for Endorsement of Exchange Program or Study Abroad	None	2 Days	Dean
2. Claim request for Endorsement of Exchange Program or Study Abroad	2. Release Endorsement Letter for Exchange Program or Study Abroad	None	5 Minutes	Releasing Personnel Office of the Dean
TOTAL:		None	2 Days, 10 Minutes	

4. Changing/Tagging of Status Non-Major/Non-Degree

Changing/Tagging of Status Non-Major/Non-Degree

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Enroll Form signed by the College Secretary 2. Application for Non-Major/Non-Degree Form endorsed by College Secretary <i>Request Forms are available in the unit/office official website.</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Permit to Enroll Form, accomplish Application for Non-Major/Non-Degree Form and	1. Receive Permit to Enroll Form and accomplished Application for Non-Major/Non-	None	15 Minutes	Receiving Personnel Office of the College Secretary



submit via drop-off or via designated office email	Degree Form with Receiving stamp and signature or via acknowledgment email			
2. Go to College Secretary / Program Adviser (Graduate Director / Undergraduate Committee Chair) Office or coordinate with the office if online consultation is possible.	2.1. College Secretary / Program Adviser advises student	None	1 Day	<i>College Secretary / Program Adviser</i>
	2.2. CRS team of OUR will change the status of the student and prepare the College Admission Form	None	1 Day	<i>Receiving Personnel Office of the University Registrar</i>
3. Receive College Admission Slip via pick-up or through email.	3. Release/Send College Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days, 20 Minutes	

5. Endorsement for Appeal for Late Application for Dropping or Change Matriculation

Request for Endorsement of Appeal for Late Application for Dropping or Change Matriculation

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Office of the University Registrar		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the	1.1. Accept Letter addressed to the OUR with and	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>



University Registrar (OUR) to the Office of the College Secretary via drop-off or through designated office email	confirm receipt with receiving stamp and signature or via acknowledgment email			<i>College Secretary</i>
	1.2. Forward to the Dean for endorsement			
	1.2. Approve / Disapprove Endorsement of Appeal for Late Application for Dropping or Change Matriculation then return to the Office of the College Secretary for releasing	None	1 Day	<i>Dean</i>
2. Claim Endorsement of Appeal for Late Application for Dropping or Change Matriculation via pick-up or through email and forward it to the OUR via drop-off or through client's official UP Webmail account.	2. Release Endorsement of Appeal for Late Application for Dropping or Change Matriculation via pick-up or through email.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days, 5 Minutes	

6. Endorsement for Appeal for Late Application for Leave of Absence (LOA)

Request for Endorsement of Appeal for Late Application for Leave of Absence (LOA)

Office or Division:	All Academic Clusters
Classification:	Simple
Type of Transaction:	Government to Citizen



Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Office of the University Registrar		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the University Registrar (OUR) to the Office of the College Secretary via drop-off or through designated office email	1.1. Receive Letter addressed to the OUR with Receiving stamp and signature or via acknowledgment email	None	1 Day	Receiving Personnel Office of the College Secretary <i>College Secretary</i>
	1.2. Forward to the Dean for endorsement	None	1 Day	Dean
	1.2. Approve / Disapprove Endorsement of Appeal for Late Application for Leave of Absence (LOA) then return to the Office of the College Secretary for releasing			
2. Claim Endorsement of Appeal for Late Application for Leave of Absence (LOA) via pick-up or through email and forward it to the OUR via drop-off or through client's official UP Webmail account.	2. Release Endorsement of Appeal for Late Application for Leave of Absence (LOA) via pick-up or through email.	None	5 Minutes	Releasing Personnel Office of the College Secretary
TOTAL:		None	2 Days, 5 Minutes	



7. Endorsement for Appeal Late Registration and Payment

Request for Endorsement of Appeal for Late Registration and Payment

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Office of the Chancellor (OC) through Office of the University Registrar (OUR) <i>Please provide email address and other contact details</i>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the Office of the Chancellor (OC) to the Office of the College Secretary via courier or email	1.1. Receive Letter addressed to the OUR	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Forward to the Dean for endorsement			<i>College Secretary</i>
	1.3. Endorse/ Not Endorse Endorsement of Appeal for Late Registration and Payment then return to the Office of the College Secretary for releasing	None	1 Day	<i>Dean</i>
2. Claim Endorsement of Appeal for Late Registration and Payment then go to the OUR	2. Release Endorsement of Appeal for Late Registration and Payment	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days, 5 Minutes	



8. Endorsement for Deferment of Enrollment

Request for Deferment of Enrollment

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Dean through the College Secretary <i>Please provide email address and other contact details</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Dean through the Office of the College Secretary through drop-off or via designated office email.	1.1. Receive Letter addressed to Dean through the College Secretary	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Forward to the Dean			<i>College Secretary</i>
	1.3. Approve / Disapprove request for Deferment of Enrollment	None	1 Day	<i>Dean</i>
2. Claim request for Deferment of Enrollment	2. Release approved / disapproved request for Deferment of Enrollment	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	1 Day, 10 Minutes	

9. Issuance of Certificate of True Copy of Grades (TCG)

Processing of request of Certificate of True Copy of Grades (TCG)

Office or Division:	Office of the College Secretary, All Academic Clusters
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	All Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TCG Request Form <i>*Request Forms are available in the unit/office official website.</i>		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Student fill-up and submit the accomplished form through drop-off or via designated office email.	1.1. Give Form to the Student through pick-up or via email 1.2. OCS Personnel indicate fee	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2.The Student proceed to the Cashier's Office or pays via online payment portals	2.Receiving Personnel accepts payment and issues Official Receipt (OR)	PHP 20.00 per copy of TCG	Pause Clock	<i>Receiving Personnel</i> Cashier's Office
3.The student submits the request form and the OR to the OCS Personnel	3.1. OCS-Staff accepts the request Form and the OR 3.2. TCG copies are prepared	None	2 Days and 50 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL:		PHP 20.00 per copy	3 Days	

10. Issuance of Permit for Grade Completion / Removal Examination

Issuance of Permit for Grade Completion / Removal Examination

Office or Division:	All Academic Clusters
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit for Grade Completion / Removal Examination Form <i>*Request Forms are available in the unit/office official website.</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Permit for Grade Completion / Removal Examination Form via courier or e-mail signed by instructor	1.1 Received copy of accomplished form via pick-up or through email.	None *Subject to fines if exceeds deadline of filing	4 Hours	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive student's and instructor's copy of approved Grade Completion / Removal Examination Form	3. Release approved Grade Completion / Removal Examination Form	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL:		None	4 Hours, 5 Minutes	

11. Process Application for Admission of New Graduate Students

Process Application for Admission of New Graduate Students

Office or Division:	All Academic Clusters			
Classification:	Multi-Stage			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Official Website of College		
2. Certificate of Good Moral Character 3. Two (2) pieces of 2x2 picture		Requesting Party		



4. Employment Certificate (if applicable)				
5. Student Directory Form (2 copies) 6. Program of Study		Office of the College Secretary		
7. Official Transcript of Records (OTR) / True Copy of Grades (TCG)		Office of the University Registrar		
8. Medical Certificate		University Health Service		
9. Certificate of Birth 10. Certificate of Marriage (if applicable)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply online and pay at UP Cashier's Office through their designated payment portals	1. Accept payment and issue Official Receipt (OR)	PHP 500.00	5 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
2. Submit properly accomplished forms, OR, and other requirements through drop-off or via designated office email.	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
3. Submit Program of Study for Approval / Disapproval of the Graduate Director	3.1. Receive properly accomplished Program of Study	None	10 Minutes	<i>Receiving Personnel</i> Graduate and Fellowships Office
	3.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	<i>Receiving Personnel</i> Office of the College Secretary
4. Submit all original documents and receive College Admission Slip	5. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>
5. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the University Registrar (OUR) to receive	6. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary



University Admission Slip.	College Admission Slip			
6. Submit University Admission Slip from OUR through drop-off or via designated office email.	7. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
TOTAL:		PHP 500.00*	21 Days and 1 Hour	

***TABLE OF FEES:**

SERVICES	FEES TO BE PAID
Process Application for Admission of New Graduate Students	
Other Units and Colleges	PHP 500.00
School of Economics	PHP 1,000.00
School of Labor and Industrial Relations	PHP 600.00

12. Process Application for Admission: International Graduate Students

Process Application for Admission for International Graduate Students

Office or Division:	All Academic Clusters
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	International Graduate Students of All Academic Clusters
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form 2. Student Directory Form (2 copies) 3. College Admission Slip	Office of the College Secretary
4. Official Transcript of Records (OTR) (translated to English) 5. Certificate of Good Moral Character (translated to English)	Client's School of Origin
6. Two (2) pieces of passport-sized picture 7. Certificate of Non-contract 8. Official TOEFL or IELTS score report (if medium of instruction in the school attended is not English) 9. Photocopy of Passport	Requesting Party
10. Medical Certificate	University Health Service



11. Certificate of Birth 12. Certificate of Marriage (if applicable)		Issuing Government Agency from Client's Country of Origin		
13. Program of Study		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply online and pay at UP Cashier's Office through their designated payment portals	1. Accept payment and issue Official Receipt (OR)	PHP 500.00	5 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
2. Submit properly accomplished forms, OR, and other requirements through drop-off or via designated office email.	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
3. Submit Program of Study for Approval / Disapproval of the Graduate Director	3.1. Receive properly accomplished Program of Study	None	10 Minutes	<i>Receiving Personnel</i> Graduate and Fellowships Office
	3.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	<i>Receiving Personnel</i> Office of the College Secretary
4. Submit all original documents and receive College Admission Slip	4. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>
5. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the University Registrar (OUR) to receive University Admission Slip.	5. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of College Admission Slip	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
6. Submit requirements to the Office of	6. Receive requirements	None	1 Hour (Paused-clock)	<i>Receiving Personnel</i> Office of International Linkages Diliman



International Linkages Diliman (OILD) to receive Study Permit	and issue Study Permit			
7. Submit Study Permit and requirements to OUR	7. Receive requirements	None	1 Hour (Paused-clock)	Receiving Personnel Office of the University Registrar
8. Submit University Admission Slip from OUR	8. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
TOTAL:		PHP 500.00	21 Days, 3 Hours	

***TABLE OF FEES:**

SERVICES	FEES TO BE PAID
Process Application for Admission of New Graduate Students	
Other Units and Colleges	PHP 500.00
School of Economics	PHP 1,000.00
School of Labor and Industrial Relations	PHP 600.00

13. Process Application for Admission: Shifting and Transfer

Process Application for Admission: Shifting (S1- Changing Degree Programs from within the same College and S2- Changing Degree Programs from within different Colleges in UP Diliman)

Transfer (T1-Transfer from other UP units and T2-Transfer from other universities)

Office or Division:	All Academic Clusters
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate Students of the All Academic Clusters
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For S1 (Undergraduate Students within the College); 1.Change of Program Form; Application Form (S1 from one Department to another) 2. Student Directory Form (2 copies) (Request Forms are available in the unit/office official website.)	Office of the College Secretary



4. True Copy of Grades (TCG) <i>Please refer to OUR process for acquiring (TCG)</i>	Office of the University Registrar
For S2 (Undergraduate Students within UP Diliman): 1. Application Form 2. Student Directory Form (2 copies) <i>(Request Forms are available in the unit/office official website.)</i>	Office of the College Secretary
4. Original and photocopy of Official Transcript of Records (OTR) / TCG (Grade of 2.5 within Diliman, depends on program applied for, Completed 30 units) <i>Please refer to OUR process for acquiring (TCG)</i>	Office of the University Registrar
5. 3 pcs of 2x2 pictures 6. Certificate of Non-Contract and Certificate of Good Moral Character	Requesting Party
For T1 (Undergraduate Students within UP Constituent Universities): 1. Application Form 2. Student Directory Form (2 copies) <i>(Request Forms are available in the unit/office official website.)</i>	Office of the College Secretary
3. Original and photocopy of OTR / TCG (Grade of 2.25 within Diliman, depends on program applied for, Completed 30 units) <i>Please refer to OUR process for acquiring (TCG)</i>	Office of the University Registrar
4. 3 pcs of 2x2 pictures 5. Certificate of Non-Contract and Certificate of Good Moral Character	Requesting Party
For T2 (Transfer from other universities) 1. Student Directory Form (2 copies) <i>(Request Forms are available in the unit/office official website.)</i>	Office of the College Secretary
2. Original and photocopy of OTR / TCG (Grade of 2.00, depends on program applied for, Completed 33	Office of the University Registrar



units) <i>Please refer to OUR process for acquiring (TCG)</i>				
3. 3 pcs of 2x2 pictures 4. Certificate of Honorable Dismissal		Requesting Party		
5. Medical Certificate (can be requested from other hospitals/clinics to be certified by UHS) <i>Please refer to UHS process for medical document certification.</i>		University Health Service (UHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Application Form (For S1, S2, and T1), Official Receipt (OR), and other requirements (OTR, Student Directory, Certifications)	1.1. Receive Application Form with Official Receipt (OR) and other requirements	None	30 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Evaluate and process application.	None	1 Day	
2. Receive College Admission Slip.	2. Issue College Admission Slip.	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
3. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the University Registrar (OUR) to receive the University Admission Slip.	3. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of College Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
4. Submit University Admission Slip from OUR	4. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL:		None	1 Day, 50 Minutes	



14. Process Application for Leave of Absence (LOA)

Process Application for Leave of Absence (LOA)

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated profile and applied for LOA in the Computerized Registration System (CRS)		Computerized Registration System		
2. Letter of consent from parents if minor		Requesting Party		
3. Leave of Absence (LOA) Form <i>Request Forms are available in the unit/office official website.</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Consent from Parent if Minor and if given standing in the CRS , present UP Student ID (or electronic copy for online request)	1.1. Receive UP Student ID or student information	None	5 Minutes	Receiving Personnel Office of the College Secretary
	1.2. Process LOA Application	None	5 Minutes	
2. Receive LOA Form and sign four (4) copies (for drop-off applications); if minor affix parent's signature For online applications, print and sign one (1) copy	2. Print and release hard copy of LOA Form or send soft copy via email	None	5 Minutes	Releasing Personnel Office of the College Secretary
3. Return signed LOA Form or send scanned copy back	3.1. Receive LOA Form	None	1 Day	Receiving Personnel Office of the College Secretary
	3.2. Sign LOA Form and forward to the			College Secretary Undergraduate Chairman



	Undergraduate Chairman			
	3.3. Sign LOA Form and forward to the Dean			
	3.4. Sign LOA Form	None	1 Day	Dean
4. Receive signed LOA Form then pay at the UP Cashier's Office	4. Release signed LOA Form	PHP 125.00	5 Minutes	Releasing Personnel Office of the College Secretary
TOTAL:		PHP 125.00	2 Days, 20 Minutes	

15. Process Dropping or Change Matriculation

Process Dropping or Change Matriculation

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated profile and applied for dropping or change matriculation in the Computerized Registration System (CRS)		Computerized Registration System		
2. Dropping or Change of Matriculation Form <i>Request Forms are available in the unit/office official website.</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For advising status in the CRS , present UP ID or write down Student Number and Name For online application,	1.1. Receive UP ID or Student Information	None	5 Minutes	Receiving Personnel Office of the College Secretary
	1.2. Process Dropping or Change Matriculation	None	10 Minutes	



accomplish necessary forms				
3. Receive Dropping Form or Change Matriculation Form and go to the UP Cashier's Office or pay through their designated online payment portals	3. Print and release Dropping Form or Change Matriculation Form	Dropping – PHP 10.00/unit Change Matriculation - None	15 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		Dropping – PHP 10.00/unit* Change Matriculation - None	30 Minutes	

16. Process Permit to Transfer for Shifting Out

Request for Permit to Transfer for Shifting Out (Good Standing and Non-Major)

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acceptance Letter		College to be Transferred to		
2. College Clearance		Office of the College Secretary (OCS)		
3. True Copy of Grades (TCG)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Acceptance Letter from Other Colleges / UP Unit, College Clearance and, TCG via drop-off or through	1.1. Receive copy of Acceptance Letter from Other Colleges/UP Unit, College Clearance and TCG	None	20 Minutes	<i>Receiving Personnel Office of the College Secretary</i> <i>College Secretary</i>



designated office email	1.2. Evaluate and prepare 3 copies of Permit to Enroll Form			
	1.3. Sign and forward Permit to Enroll Form with attachments to the Undergraduate Chairman			
	1.4. Sign and forward Permit to Enroll Form with attachments to the Dean	None	1 Day	<i>Undergraduate Chairman</i>
	1.5. Sign Permit to Enroll Form with attachments and return to the OCS	None	1 Day	<i>Dean</i>
2. Claim Permit to Enroll Form with attachments	2. Release Permit to Enroll Form with attachments	None	10 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days, 30 Minutes	

17. Request for Certifications / Documents

- a. Candidacy for Graduation
- b. Candidacy for Graduation with GWA/CWA
- c. Credited Subjects
- d. CWA
- e. CWA with rank
- f. Eligible for Readmission



- g. Enrolled in Residency
- h. Enrollment
- i. Good Standing
- j. Graduate courses not credited for undergraduate
- k. GWA
- l. GWA with Percentage
- m. GWA with Rank
- n. No Pending Case / Good Moral Character
- o. Non-Contract
- p. Remaining Units
- q. Scholastic Standing
- r. Units Earned

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the College Secretary (OCS)		
2. Payment Order Form <i>Request Forms are available in the unit/office official website.</i>				
3. Official Receipt (OR)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request Form via drop-off or through designated office email	1. Receive Request form and issue Payment Order Form	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive Payment Order Form then pay at the UP Cashier's Office	2. Accept payment and issue OR	PHP 20.00*	10 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
3. Submit OR to OCS	3.1. Receive OR	None	2 Days	<i>Receiving Personnel</i> Office of the College Secretary
	3.2. Evaluate status of student			



	3.3. Prepare certificate 3.4. Forward to the College Secretary for signature 3.5. Sign Certificate / Documents			College Secretary
4. Claim requested Certificate/ Documents via pick-up or email. <i>Shipping and courier options may be available for certain offices. Please consult with Releasing Personnel.</i>	4. Release Certificate/ Documents	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL:		PHP 20.00*	2 Days, 20 Minutes	

18. Request for Diploma

Request for Diploma

Office or Division:	All Academic Clusters		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
1. Request Form <i>Request Forms are available in the unit/office official website.</i>	Office of the College Secretary		
2. Valid UP ID / Government issued Identification Card	Office of the University Registrar / BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
3. University Clearance	Office of the University Registrar		



Representative				
1. Special Power of Attorney (SPA)		Requesting Party		
2. Photocopy of valid ID of the representative				
3. Photocopy of graduate's valid ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request Form via drop-off or through designated office email	1. Check status of student in the Computerized Registration System (CRS)	None	15 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive diploma via pick-up. <i>Shipping and courier options may be available for certain offices. Please consult with Releasing Personnel.</i>	2. Release diploma	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL:		None	20 Minutes	

19. Request for Permission to Cross-Register to Another UP Unit

Request for Permission to Cross-Register to Another UP Unit

Office or Division:	All Academic Clusters		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Undergraduate Students of All Academic Clusters		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Addressed to the College Secretary		Requesting Party	
2. Request to Cross-Register Form		Office of the College Secretary	
3. Adviser's certification re: remaining deficiencies (for graduating students only)			



4. Certificate of Scholastic Standing				
5. Medical Certificate		University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request to Cross-Register Form <i>For online process, request forms are available in the unit's official website and email address</i>	1.1. Receive properly accomplished Request to Cross-Register Form and other required documents	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Forward to the Office of the College Secretary and Office of the Dean for approval			
	1.3. Approve / Disapprove request Permission to Cross-Register to Another UP Unit	None	1 Day	<i>College Secretary Dean</i>
2. Claim request for Permission to Cross-Register to another UP unit via pick-up or through email.	2. Release approved request for Permission to Cross-Register to Another UP Unit or send copy to client's UP Webmail account.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days, 5 Minutes	

20. Request for Permit to Overload / Underload

Request for Permit to Overload / Underload

Office or Division:	All Academic Clusters	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Undergraduate Students of All Academic Clusters	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Permit to Overload / Underload Form	Office of the College Secretary	
2. Permit to Enroll		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Permit to Overload / Underload Form <i>For online process, request forms are available in the unit's official website and email address</i>	1.1. Receive and evaluate Permit to Overload / Underload Form 1.2. Check scholastic standing through the CRS and forward to the College Secretary	None	10 Minutes	Receiving Personnel Office of the College Secretary
2. Consult with the College Secretary	2. Receive and approve Permit to Overload / Underload Form	None	1 Day	College Secretary
TOTAL:		None	1 Day, 10 Minutes	

21. Request for Return from Absent Without Leave (AWOL)

Request for Return from Absence without Leave (AWOL)

Office or Division:	All Academic Clusters
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate and Graduate Students of All Academic Clusters (Local and International)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Addressed to the Program Director / Chairman	Requesting Party
2. Letter Addressed to University Registrar	
3. Two (2) pieces 2x2 picture	



4. Appeal for Readmission Form		Office of the College Secretary		
5. Program of Study (for graduate students)				
6. Student Directory (2 copies)				
7. True Copy of Grades (TCG)				
8. College Admission Slip		University Health Service		
9. Medical Certificate (for 1 year and above from AWOL)				
10. For international students, Study Permit		Office of the International Linkages Diliman (OILD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Program of Study Form, Appeal for Readmission Form, and Student Directory Form <i>For online process, request forms are available in the unit's official website and email address</i>	1. Issue Program of Study Form, Appeal for readmission Form and Student Directory Form	None	15 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Submit letter addressed to the Graduate Director / Undergraduate Committee Chairman via drop-off or through designated office email	2. Receive Letter for approval / disapproval of the Program Director / Chairman	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office or <i>Undergraduate Committee Chairman</i>
3. Submit Letter addressed to the University Registrar via drop-off or through designated office email	3.1. Receive Letter addressed to the University Registrar	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary
	3.2. Endorse letter to OUR	None	1 Day	<i>Dean</i>
4. Receive endorsement letter from the Office of	4. Release endorsement letter	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary



the College Secretary via pick-up or through email.				
5. Submit properly accomplished Program of Study, Appeal for Readmission Form, for approval / disapproval of Graduate Director / Undergraduate Committee Chairman and Student Directory Form via drop-off or through designated office email	5. Receive properly accomplished Program of Study, Appeal for Readmission Form, and Student Directory Form	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office or <i>Undergraduate Committee Chairman</i>
6. Pay AWOL fee at the Cashier's Office through their designated payment portals	6. Receive payment	PHP 225.00*	1 Day	<i>Special Collecting Officer</i> UP Cashier's Office
7. Present Official Receipt to receive College Admission Slip or send scanned copy via email	7. Issue College Admission Slip	None	10 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
8. Secure Medical Certificate from the University Health Service (for 1 year and above AWOL)	8. Release Medical Certificate	None	1 Day	<i>Releasing Personnel</i> University Health Service
9. Secure Study Permit from OILD (for international students)	9. Issue Study Permit	None	30 Minutes	<i>Releasing Personnel</i> Office of the International Linkages Diliman
10. Submit photocopy of all documents to the Office of the College Secretary via drop-off or through designated office email	10. Receive photocopy of all documents	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary



11. Submit all original documents to the Office of the University Registrar to receive the University Admission Slip via drop-off	11. Receive original documents and issue University Admission Slip	None	5 Minutes	Receiving Personnel Office of the University Registrar
12. Submit University Admission Slip to the Office of the College Secretary	12. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
TOTAL:		PHP 225.00*	6 Days, 1 Hour, 15 Minutes	

**A temporary suspension of fees is in effect. The offices will resume the collection of fees once restrictions for the pandemic have been lifted or until ordered by higher governing agencies.*

22. Request for Readmission from Leave of Absence (LOA)

Request for Return from Leave of Absence (LOA)

Office or Division:	All Academic Clusters		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	Undergraduate and Graduate Students of All Academic Clusters (Local and International)		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Letter Addressed to the Program Director/Chairman	Requesting Party		
2. Two (2) pieces of 2x2 picture			
3. Return from Leave of Absence (LOA) Form	Office of the College Secretary		
4. Program of Study (for graduate students)			
5. Student Directory Form (2 copies)			
6. True Copy of Grades	University Health Service		
7. Medical Certificate (1 year and above)			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Program of Study Form (graduate students only), Return from LOA Form, and Student Directory Form <i>For online process, request forms are available in the unit's official website and email address</i>	1. Issue Program of Study Form, Return from LOA Form, and Student Directory Form	None	15 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Submit Letter addressed to the Graduate Director / Undergraduate Committee Chairman via drop-off or through designated office email	2. Receive Letter for approval / disapproval of the Graduate Director / Undergraduate Committee Chairman	None	1 Day	<i>Receiving Personnel Graduate and Fellowships Office</i> or <i>Undergraduate Committee Chairman</i>
3. Submit properly accomplished Program of Study Form (graduate students only), Return from LOA Form, and other requirements via drop-off or through designated office email	3.1. Receive properly accomplished Program of Study Form, Return from LOA Form, and other requirements	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	3.2. Sign and forward to the Graduate Director the Program of Study, properly accomplished Return from LOA Form for	None	2 Days	<i>Graduate Director / Undergraduate Committee Chairman</i>



	approval / disapproval			
4. Receive signed Program of Study, properly accomplished Return from LOA Form via pick-up or email.	4. Release Receive signed Program of Study and Return from LOA Form	None	15 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
5. Present Official Receipt (OR) of LOA fee (or scanned copy) to receive College Admission Slip	5. Issue College Admission Slip	None	1 Day	<i>Releasing Personnel</i> Office of the College Secretary
6. Secure Medical Certificate from the University Health Service (for 1 year and above from LOA)	6. Release Medical Certificate	None	1 Day	<i>Releasing Personnel</i> University Health Service
7. Submit all original documents to the Office of the University Registrar (OUR) to receive University Admission Slip	7. Issue University Admission Slip	None	1 Day	<i>Receiving Personnel</i> Office of the University Registrar
8. Submit University Admission Slip to the Office of the College Secretary	8. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
TOTAL:		None	6 Days, 40 Minutes	

23. Request for Substitution of Courses

Request for Substitution of Courses for Undergraduate and Graduate Students (Subject/s within the College, other College, other UP Unit or other University)

Office or Division:	All Academic Clusters
Classification:	Complex



Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Substitution Form (3 copies) 2. Photocopy of Course Syllabus 3. True Copy of Grades (TCG) / Printed Grades from CRS		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Substitution Form, Photocopy of Course Syllabus and TCG / Printed grades from CRS <i>For online process, request forms are available in the unit's official website and email address</i>	1.1. Receive properly accomplished Substitution Form and other requirements. 1.2. Forward to the Graduate Director or Undergraduate Committee Chairman 1.3. If approved, forward to the Office of the Department Chairman for action	None	1 Hour	<i>Receiving Personnel Office of the College Secretary</i> <i>Receiving Personnel Office of the Department Chairman</i>
	1.4. Approve request for substitution 1.5. Forward to the Office of the Dean for approval 1.6. Approve / Disapprove request for substitution form	None	3 Days	<i>Department Chairman</i> <i>Receiving Personnel Office of the Dean</i> <i>Dean</i>
	2. Release approved request for substitution form	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	3 Days, 1 Hour, 5 Minutes	



24. Request for Validation of Courses

Request for Validation of Courses

Office or Division:	All Academic Clusters			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Advance Credit Without Validation Form (AACW Form)		Office of the College Secretary		
2. Photocopy of Course Syllabus				
3. Official Transcript of Records (OTR) / True Copy of Grades (TCG)				
4. Computerized Registration System (CRS) Printed Grades		Computerized Registration System (CRS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Advance Credit Without Validation Form, Photocopy of course syllabus, Photocopy of Official Transcript of Record or TCG or Printed grades from CRS <i>For online process, request forms are available in the unit's official website and email address</i>	1.1. Receive properly accomplished AACW Form for Program Adviser or College Secretary's signature and other requirements	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Forward properly accomplished AACW Form for Graduate Director or Undergraduate Chairman's signature	None	1 Day	<i>Receiving Personnel Graduate and Fellowships Office Undergraduate Chairman</i>
2. Go to home College / Institute / Department of requested course for validation	2.1. Receive and evaluate documents for validation 2.2. Action of the Department / College offering the course	None	4 Days	<i>Receiving Personnel College / Institute / Department</i>



	2.3. Prepare Certification for the subject being credited			
	2.4. Forward to the Office of the Department Chairman for action			
	2.5. Forward to the Office of the College Secretary or Dean's Office for approval / disapproval	None	2 Days	<i>Receiving Personnel</i> Office of the Dean
3. Claim request for Validation of Courses via pick-up or email.	3. Release request for Validation of Courses	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL:		None	8 Days and 5 Minutes	



Arts and Letters Cluster



College of Arts and Letters (CAL)

External Services



CAL Dean's Office

External Services



1. Issuance of Good Moral Character

Issuance of Good Moral Character as a requirement for employment or any other legal purpose

Office or Division:	CAL Dean's Office			
Classification:	Simple			
Type of Transaction:	Government to citizens			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		Student		
2. Student Disciplinary Clearance (SDC)		Office of Student Ethics		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student must secure first a clearance from the Office of Student Ethics. Clearance application is now available online via http://bit.ly/sdcclearance Once the digital copy of SDC is secured, student should email the calocs.upd@up.edu.ph along with the digital copy of your clearance as attachment.	1. Receive the email request.	None	10 minutes	<i>Frontline Office Staff</i> Administrative Office
2. Accomplish the request form. IMPORTANT: You have to accomplish a google form: https://forms.gle/N62GSoT4jHT6CVny9 For security purposes, the form is only accessible through your UP-Mail account.	2. Check the if the student accomplished the form.	None	10 minutes	<i>Frontline Office Staff</i> Administrative Office
3. Pay via online bank payment (Option 1) Pay the requested document(s) at the UP Cash Office (beside PNB at the UP Shopping Center). (Option 2)		PHP 200.00	1 day	UP Cashier's Office
4. Send the proof of Payment to the email thread sent to cmcocs.upd@up.edu.ph	3. Check status of students	None		Frontline Office Staff



				(Administrative Staff)
5. Wait for the request to be processed	4. Make the Certificate of Good Moral Character to be signed by identified CAL Faculty, the College Secretary	None	35 minutes	Frontline Office Staff (Administrative Staff)
6. Claim the Certificate of Good Moral Character	5. Release the Certificate of Good Moral Character via email	None	5 minutes	Frontline Office Staff (Administrative Staff)
	TOTAL:	PHP 200.00	2 days	

2. Process Request: Venue/Facilities/Equipment Rental

Process Request for use of Venue/Facilities/Equipment

Office or Division:	College of Arts and Letters			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All UP students, UP Faculty and Non-UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Requesting Party		
2. Official Receipt		College of Arts and Letters - Special Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Office of the Dean or email request to cal_dean.updiliman@up.edu.ph	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Receiving Personnel</i>



	1.2 Checking of venue/facilities/equipment availability	None	1 Day	<i>Facilities Coordinator</i>
	1.3 Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Dean</i>
2. Client receives response for the request	2.1 Facilities Coordinator of the Office of the Dean may choose among provided means (ex. via phone call, text message, etc.) to inform client that the Dean's response is approved or disapproved.	None	5 Minutes	<i>Facilities Coordinator</i>
	2.2 Issue Payment Order Form	None	5 Minutes	<i>Facilities Coordinator</i>
3. Pay the Rental Fee	3. Receive payment	Refer to the Schedule of Fees Below	5 Minutes	<i>Special Collecting Officer</i>
	TOTAL:	Refer to the Schedule of Fees Below	1 Day, 25 Minutes	

SCHEDULE OF FEES:

VENUE RENTAL RATES for CAL Departments, Offices & Student Organizations

Venue, Type of Space, Maximum Capacity	Rates per 4-hour block (8am-12nn; 1-5pm)	Utilities 1	Utilities 2
		Airconditioner (per 4 hr block)	Equipment (per 4 hr block)
1. PH PAV 1 Rm 1131	<i>Free of charge for teaching/learning activities</i>	-	-
2. CNB 201 - classroom - 50 people	-	<i>PHP 300.00</i>	<i>none available</i>



Venue, Type of Space, Maximum Capacity	Rates per hour	Utilities 1	Utilities 2
		Airconditioner (per hour)	Equipment (per hour)
1. PH PAV 1 AVRoom 1207 - 1209 - Audio Visual Room - 44 - 60 people	<i>Free of charge for teaching/learning activities</i>	<i>PHP 142.50</i>	<i>LCD projector = 180 Sound system = 90 Smart TV = 250</i>
2. CNB 210 CNB 308 CNB 309 CNB 409 - classroom - 30 people	-	<i>PHP 142.50</i>	<i>none available</i>

VENUE RENTAL RATES for NON-CAL Units , Offices & Student Organizations

Venue, Type of Space, Maximum Capacity	Rates per 4-hour block (8am-12nn; 1-5pm)	Utilities 1	Utilities 2
		Airconditioner (per 4 hr block)	Equipment (per 4 hr block)
1. PH PAV 1 - 1131	<i>For CAL use only</i>	-	-
2. CNB 201 - classroom - 50 people	<i>PHP 1,000.00</i>	<i>PHP 1,000.00</i>	<i>none available</i>

Venue, Type of Space, Maximum Capacity	Rates per hour	Utilities 1	Utilities 2
		Airconditioner (per hour)	Equipment (per hour)
1. PH PAV 1	<i>PHP 250.00</i>	<i>PHP 475.00</i>	<i>LCD projector = PHP 300</i>



1207 - 1209			Sound system = PHP 150
- audio visual			Smart TV = PHP 250
- 44 - 60 people			
2. CNB 210	PHP 150.00	PHP 475.00	none available
CNB 308			
CNB 309			
CNB 409			
- classroom			
- 30 people			

**VENUE RENTAL
RATES for NON-UP
Users**

Venue, Type of Space, Maximum Capacity	Rates per 4-hour block (8am-12nn; 1-5pm)	Utilities 1	Utilities 2
		Airconditioner (per 4 hr block)	Equipment (per 4 hr block)
1. PH PAV 1 - 1131	For CAL use only	-	-
2. CNB 201	PHP 2,000.00	PHP 1,000.00	none available
- classroom			
- 50 people			

Venue, Type of Space, Maximum Capacity	Rates per hour	Utilities 1	Utilities 2
		Airconditioner (per hour)	Equipment (per hour)
1. PH PAV 1	PHP 500.00	PHP 475.00	LCD projector = 300
1207 - 1209			Sound system = 150
- audio visual			Smart TV = 500
- 44 - 60 people			
2. CNB 210	PHP 300.00	PHP 475.00	none available
CNB 308			
CNB 309			



CNB 409			
- classroom			
- 30 people			

* Table of Rates for Rental fee does not include Technician's Fee overtime pay for requests scheduled beyond office hours (before 8 am, 12 nn - 1pm, beyond 5pm) and for Saturday/Sunday/Holiday



Secretary's Office (CAL 101)

External Services



1. Application for Diploma

Office or Division:	CAL 101 (Student Records)			
Classification:	Highly technical			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. University Clearance (UP Form 241)		Office of the University Registrar		
2. Proof of payment		UP Cash Office or receipt from online banking transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Student applies and accomplishes the University Clearance (UP Form 241) via Computerized Registration System (CRS) or at OUR link our.upd.edu.ph</p> <p>2. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at U.P. Shopping Center)</p> <p>3. Student submits Proof of Payment of the Graduation fee to rsc_our.updiliman@up.edu.ph</p>	1. Checks the status of student's clearance in CRS	<p>PHP 30.00 Clearance</p> <p>PHP 300.00 Graduation fee</p>	15 days maximum (after application of University Clearance)	<p><i>Frontline Office Staff</i></p> <p>Office of the University Registrar – One-Stop Clearance Center</p>
	TOTAL:	<p>PHP 330.00</p>	15 days	



2. Application for Graduation

Issued to CAL students in the Semester the student is graduating

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Graduation form (1)		CAL Office of the College Secretary		
2. Proof of payment		UP Cash Office or receipt from online banking transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to ittolentino2@up.edu.ph whose family names start with A to K, mereblando@up.edu.ph whose family names start with L to Z for their request	1.Receives the request, checks if the remaining courses were enlisted, and if it is complete sends the application form and notifies about the deadline of submission	None	20 minutes	<i>Student Records Evaluator</i>
2. Student accomplishes the Application for Graduation Secures the signature of the Program Adviser, then emails the signed form to the concerned staff	2.Receives and checks the form submitted	None	15 minutes	<i>Student Records Evaluator</i>
	TOTAL:	None	35 minutes	



3. Application for Transfer (Diliman – S1) (changing program within the College & S2 – changing program from different colleges) and Other UP units – T1)

Office or Division:	CAL 101 (Student Records)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College Memorandum		CAL Office of the College Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits application form together with other requirements	1. Checks <ul style="list-style-type: none"> • Application form w/ picture, signature, degree program applied for & other important information • True Copy of Grades • Certificate of Good Moral Character • Certificate of Non-Contract 	None	5 Minutes	<i>Receiving Personnel</i> <i>Frontline Staff</i> Office of the College Secretary
	2.1 Evaluates documents submitted 2.2 Department conducts exam, interview, Talent Determination Test (may vary depending on the	None	14 days after the scheduled Deadline of Application	<i>Student Records Evaluator</i> <i>College Secretary</i> Department Admission Committee



	Department requirements)			
2. Student submits other documents (College Clearance, Permit to Transfer, PSA BC (T1), Medical Certificate (T1), Student Directory w/ picture)	3.Releases List of Admitted Students	None	14 days after the scheduled after the evaluation	SRE Frontline Staff Department Staff
3. Student secures University Admission Slip from the College after submission of original required documents to the OUR-Admissions & Registration Section	4.Releases Admission Slip	None	7 days after the release of results depending on the completion of the required documents	SRE Frontline Staff College Secretary
	TOTAL:	None	35 days, 5 minutes	

4. Issuance of Academic Completion

Issuance of Academic Completion as a requirement

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1)		CAL Office of the College Secretary		
2. Proof of payment		UP Cash Office or receipt from online banking transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to	1.Receives the request	None	5 minutes	Frontline Administrative Staff



sgarellano@up.edu.ph for request				Office of the College Secretary
2. Student accomplishes the request form and sends it to sgarellano@up.edu.ph	2. Checks the request form and sends it to the student's email including payment details	None	10 minutes	<i>Frontline Administrative Staff</i> CAL Office of the College Secretary
3. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at U.P. Shopping Center)		PHP 20.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>
4. Student sends Proof of Payment through email	3. Checks the status of student	None	5 minutes	<i>Administrative Staff</i>
5. Student waits for the request to be processed	4. Prepares the Certification to be signed by the College Secretary	None	30 minutes	<i>Administrative Staff</i>
6. Student claims the Certification of Academic Completion	5. Releases the Certification and sends it to the student's email	None	5 minutes	<i>Administrative Staff</i>
	TOTAL	PHP 20.00	1 day, 55 minutes	

5. Issuance of Certificate of Enrollment

Issuance of Certificate of Enrollment as a requirement

Office or Division:	CAL 101 (Student Records)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	UP Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1)		CAL Office of the College Secretary		
2. Proof of payment		UP Cash Office or receipt from online banking transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to sgarellano@up.edu.ph for request	1.Receives the request	None	5 minutes	<i>Frontline Administrative Staff</i>
2. Student accomplishes the request form and sends it to sgarellano@up.edu.ph	2.Checks the request form and sends it to the student's email including payment details	None	10 minutes	<i>Frontline Administrative Staff</i>
3. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at U.P. Shopping Center)		PHP 20.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>
4. Student sends Proof of Payment through email	3.Checks the status of the student	None	5 minutes	<i>Administrative Staff</i>
5. Student waits for the request to be processed	4.Prepare the Certificate to be signed by the College Secretary	None	30 minutes	<i>Administrative Staff</i>
6. Student claims the Certificate of Enrolment	5.Releases the Certificate to the student's email	None	5 minutes	<i>Administrative Staff</i>
	TOTAL:	PHP 20.00	1 day, 55 minutes	



6. Issuance of Certificate of Good Moral Character

Issuance of Certificate of Good Moral Character for Scholarship, Shifting/Transfer and Employment purposes

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1)		CAL Office of the College Secretary		
2. Proof of payment		UP Cash Office or receipt from online banking transaction		
3. OSE Clearance		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to sgarellano@up.edu.ph for request	1.Receives the request	None	5 minutes	<i>Frontline Administrative Staff</i>
2. Student accomplishes the request form and sends it to sgarellano@up.edu.ph Student includes attachment of OSE Clearance	2.Checks the request form and OSE Clearance then sends it to the student's email including payment details	None	10 minutes	<i>Frontline Administrative Staff</i>
3. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at U.P. Shopping Center)		PHP 20.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>
4. Student sends Proof of Payment through email	3.Checks the status of the student	None	5 minutes	<i>Administrative Staff</i>



5. Student waits for the request to be processed	4.Pre pares the Certificate to be attested by the CAL Faculty and signed by the College Secretary	None	30 minutes	<i>Administrative Staff</i>
6. Student claims the Certificate of Good Moral Character	5.Releases the Certificate through the student's email	None	5 minutes	<i>Administrative Staff</i>
	TOTAL	PHP 20.00	1 day, 55 minutes	

7. Issuance of Certificate of Non-Contract

Issuance of Certificate of Non-Contract as a requirement for Shifting/Transfer

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1)		CAL Office of the College Secretary		
2. Proof of payment		UP Cash Office or receipt from online banking transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to sgarellano@up.edu.ph for request	1.Receives the request	None	5 minutes	<i>Frontline Administrative Staff</i>
2. Student accomplishes the request form and sends it to sgarellano@up.edu.ph	2.Checks the request form and sends it to the student's email including payment details	None	10 minutes	<i>Frontline Administrative Staff</i>



3. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at U.P. Shopping Center)		PHP 20.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>
4. Student sends Proof of Payment through email	3.Checks the status of student	None	5 minutes	<i>Administrative Staff</i>
5. Student waits for the request to be processed	4.Pre pares the Certificate to be signed by the College Secretary	None	30 minutes	<i>Administrative Staff</i>
6. Student claims the Certificate of Non-Contract	5.Releases the Certificate and sends it to the student's email	None	5 minutes	<i>Administrative Staff</i>
	TOTAL:	PHP 20.00	1 day and 55 minutes	

8. Issuance of Certification of General Weighted Average/Curriculum Weighted Average

Issuance of Certification of General Weighted Average (GWA)/Curriculum Weighted Average (CWA) as a requirement

Office or Division:	CAL 101 (Student Records)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	UP Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form (1)	CAL Office of the College Secretary
2. Proof of payment	UP Cash Office or receipt from online banking transaction



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to sgarellano@up.edu.ph for request	1. Receives the request	None	5 minutes	<i>Frontline Administrative Staff</i>
2. Student accomplishes the request form and sends it to sgarellano@up.edu.ph	2. Checks the request form and sends it to the student's email including payment details	None	10 minutes	<i>Frontline Administrative Staff</i>
3. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at the U.P. Shopping Center)		PHP 20.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>
4. Student sends the Proof of Payment through email	3. Checks the status of the student	None	5 minutes	<i>Administrative Staff</i>
5. Student waits for the request to be processed	4. Prepares the Certification to be signed by the College Secretary	None	30 minutes	<i>Administrative Staff</i>
6. Student claims the Certification of GWA/CWA	5. Releases the Certification and sends it to the student's email	None	5 minutes	<i>Administrative Staff</i>
	TOTAL:	PHP 20.00	1 day, 55 minutes	



9. Issuance of Certification of Units Earned

Issuance of Certification of Units Earned as a requirement

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1)		CAL Office of the College Secretary		
2. Proof of payment		UP Cash Office or receipt from online banking transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to sgarellano@up.edu.ph for request	1. Receives the request	None	5 minutes	<i>Frontline Administrative Staff</i>
2. Student accomplishes the request form and sends it to sgarellano@up.edu.ph	2. Checks the request form and sends it to the student's email including payment details	None	10 minutes	<i>Frontline Administrative Staff</i>
3. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at U.P. Shopping Center)		PHP 20.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>
4. Student sends Proof of Payment through email	3. Checks the status of student	None	5 minutes	<i>Administrative Staff</i>
5. Student waits for the request to be processed	4. Prepares the Certification to be signed by the College Secretary	None	30 minutes	<i>Administrative Staff</i>



6. Student claims the Certification of Units Earned	5. Releases the Certification and sends it to the student's email	None	5 minutes	<i>Administrative Staff</i>
	TOTAL:	PHP 20.00	1 day, 55 minutes	

10. Issuance of Permit to Transfer

Issuance of college clearance as requirement for shifting or transfer purposes

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1)		CAL Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email the Notice of Acceptance to sgarrellano@up.edu.ph	1.Receives the request and email the clearance form to student	None	5 Minutes	<i>Frontline Administrative Staff</i>
2. Student fills up required entries on the form and emails the said form to the five (5) departments of CAL, Student Loan Board and Office for Student Ethics (email address of each office is included on the form)	2.1Checks student's accountabilities. If cleared, staff signs the clearance form 2.2SRE provides required entries on the form 2.3Sends permit to the Department	None	2 Days	<i>Frontline Administrative Staff</i>



	Chair for signature			
3. Student emails the signed College Clearance to the Office of the College Secretary	3. College Secretary signs the Permit	None	30 Dinutes	<i>Frontline Administrative Staff</i>
4. Student claims the College Clearance and Permit to Transfer	4. Releases the Clearance and Permit to Transfer	None	5 Minutes	<i>Frontline Administrative Staff</i>
	TOTAL:	None	2 Days, 40 Minutes	

11. Issuance of Shifting Out Form (allowed for 2 semesters)

Issued to CAL Students who wanted to Shift Out of their current program

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Shifting out form (1)		CAL Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to ittolentino2@up.edu.ph whose family names start with A to K, and mereblando@up.edu.ph whose family names start with L to Z for their requests	1.Sends the Shifting Out form (1 st time / 2 nd time) depending on the status of the student Note for 2 nd time: Reminds the student that this will be his/her last semester in CAL	None	5 minutes	<i>Student Records Evaluator</i>



2. Student accomplishes the request form and secures the signature of the Program Adviser then send it through email	2.Receives and checks the accomplished form	None	10 minutes	<i>Student Records Evaluator</i>
3. Student waits for the request to be processed	3.Secures the signature of the College Secretary 4.Sends a copy to the student after the College Secretary signs it	None	1 hour	<i>Student Records Evaluator</i>
4. Student attaches signed form to form 5A before assessment		None		
	TOTAL	None	1 Hour, 15 Minutes	

12. Issuance of Substitution Form for Approval

Issuance of Substitution form as a requirement

Office or Division:	CAL 101 (Student Records)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	UP Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Substitution form (1)	CAL Office of the College Secretary
2. Syllabus for the course to be substituted, if necessary	Student



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to sgarellano@up.edu.ph for request	1.Receives the request	None	5 minutes	<i>Frontline Administrative Staff</i>
2. Student accomplishes the request form and emails the said form to sgarellano@up.edu.ph For security purposes: Student should only use UP Webmail Account	2.Checks the request form and sends it to the student's email including payment details	None	10 minutes	<i>Frontline Administrative Staff</i>
3. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at U.P. Shopping Center)		PHP 20.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>
4. Student sends Proof of Payment through email	3.Checks the status of student	None	5 minutes	<i>Administrative Staff</i>
5. Student waits for the request to be processed	4.Prepare the TCG to be signed by the College Secretary	None	30 minutes	<i>Administrative Staff</i>
6. Student claims the TCG	5.Releases the TCG via email	None	5 minutes	<i>Administrative Staff</i>
	TOTAL	PHP 20	1 day, 55 minutes	



13. Issuance of True Copy of Grades

Issuance of True of Copy of Grades as a requirement for Scholarship and Employment

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1)		CAL Office of the College Secretary		
2. Proof of payment		UP Cash Office or receipt from online banking transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to sgarellano@up.edu.ph for request	1.Receives the request	None	5 minutes	<i>Frontline Administrative Staff</i>
2. Student accomplishes the request form and emails the said form to sgarellano@up.edu.ph For security purposes: Student should only use UP Webmail Account	2.Checks the request form and sends it to the student's email including payment details	None	10 minutes	<i>Frontline Administrative Staff</i>
3. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at U.P. Shopping Center)		PHP 20.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>
4. Student sends Proof of Payment through email	3.Checks the status of student	None	5 minutes	<i>Administrative Staff</i>



5. Student waits for the request to be processed	4.Pre pares the TCG to be signed by the College Secretary	None	30 minutes	<i>Administrative Staff</i>
6. Student claims the TCG	5.Releases the TCG via email	None	5 minutes	<i>Administrative Staff</i>
	TOTAL	PHP 20	1 day, 55 minutes	

14. Late Application for Graduation

Process to be made by CAL students who missed the deadline for the submission of the Application for Graduation

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal (1)		Student		
2. Application for Graduation form (1)		CAL Office of the College Secretary		
3. Proof of payment		UP Cash Office or receipt from online banking transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to ittolentino2@up.edu.ph whose family names start with A to K, and mereblando@up.edu.ph whose family names start with L to Z for their request	1. Receives the request, checks if the remaining courses were enlisted, if complete, informs the student to write a letter of appeal addressed to the University Registrar and indicate reasons	None	30 minutes	<i>Student Records Evaluator</i>



	for not being able to submit on time			
2. Student writes an appeal letter addressed to the University Registrar then sends to the concerned staff	2.Receives the letter of appeal and have it endorsed by the College Secretary then sends the form for Application for Graduation to student	None	1 day	<i>Student Records Evaluator</i>
3. Student accomplishes the Application for Graduation Secures the signature of the Program Adviser, then emails the signed form to the concerned staff	3. Receives and checks the form submitted	None	15 minutes	<i>Student Records Evaluator</i>
4. Student waits for the request to be processed	4.Submits the endorsed letter of appeal to OUR including curriculum checklist and application for graduation If approved, student pays the late fine of Php 100.00	None		<i>Student Records Evaluator</i>
5. Student pays via online bank payment or pays at the UP Cash Office (beside PNB at U.P. Shopping Center)		PHP 100.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>



6. Student sends Proof of Payment through email	5.Receives the receipt and sends to OUR counterpart the Proof of Payment	None	5 minutes	<i>Student Records Evaluator</i>
	TOTAL	PHP 100.00	2 days, 50 minutes	

15. Permission to Cross-Register to Another UP Unit

Issued to CAL Students who wanted to cross-register to another UP Unit

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to cross-register form		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student checks OUR link: our.upd.edu.ph to get the downloadable form – Request to Cross-Register	1.Checks the standing and eligibility of the student	None	15 minutes	<i>Student Records Evaluator</i>
2. Student accomplishes the request form and secures the approval of the Dean and Registrar of the Home Unit; and Approval of the Department Chair	2.Host Unit checks the availability of courses available	None	2 days	<i>Frontline Administrative Staff</i>



and Registrar of the Host Unit				
3. Student provides the Office of the College Secretary the approved copy of the request	3.Receives and files the copy in the student's jacket	None	10 minutes	<i>Frontline Administrative Staff</i>
	TOTAL	None	2 days, 25 minutes	

16. Permit to Overload/Underload

Issued to CAL students during Registration Period

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Overloading/Underloading form (1)		CAL Office of the College Secretary		
1.1 For underloading, Student provides document/s within the semester – if medical, attaches medical certificate - if employment, submits certificate of employment		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to jttolentino2@up.edu.ph whose family names start with A to K, and mereblando@up.edu.ph whose family	1.Receives the request and emails the requested form (Overloading/ Underloading) to student	None	15 minutes	<i>Student Records Evaluator</i>



names start with L to Z for their request				
<p>2. Student accomplishes the Overloading/ Underloading form depending on the request and states the reason for overloading/ underloading</p> <p><u>For underloading.</u> Student provides document/s within the semester</p> <p>– if medical, attaches medical certificate,</p> <p>- if employment, submits certificate of employment</p> <p><u>For overloading:</u> Student indicates previous semester's grades</p> <p>Secures the signature of the Program Adviser</p>	2.Checks the student's records and the document/s submitted	None	1 hr	<i>Student Records Evaluator</i>
6. Student waits for the request to be processed	3.Secures signature of the College Secretary whether it is for Approval or Disapproval	None	1 hr	<i>Student Records Evaluator</i>
7. Student gives a copy of the signed form	4.Releases a copy of the signed form	None	5 minutes	<i>Student Records Evaluator</i>
	TOTAL	None	2 hours, 20 minutes	



17. Readmission from Absence Without Leave (AWOL) – One Sem only

Request for readmission from Absence Without Leave (one semester only)

Office or Division:	CAL 101 (Student Records)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Readmission form (1)		CAL Office of the College Secretary		
2. Letter for appeal (1) 3. True copy of grades (1) 4. Proof of Payment of AWOL fee (1) 5. Student Directory with picture (1)		Student		
6. UPHS Certificate of Compliance		University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to ittolentino2@up.edu.ph whose family names start with A to K, and mereblando@up.edu.ph whose family names start with L to Z for their request	1. Receives the request, provides readmission form and instructs the student about the process	None	15 minutes	<i>Student Records Evaluator</i>
2. Student receives and accomplishes a soft copy of the readmission form sent to them by the SRE and waits for advice	2. Processes the readmission form accomplished by the student	None	15 minutes	<i>Student Records Evaluator</i>



<p>3. Student writes a letter of appeal addressed to the Dean of the College, indicating intention and reason for AWOL</p> <p>Student attaches TCG and additional documents (e.g. certificate of employment if work related, medical certificate if health related, etc.)</p>	<p>3. Evaluates scholastic standing of the student</p>	<p>None</p>	<p>1 day</p>	<p><i>Student Records Evaluator</i></p>
<p>4. Student proceeds to the Office of the Counselling and Guidance</p> <p>Secures the Recommendations/ Decisions of the Program Adviser and Department Chair</p>		<p>None</p>	<p>1 day</p>	<p><i>Guidance Counsellor</i></p> <p><i>Frontline Administrative Staff</i></p>
<p>5. Student submits the endorsed form to the Office of the College Secretary (OCS)</p>	<p>4.1 Processes and checks the submitted readmission request including its attachments</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Student Records Evaluator</i></p>
<p>6. Student waits for the Approval of the Dean</p>	<p>4.2 If the appeal is approved by the Dean, OCS issues the College Readmission Slip through email</p>	<p>None</p>	<p>1 day</p>	<p><i>Student Records Evaluator</i></p>
<p>7. Student pays the AWOL fee via online bank payment or pays at</p>		<p>PHP 225.00</p>	<p>1 day</p>	<p>UP Cashier's Office <i>Land Bank Personnel</i></p>



the UP Cash Office (beside PNB at the U.P. Shopping Center)				
8. Student sends Proof of Payment and Student Directory with picture to through email	5. Receives Proof of payment and Student Directory	None	5 minutes	<i>Student Records Evaluator</i>
	6. OCS sends a soft/scanned copy of the College Admission Slip and other documents to the Office of the University Registrar (OUR)- Admissions and Registration Section (ARS)	None	1 hour	<i>Student Records Evaluator</i>
	7.OUR-ARS sends back a copy of the University Admission Slip to OCS which is monitored by the SRE)	None	1 hour	<i>Student Records Evaluator</i>
7. Student receives notification through email from OCS that UAS was issued by OUR	8. OCS sends UAS to student through email	None	15 minutes	<i>Student Records Evaluator</i>
	TOTAL	PHP 225	5 days, 2 hours and 50 minutes	



18. Readmission from Absence Without Leave (AWOL) – Two (2) semesters or more

Request for readmission from Absence Without Leave (two semesters or more)

Office or Division:	CAL 101 (Student Records)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Readmission form		CAL Office of the College Secretary		
2. Letter for appeal		Student		
3. True copy of grades (1) 4. Proof of Payment of AWOL fee (1) 5. Student Directory with picture (1)		Student		
6. UPHS Certificate of Compliance (1)		University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to ittolentino2@up.edu.ph whose family names start with A to K, and mereblando@up.edu.ph whose family names start with L to Z for their request	1. Receives the request, provides readmission form and instructs the student about the process	None	15 minutes	<i>Student Records Evaluator</i>
2. Student receives and accomplishes a soft copy of the readmission form sent by the SRE and waits for advice	2. Processes the readmission form accomplished by the student	None	15 minutes	<i>Student Records Evaluator</i>
3. Student writes a letter of appeal addressed to the Dean of the	3. Evaluates scholastic	None	1 day	<i>Student Records Evaluator</i>



<p>College, indicating intention and reason for AWOL</p> <p>Student attaches TCG and additional documents (e.g. certificate of employment if work related, medical certificate if health related, etc.)</p>	<p>standing of the student</p>			
<p>4. Student proceeds to the Office of the Counselling and Guidance</p> <p>Secures the Recommendations/ Decisions of the Program Adviser and Department Chair</p>		<p>None</p>	<p>1 day</p>	<p><i>Guidance Counsellor</i></p> <p><i>Frontline Administrative Staff</i></p>
<p>5. Student submits the endorsed form to the Office of the College Secretary (OCS)</p>	<p>4. Processes and checks the submitted readmission request including its attachments</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Student Records Evaluator</i></p>
<p>6. Student waits for the Approval of the Dean</p>	<p>5. If the appeal is approved by the Dean, OCS issues the College Readmission Slip</p> <p>6. Sends online link to students for online submission of other requirements</p>		<p>1 day</p>	<p><i>Student Records Evaluator</i></p>
<p>7. Student gets a Certificate of Compliance from</p>		<p>None</p>	<p>1 day</p>	<p><i>Student Records Evaluator</i></p>



UP Health Service (UPHS)				
8. Student pays the AWOL fee via online bank payment or pays at the UP Cash Office (beside PNB at the U.P. Shopping Center) then sends the following to OCS: a) Proof of Payment of AWOL fee b) Student Directory with picture c) UPHS Certificate of Compliance		PHP 225.00	1 day	UP Cashier's Office <i>Land Bank Personnel</i>
	7. OCS sends a soft/scanned copy of the College Admission Slip and other documents to the Office of the University Registrar (OUR)- Admissions and Registration Section (ARS)	None	1 hour	<i>Student Records Evaluator</i>
	8. OUR-ARS sends back a copy of the University Admission Slip to OCS which is monitored by the SRE	None	1 hour	<i>Student Records Evaluator</i>



7. Student receives a notification through email from OCS that UAS was issued by OUR	9. OCS sends UAS to student through email	None	15 minutes	<i>Student Records Evaluator</i>
TOTAL		PHP 225	6 days, 2 hours	

19. Readmission from Leave of Absence (LOA)

Office or Division:	CAL 101 (Student Records)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Return from LOA form (1)		CAL Office of the College Secretary		
2. Student Directory (1)		CAL Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to jttolelino2@up.edu.ph whose family names start with A to K, and merblando@up.edu.ph whose family names start with L to Z for their request	1. Receives the request and sends to student the Return from LOA form and Student Directory	None	15 minutes	<i>Student Records Evaluator</i>
2. Student receives and accomplishes a soft copy of the Return from LOA (RLOA) and Student Directory (SD) Gets the signature of the Program		None	1 day	<i>Student Records Evaluator</i>



<p>Adviser and Department Chair</p> <p>If Medical reason for filing LOA student provides a UP Health Certificate of Compliance (UPHS CC)</p> <p>Student also provides a UPHS CC if LOA is more than 1 semester</p>				
<p>5. Student submits the signed forms (RLOA and SD) to the Office of the College Secretary (OCS)</p>	<p>2. Checks the submitted documents</p> <p>Have the College Secretary sign the accomplished RLOA form</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Student Records Evaluator</i></p>
<p>6. Student waits to be notified regarding his/her request to be processed by the OUR-ARS</p>	<p>3. OCS submits to OUR-ARS the accomplished RLOA, SD, and UPHS CC if necessary</p>	<p>None</p>	<p>1 day</p>	<p><i>Student Records Evaluator</i></p>
<p>7. Student receives signed RLOA</p>	<p>4. OCS notifies the student about the status of the RLOA</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Student Records Evaluator</i></p>
	<p>TOTAL</p>	<p>None</p>	<p>2 days, 1 hour</p>	



20. Request for Advance Credit Without Validation (for transfer student (T2) who earned 66 units or more)

Office or Division:	CAL 101 (Student Records)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Transcript of Records 2. syllabi for courses to be credited		Student/Student's previous school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to ittolentino2@up.edu.ph whose family names start with A to K, and mereblando@up.edu.ph whose family names start with L to Z for their request	1.Receive the request	None	15 minutes	<i>Student Records Evaluator</i>
2. Student attaches a copy of his/her Official Transcript of Records and syllabi for courses he/she wants to be credited	2.1 Studies carefully the request for the equivalency of the course/s requested 2.2 Sends request to the Program Adviser of the student for signature 2.3 Secures the signature of the College Secretary then	None	2 days	<i>Student Records Evaluator</i>



	emails it to the student			
4. Student submits the request to the Department/Institute / College offering the course/s	3. Department/ Institute/College verifies the syllabus submitted	None	5 days	<i>Frontline Staff of the concerned Department/ Institute/College</i>
5. Inquires to the Department/ Institute/ College about the result of the requested course/s	4. Department/ Institute/College releases the signed form that indicates the Approval or Disapproval of the request	None	1 hour	<i>Frontline Staff of the concerned Department/ Institute/College</i>
6. Student sends to OCS the result of the request	5. Secures the approval of the Dean	None	1 day	<i>Student Records Evaluator</i>
7. Student goes back to the College to get an approved copy	6. OCS releases a copy of the Approved Advance Credits	None	5 minutes	<i>Student Records Evaluator</i>
	7. Submits to OUR-Records and Appraisal Section a copy of the Approved Advance Credit	None	5 minutes	<i>Student Records Evaluator</i>
	TOTAL	None	8 days, 1 hour and 25 minutes	



21. Request for Deferment of Enrollment

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the College Secretary (1)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the Dean of the College of Arts and Letters stating the reason for deferment	1. Receives the letter and secures the College Secretary's endorsement	None	30 minutes	<i>Student Records Evaluator</i>
2. Student waits for the notification of the result	2. Secures approval of the Dean and provides OUR the copy of the approved deferment	None	1 day	<i>Student Records Evaluator</i>
	TOTAL	None	1 day. 30 minutes	



2. Student waits to be notified for the result	3. Concerned department answers/acts on the request of student 4. College Secretary interviews or makes appropriate action on student's request depending on the recommendation of the Department 5. Notifies the student about the result of his/her appeal	None	1 day	College Secretary Student Records Evaluator
	TOTAL	None	2 days	

23. Request for the Extension of the Maximum Residence Rule (MRR)

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MRR Form	CAL Office of the College Secretary			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to	1. Receives the request, provides	None	15 minutes	<i>Student Records Evaluator</i>



<p>ittolentino2@up.edu.ph whose family names start with A to K, and mereblando@up.edu.ph whose family names start with L to Z for their request</p>	<p>MRR form and instructs the student about the process</p>			
<p>2. Student receives and accomplishes a soft copy of the MRR form sent by the SRE and waits for advice</p>	<p>2. Processes the MRR form accomplished by the student</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Student Records Evaluator</i></p>
<p>3. Student writes a letter of appeal addressed to the Dean of the College, indicating the reason for MRR Student attaches Plan of Study</p>	<p>3. Evaluates scholastic standing of the student</p>	<p>None</p>	<p>2 hours</p>	<p><i>Student Records Evaluator</i></p>
<p>4. Student proceeds to the Department for the Recommendations/ Decisions of the Program Adviser and Department Chair</p>	<p>4. Department staff receives student request</p>	<p>None</p>	<p>1 day</p>	<p><i>Frontline Administrative Staff</i></p>
<p>5. Student submits the endorsed form to the Office of the College Secretary (OCS)</p>	<p>5. Processes and checks the submitted MRR request including its attachments</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Student Records Evaluator</i></p>
<p>6. Student waits for the Approval of the Dean</p>	<p>6. If the appeal is approved by the Dean, OCS notifies the student through email</p>	<p>None</p>	<p>1 day</p>	<p><i>Student Records Evaluator</i></p>



7. Student receives through email a notification from OCS		None	15 minutes	<i>Student Records Evaluator</i>
	TOTAL	None	3 days and 2 hrs	

24. Request for Validation of Courses

Office or Division:	CAL 101 (Student Records)			
Classification:	Highly technical			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for validation form		CAL Office of the College Secretary		
2. Official Transcript of Records		student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends email to jttolentino2@up.edu.ph whose family names start with A to K, and mereblando@up.edu.ph whose family names start with L to Z for their request	1. Receives the request and email the validation form	None	15 minutes	<i>Student Records Evaluator</i>
2. Student accomplishes the request for validation, attaches a copy of his/her Official Transcript of Records Note: Student who has finished less than 66 units may	2. Prepares the Validation Permit	None	1 day	<i>Student Records Evaluator</i>



request validation of courses taken from previous school/university				
3. Student gets the signature of the Program Adviser and sends the signed form to OCS	3. Processes the form and have it signed by the College Secretary	None	1 day	<i>Student Records Evaluator</i>
4. Student submits the Validation Permit to the offering Department/Institute / College and inquires about the exam schedule	4. The Department/ Institute/College administers the exam of the requested course/s	None	15 days	<i>Frontline Staff</i> of the concerned Department/Institute/College
5. Student inquires from the Department/ Institute/ College about the result of the requested course/s	5. The Department/ Institute/College releases the signed validation form whether the result is a Pass or a Fail	None	1 hour	<i>Frontline Staff</i> of the concerned Department/ Institute/College
7. Student sends to OCS the result of the Validation Exam	6. Secures the approval of the Dean for the Validated course/s	None	1 day	<i>Student Records Evaluator</i>
8. Student goes back to the College to get an approved copy	7. OCS releases a copy of the Approved Validation	None	5 minutes	<i>Student Records Evaluator</i>
	8. Submits to OUR-Records and Appraisal Section a copy of the Approved Validation Permit	None	5 minutes	<i>Student Records Evaluator</i>
	TOTAL	None	18 days, 1 hour, 25 minutes	



Department of Art Studies

External Services



1. Admittance of Second Degree Applicants (BA Program)

Request for Permit to Enroll for Second Degree Applicants

Office or Division:	CAL-DAS			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students from UP and other school / universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form and additional requirements		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Application Form and Attachments to OUR	1.1. Release list of Second Degree applicants to CAL-DAS	None	22 days	<i>Receiving Personnel</i> Office of the University Registrar
2. Wait for notification of interview and examination schedule from CAL-DAS	1.2. Forward list to DAS Undergraduate Committee for Pre-Evaluation	None	10 days	<i>University Research Associate</i> CAL-DAS
3. Wait for notification from CAL-DAS for evaluation result	2. Notify applicants of interview and examinations schedule and platform			
4. Finalize transfer application with OUR	3. Disseminate application result to applicants			



	4.1 Submit Final Evaluation Report to OCS			
	4.2 Submit Final Evaluation Report to OUR	None	5 minutes	<i>Receiving Personnel</i> Office of the College Secretary
	TOTAL:	None	32 days, 5 minutes	

2. Admittance of Shifting Applicants (S1) (BA Program)

Request for Permit to Transfer for Shifting Applicants from within CAL

Office or Division:	CAL-DAS			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD CAL Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application Form with 2x2 picture 2. True Copy of Grades 3. Certification of Good Moral Character 4. Certification of Not Under Contract 		CAL Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Application Form and Attachments to OCS	1.1. Release list of S1 applicants to CAL-DAS	None	22 days	<i>Receiving Personnel</i> Office of the College Secretary
	1.2. Forward list to DAS Undergraduate	None	10 days	<i>University Research Associate</i>



2. Wait for notification of interview schedule from CAL-DAS	Committee for Pre-Evaluation			CAL-DAS
3. Wait for notification from OCS for evaluation result	2. Notify applicants of interview schedule and platform			
4. Finalize transfer application with CAL-OCS	3. Submit Final Evaluation Report to OCS			
	4. Disseminate application result to applicants	None	5 minutes	<i>Receiving Personnel</i> Office of the College Secretary
	TOTAL:	None	32 days, 5 minutes	

3. Admittance of Shifting Applicants (S2) (BA Program)

Request for Permit to Transfer for Shifting Applicants from within UPD

Office or Division:	CAL-DAS	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	UPD Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Application Form with 2x2 picture	CAL Office of the College Secretary (OCS)	
2. True Copy of Grades 3. Certification of Good Moral Character 4. Certification of Not Under Contract	College to be Transferred from	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Application Form and Attachments to OCS 2. Wait for notification of interview schedule from CAL-DAS 3. Wait for notification from OCS for evaluation result 4. Finalize transfer application with CAL-OCS	1.1. Release list of S2 applicants to CAL-DAS	None	22 days	<i>Receiving Personnel</i> Office of the College Secretary
	1.2. Forward list to DAS Undergraduate Committee for Pre-Evaluation	None	10 days	<i>University Research Associate</i> CAL-DAS
	2. Notify applicants of interview schedule and platform			
	3. Submit Final Evaluation Report to OCS			
	4. Disseminate application result to applicants	None	5 minutes	<i>Receiving Personnel</i> Office of the College Secretary
TOTAL:	None	32 days, 5 minutes		

4. Admittance of Shifting Applicants (MA Program)

Request for Permit to Transfer for Shifting Applicants

Office or Division:	CAL-DAS
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	UP MA Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Application Letter 2. Application Form w/ 2x2 Photo 3. GSO Recommendation Forms	CAL Graduate Studies Office (GSO)
4. Transcript of Records	College to be Transferred from
5. Official Certificate of General Weighted Average (CGWA) / Certificate of Grade Point Average (CGPA)	Office of the University Registrar (OUR)
6. NSO/PSA birth Certificate 7. NSO Certificate of Marriage	National Statistics Office (NSO) / Philippine Statistics Authority (PSA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Application Form and Attachments to GSO 2. Wait for notification of interview and examination schedule from CAL-DAS 3. Wait for notification from GSO for evaluation result 4. Finalize transfer application with GSO	1.1. Release list of MA applicants to CAL-DAS	None	22 days	<i>Receiving Personnel</i> Graduate Studies Office
	1.2. Forward list to DAS Graduate Committee for Pre-Evaluation	None	15 days	<i>University Research Associate</i> CAL-DAS
	2. Notify applicants of interview and examination schedule, and platform			
	3. Submit Final Evaluation Report to GSO			
4. Disseminate application result to applicants	None	5 minutes	<i>Receiving Personnel</i> Graduate Studies Office	
	TOTAL:	None	37 days, 5 minutes	



5. Admittance of Shifting Applicants (T1) (BA Program)

Request for Permit to Transfer of Applicants from other UP Units

Office or Division:	CAL-DAS			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form with 2x2 picture		CAL Office of the College Secretary (OCS)		
2. True Copy of Grades 3. Certification of Good Moral Character 4. Certification of Not Under Contract		College to be Transferred from		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Application Form and Attachments to OCS 2. Wait for notification of interview schedule from CAL-DAS 3. Wait for notification from OCS for evaluation result 4. Finalize transfer application with CAL-OCS	1.1. Release list of S2 applicants to CAL-DAS	None	22 days	<i>Receiving Personnel</i> Office of the College Secretary
	1.2. Forward list to DAS Undergraduate Committee for Pre-Evaluation	None	10 days	<i>University Research Associate</i> CAL-DAS
	2.1 Notify applicants of interview schedule and platform			
	3.1 Submit Final Evaluation Report to OCS	None	5 minutes	<i>Receiving Personnel</i>
4.1 Disseminate application				



	result to applicants			Office of the College Secretary
	TOTAL:	None	32 days, 5 minutes	

6. Admittance of Shifting Applicants (T2) (BA Program)

Request for Permit to Transfer of Applicants from other schools/universities

Office or Division:	CAL-DAS			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students from other school / universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form and additional requirements		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Application Form and Attachments to OUR 2. Wait for notification of interview and examination schedule from CAL-DAS 3. Wait for notification from CAL-DAS for evaluation result	1.1. Release list of T2 applicants to CAL-DAS	None	22 days	<i>Receiving Personnel</i> Office of the University Registrar
	1.2. Forward list to DAS Undergraduate Committee for Pre-Evaluation 2. Notify applicants of interview and examinations schedule and platform	None	15 days	<i>University Research Associate</i> CAL-DAS
	3. Disseminate application			



4. Finalize transfer application with OUR	result to applicants			
	4.1 Submit Final Evaluation Report to OCS			
	4.2 Submit Final Evaluation Report to OUR	None	5 minutes	<i>Receiving Personnel</i> Office of the College Secretary
	TOTAL:	None	37 days, 5 minutes	

7. Enlistment of Students

Request for Enlistment of students to DAS courses

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify to enlist in a course through the UP Computerized Registration System (CRS) – Waitlisting Module	1. Open courses through CRS for waitlisting 2. Regularly grant waitlisting slots to student according to	None	4 hours	<i>University Research Associate</i> CAL-DAS



2. Regularly check if slot has been granted to student	priority or randomized			
3. Lock enlistment through CRS				
	TOTAL:	None	4 hours	

8. Post-Advising of Students

Request for Post-Advising of Students during Enrollment Period

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Send email notification to Faculty serving as Registration Adviser regarding intent to be post-advised</p>	<p>1.1. Delegates Faculty Members as Registration Adviser throughout the enrollment period</p> <p>1.2 Disseminate contact information and schedule of chosen Registration Adviser through online platforms</p>			<p><i>University Research Associate</i> CAL-DAS</p>
<p>2. Wait for notification from Registration Adviser whether the student has been post-advised or not.</p>	<p>1.3 Access Post-Advising Requests received through email in the UP Computerized Registration System (CRS)</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Registration Adviser</i> CAL-DAS</p>
<p>3. Finalize enrollment with OCS/GSO</p>	<p>1.4 Review course selection of student</p> <p>2. Notifies student regarding concerns or approval of post-advising request</p>			
	<p>3. Instruct students regarding Enrollment</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Receiving Personnel</i> OCS / GSO</p>



	Procedures to finalize enlisted courses			
	TOTAL:	None	20 minutes	

9. Pre-Advising Students

Request for Pre-Advising of Students during Enrollment Period

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify intent to be Pre-Advised through the UP Computerized Registration System (CRS) 2. Send an email notification to adviser.	1. Faculty Adviser reviews and offer advice on courses to take or not 2. Faculty Adviser tags the student as pre-advised through CRS 3. Faculty Adviser notifies student	None	30 minutes	<i>Faculty Adviser</i> CAL-DAS
3. Wait for notification from adviser 4. Finalize pre-advised courses with OCS	4. Finalize the selection of pre-advised courses submitted by student	None	5 minutes	<i>Receiving Personnel</i> Office of the College Secretary
	TOTAL:	None	35 minutes	



10. Redistribution of NSTP Class / Student

Redistribution of NSTP Students to higher NSTP class

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all prerequisites required by NSTP instructor to pass the class 2. Signify intent to take higher NSTP course to instructor 3. Wait for notification of redistribution to higher NSTP class from instructor	1. NSTP Instructor verifies that the class / student has submitted all requirements to pass the class	None	5 days	<i>NSTP Instructor</i> CAL-DAS
	2.1 During the redistribution period, redistributes all qualifying students to higher NSTP class through the UP Computerized Registration System (CRS) – Redistribution Module 2.2 Locks Redistribution group in CRS			<i>University Research Associate</i> CAL-DAS



	3. Notifies student of locked redistribution			<i>NSTP Instructor</i> CAL-DAS
	TOTAL:	None	5 days	

11. Room Usage

Request for Permit to use DAS Rooms

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to DAS 2. Wait for notification of approval from DAS	1. Forward list to DAS Chair and Technician for approval and verification of the facility's availability 2. Notify requesting identity of DAS Decision	None	30 minutes	<i>Receiving Personnel</i> CAL-DAS
	TOTAL:	None	30 minutes	



12. Substitution/Validation of Pre-taken Courses

Request for Crediting of Pre-taken course of student

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Substitution Form / Validation Permit			Office of the College Secretary (OCS)	
2. Syllabus of Pre-taken course			College where the course was taken from	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Substitution Form / Validation Permit to DAS 2. Wait for notification of Decision from OCS	1.1. Receive application of student and forward to DAS Undergraduate Committee	None	5 minutes	<i>Receiving Personnel</i> CAL-DAS
	1.2 After evaluation, submit decision to DAS Chair for signature		2 days	<i>DAS Undergraduate Committee</i> CAL-DAS
	1.3 DAS forwards decision to OCS		5 minutes	<i>Releasing Personnel</i> CAL-DAS
	2.1 Notify student of DAS decision	None	5 minutes	<i>Receiving Personnel</i> Office of the College Secretary
	TOTAL:	None	2 days, 15 minutes	



13. Use of DAS Library

Request for Permit to access DAS Library materials and facility

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to access the DAS Library to DAS Technician	1.1. Receives request and verifies availability of the Library on the day requested 1.2 Notifies student of its availability 1.3 Prepares the Library on the day requested	None	10 minutes	<i>Audio/Visual Aide Technician</i> CAL-DAS
	TOTAL:	None	10 minutes	



Comparative Literature

External Services



1. Advance Credit (without validation)

Providing advance credit checks to students with 66 or more units.

Office or Division:	CAL-DECL			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for substitution form		College Secretary's Office		
2. Syllabus of course for substitution		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends request for subject to be credited and a copy of the subject's official syllabus through UR's office, endorsed by their respective college	1. Department receives request	None	3 minutes	<i>DECL Admin Staff</i>
	2. Assistant to the Chair consults with official DECL syllabus and correlates subject request with DECL subjects	None	2 hours	<i>Assistant to the Chair</i>
2. Student awaits decision regarding advance credit	3. Office sends official email or correspondence with the results	None	30 minutes	<i>DECL Admin Staff</i>



	of the advance credit without validation process			
	TOTAL:	None	2 hours, 33 minutes	

2. Amelia Lapeña-Bonifacio Literary Contest

An annual literary contest that celebrates the best creative writing from undergraduate and graduate Creative Writing classes.

Office or Division:	CAL-DECL			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entries to the contest		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Open call for submissions to the award online and distribute to DECL classes 2. Provide a significant window of time for students to submit their entries to the contest online or through the DECL office	None	30 minutes 35 days	<i>Project Coordinator</i>
1. Students submission	3. Collate submissions from students and	None	2 hours	<i>Project Coordinator</i>



entries to the contest	organize into different categories 4. Have judges' pool shortlist submissions and come up with a list of first, second, and third place 5. Confirm that shortlisted submissions and potential winners did not plagiarize their submissions		14 days 1 hour	<i>DECL faculty judges</i> <i>Project Coordinator</i>
2. Await the results of the contest	6. Send official email to winners of their award	None	1 hour	<i>Project Coordinator</i>
3. Winners attend the awarding ceremony	7. Organize the program for the ceremony 6. Host the awarding ceremony	None	10 days 2 hours	<i>Project Coordinator/ DECL Admin Staff</i> <i>Project Coordinator/ DECL Admin Staff</i>
	TOTAL:	None	59 days, 6 hours	

3. Gémino H. Abad Awards for Poetry and for Literary Criticism

An annual poetry literary criticism contest that celebrates the best critical writing from undergraduate and graduate Literature classes, co-sponsored by the OVPAA and DECL. Rules can be found here: <https://ovpaa.up.edu.ph/abad-awards/>

Office or Division:	CAL-DECL and OVPAA
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	UP students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entries to the contest		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Open call for submissions to the award online and distribute to DECL classes 2. Provide a significant window of time for students to submit their entries to the contest online or through the DECL office	None	30 minutes 35 days	<i>Project Coordinator</i> OVPAA
1. Student submits entries to the contest	3. Collate submissions from students and organize into different categories	None	30 minutes	<i>Project Coordinator</i> OVPAA
	4. Have judges' pool shortlist submissions and come up with a list of first, second, and third place 5. Confirm that shortlisted submissions and potential winners did not plagiarize their submissions		14 days 1 hour	<i>Project Coordinator</i> <i>UP System faculty judges</i>
2. Student awaits the results of the contest	6. Send official email to winners of their award	None	1 hour	<i>Project Coordinator</i>



3. Winners attend the awarding ceremony	7. Organize the program for the ceremony	None	14 days	<i>Project Coordinator/ DECL Admin Staff</i>
	7. Host the awarding ceremony		2 hours	<i>Project Coordinator/ DECL Admin Staff</i>
	TOTAL:	None	63 days, 5 hours	

4. Shiftees and Transferees' Exam

Exam schedule of incoming shiftees and transferees from within and outside the UP system.

Office or Division:	CAL-DECL			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for transfer/shifting (1)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Non-UP students submit application to OUR; UP students submit application to CAL Secretary's Office	1.1 Receive transfer/shifting applications	None	1 day	<i>DECL Admin Staff</i>
	1.2 Inform applicant of exam schedule		10 minutes	
	1.3. Post exam schedule on department FB and website		5 minutes	



2. Attend exam schedule	2.1 Administer exam	None	2 hours	<i>DECL Admin Staff</i>
	2.2 Distribute exams for faculty to check		10 days	<i>DECL Program Coordinators</i>
	2.3 Announce/inform exam result online and through email		30 minutes	<i>DECL Admin Staff</i>
	2.4 Turn over application forms to CAL Secretary's office with a list of successful applicants		30 minutes	<i>DECL Admin Staff</i>
	TOTAL:	None	11 days, 3 hours, 15 minutes	

5. Substitution of Courses

Crediting of English-based courses taken by incoming UP students who have transferred from outside the UP system.

Office or Division:	CAL-DECL		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	UP students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request for substitution form		College Secretary's Office	
2. Syllabus of course for substitution		Student	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends request for subject substitution and a copy of the subject's official syllabus through UR's office, endorsed by their respective college	1. Department receives request through official channels	None	30 minutes	<i>DECL Admin Staff</i>
2. Assigned faculty coordinator reviews official syllabus for substitution	2.1 Faculty receives request through department 2.2 Faculty consults with official DECL syllabus and correlates subject request with DECL subjects 2.3. Faculty gives official recommendation to be approved by chairperson	None	2 hours	<i>DECL Admin Staff/ DECL Faculty Coordinator(s)/ DECL Chair</i>
3. Office responds with results of substitution	3.1 Office sends official email or correspondence with the results of the substitution process	None	30 minutes	<i>DECL Admin Staff</i>
	TOTAL:	None	3 hours	



**Arts and Letters Cluster
College of Arts and Letters (CAL)
Department of European Languages
External Services**



1. Extramural Language Courses

Office or Division:	CAL-DEL			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Extramural Registration Form		Department of European Languages		
2. Payment of registration fee		UP Cashier's Office		
3. Information Sheet		Department of European Languages		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out extramural registration form online (submit only once or all submissions will be deleted)	1. Receive and evaluate registration form	None	2 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
2. On a first come, first served basis to first 20 registrants/per course, pay within 24 hours upon online receipt of payment slip and send the requirements	2. Issue payment slip	None	1 Day	<i>Frontline Office Staff</i> Dept/Admin Ofc
3. With payment slip, pay registration fee at the UP Cashier's Ofc and submit requirements within 24 hours via addresses at #4	3. Process payment, refer to UP Cashier's Ofc	PHP 3,640.00	5 Minutes	<i>Special Collecting Officer</i>
4. Send the Official Receipt with a scanned copy of a	4. Upon receipt of the requirements	None	1 Day	<i>Frontline Office Staff</i> Dept/Admin Ofc



government issued ID (UMID, passport, Driver's license, Postal/Comelec ID, TIN, school ID etc) to the following email addresses: French <delextramuralfrench@gmail.com> Italian/Portuguese/Russian < delextramuralitalian@gmail.com > < germandelextram@gmail.com > Spanish <delextramuralspanish@gmail.com>	, send information sheet for fill-up and return/send immediately (inability to send copies of OR/ID within 24 hours will expire payment slip and forfeit slot			
5. Send filled up information sheet	5. Email enrolment confirmation	None	5 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
TOTAL:		PHP 3,640.00	2 Days, 12 Minutes	

2. Language Proficiency Exam

Office or Division:	CAL-DEL
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	UP Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement list (for HRIM Students)	College of Home Economics
2. Recommendation letter	Graduate student's home college



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check registration and exam date announcement 2 months prior to LPE	1. Announcement of registration and exam date (2 months before April and November each year)	None	1 Hour	<i>Asst Chair</i> Dept/Admin Ofc
2.1 HRIM Students: confirm their name on the endorsement list given by College of Home Economics 2.2 Graduate Students: submit recommendation letter from home college	2. Get ID of the student to countercheck against name on endorsement list 3. Countercheck all signatures	None	2 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
3. Pay at DEL Admin Ofc	4. Process payment and issue Acknowledgment Receipt	PHP 300.00	5 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
	TOTAL:	PHP 300.00	1 Hour, 7 Minutes	



**Arts and Letters Cluster
College of Arts and Letters (CAL)
Department of Filipino and Philippine Literature
External Services**



1. Application for shifting and transfer

Office or Division:	CAL-DFPL			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter		Student		
2. Application form		Office of the College Secretary of CAL		
3. True Copy of Grades (TCG)		Office of the College Secretary of CAL		
4. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter, accomplished form, and other documents required for checking	1. Receive application letter, accomplished form, and other documents required for checking	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the endorsement to the Department Head	2. Evaluation of documents for endorsement to the Department Head	None	2 days	<i>Assistant Chairperson and Coordinators</i>
3. Wait for the result	3. Check, review and sign the students' application for shifting and transfer	None	1 day	<i>Department Head</i>
4. Claim the copy of evaluated request	4. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	3 days 10 minutes	



2. Application for waiver of prerequisite

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter		Student		
2. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and other documents required for checking	1. Receive application letter and other documents required for checking	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the result	2. Check, review and sign the students' application for waiver of prerequisite	None	1 day	<i>Assistant Chairperson and Department Head</i>
3. Claim the copy of evaluated application	3. Release the copy of evaluated application	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	1 day, 10 minutes	



3. Certificate Course Application, Evaluation and Admission

Office or Division:	CAL-DFPL			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		Requesting Party		
2. Application Form		Department		
3. Complete requirements indicated in the form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and properly accomplished application form together with complete requirements indicated in the form	1. Receive accomplished form and complete requirements	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for status of application	2. Inform the applicants of the status of the application	None	14 days	<i>Frontline Office Staff</i>
3. Take qualifying written test	3. Prepare, print and proctor the exam	None	3 hours	<i>Committee in charge</i>
4. Take an interview	4. Give questions, assess and evaluate the applicants	None	10 minutes	<i>Committee in charge</i>
5. Wait for the application result	5. Check and compute the exams and evaluation of the interview	None	14 days	<i>Committee in charge</i>
6. Wait for the official result	6. Inform the applicants of the result	None	1 day	<i>Committee in charge</i>



7. Go the department to get information on the process of admission	7. Give instructions on the process of UP admission	None	30 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	29 days, 3 hours, 45 minutes	

4. Designation of thesis adviser

Office or Division:	CAL-DFPL			
Classification:	Complex			
Type of Transaction:	Department to student			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Thesis adviser form		Office of the College Secretary of CAL		
2. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished form	1. Receive fully accomplished form and other documents required for checking	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the result	2. Designation of thesis adviser	None	5 days	<i>Coordinators and Department Head</i>
3. Claim the copy of evaluated form	3. Release the copy of evaluated form	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	5 days, 10 minutes	



5. Permission to cross-register

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter		Student		
2. Request to cross-register form		Office of the College Secretary of CAL		
3. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter, accomplished form, and other documents required for checking	1. Receive application letter, accomplished form, and other documents required for checking	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the endorsement to the Department Head	2. Evaluation of documents for endorsement to the Department Head	None	1 day	<i>Assistant Chairperson and Coordinators</i>
3. Wait for the result	3. Check, review and sign the students' permission to cross-register	None	1 day	<i>Department Head</i>
4. Claim the copy of evaluated request	4. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	2 days, 10 minutes	



6. Permit to overload

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Undergraduate Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Permit to overload form and Permit to enroll			Office of the College Secretary of CAL	
2. Other documents required for evaluation			Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter, accomplished form, and other documents required for checking	1. Receive application letter, accomplished form, and other documents required for checking	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the result	2. Check, review and sign the students' permit to overload	None	1 day	<i>Assistant Chairperson and Department Head</i>
3. Claim the copy of evaluated request	3. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	1 day, 10 minutes	

7. Permit to underload

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	Department to student			
Who may avail:	UP Undergraduate Students			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to underload form and Permit to enroll		Office of the College Secretary of CAL		
2. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter, accomplished form, and other documents required for checking	1. Receive application letter, accomplished form, and other documents required for checking	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the result	2. Check, review and sign the students' permit to underload	None	1 day	<i>Assistant Chairperson and Department Head</i>
3. Claim the copy of evaluated request	3. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	1 day, 10 minutes	

8. Request for facilities/ venue

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and indicate purpose, date and time of the activity	1. Receive request letter	None	5 minutes	<i>Frontline Office Staff</i>



2. Wait for the result	2. Approval/disapproval of the request for facilities/venue	None	1 day	<i>Department Head</i>
3. Claim the copy of evaluated request	3. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	1 day, 10 minutes	

9. Request for readmission from dismissed (grade requirement) / failure to comply with conditions or lifting of ineligibilities

Office or Division:	CAL-DFPL			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal		Student		
2. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of appeal and other documents required for evaluation	1. Receive letter of appeal and other documents required for evaluation	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the result	2. Evaluate students' request for readmission from dismissed (grade requirement) / failure to	None	30 days	<i>Coordinators of the Department and Department Head</i>



	comply with conditions or lifting of ineligibilities			
3. Claim the copy of result and conditions on readmission	3. Release the copy of result and conditions on readmission	None	30 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	30 days, 35 minutes	

10. Request for return from absence without official leave (AWOL)

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal		Student		
2. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of appeal and other documents required for evaluation	1. Receive letter of appeal and other documents required for evaluation	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the endorsement to the Department Head	2. Evaluation of documents for endorsement to the Department Head	None	1 day	<i>Assistant Chairperson and Coordinators</i>
3. Wait for the result	3. Evaluate students'	None	1 day	<i>Department Head</i>



	application of request for return from absence without official leave (AWOL)			
4. Claim the copy of evaluated application	4. Release the copy of evaluated application	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	2 days, 10 minutes	

11. Request for substitution of courses

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of endorsement		Student		
2. Substitution of course form (3 copies)		Office of the College Secretary of CAL		
3. Photocopy of Course Syllabus		Department		
4. True Copy of Grades (TCG) / Printed Grades from CRS		Office of the College Secretary of CAL		
5. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents required for approval/disapproval	1. Receive all documents required for approval/disapproval	None	5 minutes	<i>Frontline Office Staff</i>



2. Wait for the endorsement to the Department Head	2. Evaluation of documents for endorsement to the Department Head	None	1 day	<i>Assistant Chairperson and Coordinators</i>
3. Wait for the result	3. Approval/disapproval of the request for substitution of courses	None	1 day	<i>Department Head</i>
4. Claim the copy of evaluated request	4. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	2 days, 10 minutes	

12. Request for the use of equipment such as projector, portable speaker, and microphone

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and indicate purpose, date and time of the activity	1. Receive request letter	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the result	2. Approval/disapproval of the request for the use of	None	1 day	<i>Department Head</i>



	equipment such as projector, portable speaker and microphone			
3. Claim the copy of evaluated request	3. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	1 day, 10 minutes	

13. Request for transfer of credits

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Student		
2. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and other documents required for checking	1. Receive request letter and other documents required for checking	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the result	2. Check, review and sign the students' request for transfer of credits	None	1 day	<i>Assistant Chairperson and Department Head</i>



3. Claim the copy of evaluated request	3. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	1 day, 10 minutes	

14. Request for transfer to voluntary shifting-out status

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter		Student		
2. Acceptance letter		College to be transferred to		
3. College clearance		Office of the College Secretary of CAL		
4. True Copy of Grades (TCG)		Office of the College Secretary of CAL		
5. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter, accomplished form, and other documents required for checking	1. Receive application letter, accomplished form, and other documents required for checking	None	5 minutes	<i>Frontline Office Staff</i>
2. Wait for the endorsement to the Department Head	2. Evaluation of documents for endorsement to the Department Head	None	1 day	<i>Assistant Chairperson and Coordinators</i>



3. Wait for the result	3. Check, review and sign the students' request for transfer to voluntary shifting-out status	None	1 day	<i>Department Head</i>
4. Claim the copy of evaluated request	4. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	2 days, 10 inutes	

15. Request for validation of courses

Office or Division:	CAL-DFPL			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of endorsement		Student		
2. Application for Advance Credit Without Validation Form (AACW Form)		Office of the College Secretary of CAL		
3. Photocopy of Course Syllabus		Department		
4. True Copy of Grades (TCG) / Printed Grades from CRS		Office of the College Secretary of CAL		
5. Other documents required for evaluation		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement letter and other documents required for	1.Receive endorsement and other documents required for	None	5 minutes	<i>Frontline Office Staff</i>



approval/ disapproval	approval/ disapproval			
2. Wait for the endorsement to the Department Head	2.Evaluation of documents for endorsement to the Department Head	None	2 days	<i>Assistant Chairperson and Coordinators</i>
3. Wait for the result	3.Evaluate the request for validation of courses	None	1 day	<i>Department Head</i>
4. Claim the copy of evaluated request	4. Release the copy of evaluated request	None	5 minutes	<i>Frontline Office Staff</i>
	TOTAL:	None	3 days, 10 minutes	



**Arts and Letters Cluster
College of Arts and Letters (CAL)**

**Department of Speech Communication
and Theater Arts**

External Services



1. Certificate Course Application

Certificate in Theater Arts application, evaluation and admission

Office or Division:	CAL-DSCTA			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CAL-DSCTA		
2. Certificate Program requirements		CAL-DSCTA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get list of requirements	1. Give list of requirements and answer inquiries re program	None	5 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
2. Submit complete requirements	2. Receive and check completeness of requirements	None	15 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
3. Get Schedule for Interview and Audition	3. Inform applicant of interview schedule and audition	None	5 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
4. Attend Interview and Audition Schedule	4.1 Conduct applicants' Interview and Audition 4.2 Evaluate and rank applicants	None	2 Days	<i>Theatre Faculty</i> Dept/Admin Ofc
5. Check audition result	5. Announce audition result	None	5 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
	TOTAL:	None	2 Days, 30 Minutes	



2. Room Reservations

Handling room reservations for classes, theater rehearsals, etc

Office or Division:	CAL-DSCTA			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation form		CAL-DSCTA		
2. Proof of payment once reservation is approved		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up reservation form	1. Provide reservation form	Rental rates apply for reservation beyond 5:00PM and weekends Rates per hour: Venue PHP 300.00 Aircon PHP 775.00/unit	5 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
2. Submit reservation form or letter request w/ purpose by org	2. Receive and check room schedule for availability		5 Minutes	<i>Frontline Office Staff</i> Dept/Admin Ofc
3. Wait for the Coordinator's approval	3. Reservation approval only in the afternoon to give priority to thesis production		1 Day	<i>Room Coordinator</i>



	, and class final production			
4. Pay to the UP Cashier's Office (if rental rates apply)	4. Provide billing statement with THY trust account no.		1 hour	Frontline Office Staff Dept/Admin Ofc
5. Claim the approved reservation form and copy of receipt from UP Cashier's Office	5. Release approved reservation form		5 Minutes	Frontline Office Staff Dept/Admin Ofc
	TOTAL:	See rates above	1 Day, 1 hour, 15 Minutes	

3. Shiftees and Transferees Interview and Exam

Interview and Exam Schedule of Shiftees and Transferees

Office or Division:	CAL-DSCTA			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		OUR (for non-UP students), CAL Secretary's Office (for UP students)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Non-UP students submit application to OUR;	1.1 Receive transfer/shifting applications	None	20 Minutes	Frontline Office Staff



UP students to CAL Secretary's Office	1.2 Inform applicant of interview schedule			Dept/Admin Ofc
2. Attend interview schedule	2.1 Conduct applicants' interview 2.2 Announce interview result and exam schedule	None	4 Hours 3 days after interview	<i>DSCTA Faculty</i> <i>Frontline Office Staff</i> Dept/Admin Ofc
3. Attend exam schedule	3.1 Administer exam 3.2 Announce/inform exam result 3.3 Turn over application forms to CAL Secretary's ofc w/ noted admitted applicants	None	1 Hour 3 days after exam 1 Hour	<i>DSCTA Faculty</i> <i>Frontline Office Staff</i> Dept/Admin Ofc
	TOTAL:	None	6 days, 6 hours, 20 minutes	

4. Voice Over Narration and Radio Productions

Recording of voice over narrations and radio productions

Office or Division:	CAL-DSCTA
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	UP Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Reservation form	CAL-DSCTA
2. USB	Student



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make reservation with Radio Lab Technician	1. Confirm and approve reserved schedule availability	None	5 Minutes	<i>Radio Lab Technician</i> Dept/Admin Ofc
2. Use radio booth	2.1 Set up equipment for production 2.2 Operate recording equipment	None	1 Hour and 30 Minutes	<i>Radio Lab Technician</i> Dept/Admin Ofc
3. Provide USB for production copy	3. Render recorded material	None	30 Minutes	<i>Radio Lab Technician</i> Dept/Admin Ofc
4. Claim USB	4. Return USB	None	2 Minutes	<i>Radio Lab Technician</i> Dept/Admin Ofc
	TOTAL:	None	2 Hours, 7 Minutes	



**Arts and Letters Cluster
College of Arts and Letters (CAL)**

Institute of Creative Writing

External Services



1. Madrigal-Gonzalez Best First Book Award

An award open to first books written by Filipino writers

Office or Division:	UP ICW			
Classification:	Highly Technical			
Type of Transaction:	First Book Award			
Who may avail:	Authors of first book			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		UP ICW		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check call for submissions	1. Post call for submissions and send to book publishers	None	5 Minutes	<i>Project Staff</i>
2. Forward submissions	2. Screen submissions and invite writer-judges	None	15 Days	<i>Writer-judges (outsourced)</i>
3. Vie for award	3. Award winning author/s	None	5 Minutes	<i>Donor</i>
	TOTAL:	None	15 Days and 10 Minutes	

2. panitikan.ph

Interactive online website

Office or Division:	UP ICW			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check literary articles, press releases, etc	1. Accept and post literary articles on website	None	5 Minutes	<i>Webmaster (outsourced)</i>
	TOTAL:	None	5 Minutes	

3. Publications (Likhaan Journal)

Showcasing/promoting of best new Philippine writing

Office or Division:	UP ICW
Classification:	Highly Technical
Type of Transaction:	Government to Citizen, Government to Business
Who may avail:	Writers, Authors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	College to be Transferred to
2. Referral-Recommendation	UP ICW

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check call for submissions	1.Post at the ICW website and FB page; send email to newspapers	None	5 Minutes	<i>Project Staff</i>
2. Forward submissions	2.Screen/farm out submissions to ICW member-writers	None	15 Days	<i>Member-Writers</i>
3. Wait for Notice of acceptance	3.1 Email notice of acceptance	None	5 Minutes	<i>Admin/Project Staff</i>
	3.2 Layout and design book, give to design artist		5 Minutes	
			1 Hour	



	3.3 Copy/edit book, give to copy editors 3.4 Contact 3 printing press and secure quotations, wait for printing press quotations		1 Hour	
	4. email pdf file to printing press	None	30 Minutes	<i>Admin/Project Staff</i>
5. Wait for payment advise	5. Prepare necessary documents for printing, stipend, honoraria and professional services payment	None	30 Minutes	<i>Project Staff</i>
	TOTAL:	None	15 Days, 3 hours, 30 Minutes	

4. Saling Panitik: Bienvenido Lumbera Seminar-Palihan sa Pagsasalin

A seminar-workshop on translation of Philippine dialects and other regional languages

Office or Division:	UP ICW			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Translators, Teachers, Students, interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		UP ICW		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check announcements	1. Send and post press release,			<i>Project Staff</i>



regarding the seminar-workshop	setup/print tarpaulin at ICW website and FB page; send email to newspapers	None	5 Minutes	
2. Applicants must submit: (a) a letter of intent which should include a pledge that the participant is willing to undergo and finish a translation project; (b) a recommendation letter from one's principal/editor, or an equivalent endorsement; and (c) a one-paragraph bio note.	10. Email invitations to translators, teachers, lecturers, panelists	None	30 Minutes	<i>Project Staff</i>
	3.Applications will be reviewed, and a list of successful applicants will be submitted by panel members	None	14 days	<i>Panel members</i>
3.Successful applicants will be notified via email		None	1 hour	<i>Project Staff</i>
4. Successful applicants will attend the seminar workshop	4. Conduct the seminar-workshop with successful applicants and panel-members	None	3 days	<i>Project Staff, Deputy Director, Panel-members</i>
	TOTAL:	None	17 Days, 1 hour, 35 Minutes	



**Arts and Letters Cluster
College of Arts and Letters (CAL)**

Vargas Museum

External Services



1. Education via Museum Tours

Provide guided tours to groups and walk-in viewers

Office or Division:	UP Vargas Museum			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/submit letter request	1. Receive letter request and acknowledge receipt	None	15 Minutes	<i>Museum Staff</i>
2. Wait for letter request to be approved	2. Inform Curator of request, Curator to approve or disapprove request	None	2 Days	<i>Curator and Museum Staff</i>
3. Specify details of vehicle to be used by the group	3. Get the details of vehicle and inform the guard on post	None	1 Hour	<i>Museum Staff</i>
4. Guide tour	4. Assist the group for the guided tour	None	1 hour	<i>Museum Staff</i>
	TOTAL:	None	2 Days, 2 Hours, 15 Minutes	



2. Educational Events as Artist Talks, Lectures, Forums, Workshops, Book launches, etc

Office or Division:	UP Vargas Museum			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	UP Students, General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Student/General Public		
2. Referral-Recommendation		UP Vargas Museum		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send letter request to the Curator with details of event (i.e. date, time, specific venue inside the museum, etc)	1. Receive letter request and forward to the Curator	None	15 Minutes	<i>Museum Assistant</i>
2. Wait for Curator approval	2. Review the request	None	1 Day	<i>Curator</i>
3. Submit/send details re venue, manpower, equipment listing, floor plan, etc	3. Coordinate with the Client	None	2 Days	<i>Museum Assistant</i>
4. Pay rental fee if applicable	4. Collect venue rental fee	See Venue Rental Rates	5 Minutes	<i>Collecting Officer</i>
	TOTAL:	See Venue Rental Rates	3 Days, 20 Minutes	



VENUE RENTAL RATES as of January 2017			
Rates apply within museum hours (from 9:00 AM to 5:00 PM)			
	UP - CAL	UP- NON CAL	NON-UP
Lobby or West Wing	P 500.00 per hour	P 1,000.00 per hour	P 3,000.00 per hour
Basement A or B (30 - 50 persons)	P 500.00 per hour	P 750.00 per hour	P 2,000.00 per hour
Porch/Outside Areas	P 250.00 per hour	P 500.00 per hour	P 1,000.00 per hour

* There will be an additional payment of Php200/hr per museum staff as overtime pay (two museum staff needed) for schedules beyond 5:00PM.

3. Exhibition

Hosting modern and contemporary art exhibitions

Office or Division:	UP Vargas Museum			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	UP Student-artists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Exhibition proposal		Student-artist		
2. Exhibition agreement (if proposal is approved by the Curator)		UP Vargas Museum		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit exhibition proposal based on museum guidelines	1. Receive exhibition proposal	PHP 20.00	5 minutes	<i>Museum Staff</i>
2. Wait for Curator feedback re	2.1 Inform Curator of	None	14 days	<i>Curator and Museum Staff</i>



proposal / provide additional information to Curator	proposal, Curator to give feedback on proposal. 2.2 Inform interested exhibitor about Curator's feedback			
3. If approved: Sign exhibition agreement	3. Provide exhibition agreement and explain terms of the agreement	None	10 Minutes	<i>Curator and Museum Staff</i>
4. Provide exhibition design/layout and object list	4. Receive exhibition planning materials and provide feedback	None	14 days	<i>Museum Staff</i>
	TOTAL:	PHP 20.00	28 days, 15 Minutes	

4. Photo Reproduction Services

Office or Division:	UP Vargas Museum Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Student		
2. Proof of payment		UPVM Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit/send letter request stating materials to be reproduced	1. Receive letter request and acknowledge receipt	None	15 Minutes	<i>Librarian</i>
2. Wait for request to be approved by Curator	2. Inform Curator to approve or disapprove request	None	2 Days	<i>Curator, Librarian</i>
3. Sign reproduction policy agreement	3. Provide reproduction policy agreement and explain terms of agreement	None	5 Minutes	<i>Librarian</i>
4. Accomplish photo reproduction form and pay fees for reproduction	4. Provide photo reproduction form and process payment	Refer to attached Reproduction fees	10 Minutes	<i>Librarian</i>
	TOTAL:	Refer to attached Reproduction fees	2 Days, 30 Minutes	



A. For photo reproduction of art works part of the Vargas Museum permanent art collection: **Php 1,500.00/image** (discount or waive of fees are upon request only)

B. For photo reproduction from the Vargas Archives:

Fees		Unit Price	
Usage Fee	Research/Non-profit/ Educational	100 per image	
	Commercial publication	500 per image	
	Commercial TV & Print Ad	3,500 per image	
		50 pesos per image	
Scanning/ Reproduction Storage Media	CD-R	50 per piece	
	1.4 MB Diskette	20 per piece	
Print Format	Black&White	4x5	50 per image
		5x7	75 per image
		8x10	200 per image
			100 per image
	Colored	4x5	100 per image
		5x7	125 per image
		8x10	200 per image
			200 per image

5. Previous and Current Museum Activities

Entertain inquiries on previous and current museum activities

Office or Division:	UP Vargas Museum			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Student		
2. Recommendation/endorsement letter from professor		Student's professor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request addressed to the curator stating purpose of inquiry with	1. Receive accomplished request form and forward to the Curator	None	15 Minutes	<i>Museum Assistant</i>



attached letter of recommendation /endorsement of class professor.				
2. Wait for the approval.	2. Review the request	None	2 Days	<i>Curator</i>
3. Wait for the requested information either via email or hard copy / schedule approved to visit the museum.	3. Email or give hard copy of approved schedule to visit the museum	None	1 Day	<i>Museum Assistant</i>
	TOTAL:	None	3 Days, 15 Minutes	

6. Publish and Disseminate Educational Guides

Publish and disseminate educational guides

Office or Division:	UP Vargas Museum			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check social media pages for post regarding educational guide	1.Post educational guide	None	10 Minutes	<i>Museum Staff</i>
2. Click the link available for the educational guide	2. Links make available	None	10 Minutes	<i>Museum Staff</i>



3. Check PDF file available for printing	3. PDF File available for printing	None	5 Minutes	<i>Museum Staff</i>
	TOTAL:	None	25 Minutes	

7. Research

Provide reference materials for art researchers and exhibitions

Office or Division:	UP Vargas Museum			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request stating research topic, requested materials and proposed date and time of visit.	1. Receive letter of request and acknowledge receipt	None	15 Minutes	<i>Museum Staff</i>
2. Wait for request to be approved by the Curator.	2.1 Inform Curator of request, Curator to approve or disapprove request. 2.2 Inform Researcher about feedback of request.	None	2 Days	<i>Curator and Museum Researcher</i>



3. View / peruse requested material for reference.	3. Staff to provide requested materials and other significant information to researcher.	None	1 Hour	<i>Museum Researcher</i>
	TOTAL:	None	2 Days, 1 Hour, 15 Minutes	



College of Fine Arts (CFA)

External Service



1. Process Request: Issuance of True Copy of Grades

Process Request for the true copy of grades as a requirement

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CFA Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request form thru: cfacollegesecretary.upd@up.edu.ph	1. Receive/review/acknowledge accomplished request form	None	2 Minutes	<i>Frontline Office Staff</i> Student Records Office
2. Pay thru online banking. Student is required to send the scanned copy of bank payment details and Statement of Account to the cashier's office and to the office of the college Secretary. cashoffice.upd@up.edu.ph / cfacollegesecretary.upd@up.edu.ph Bank Name: Landbank Account Name: UPD Revolving Fund Account Number: 3072100696 https://www.facebook.com/dilimancashoffice/posts/150739156600245	2. Prepares Statement of Account	PHP 20.00	1 Day	<i>Special Collecting Officer</i> Administration Office
	2.1 Received the scanned copy of statement of account and confirmation receipt of the payment		1 Day	UPD Cash Office
3. Wait for the TCG to be processed	3. Check status of students		30 Minutes	<i>Student Records Evaluator</i>
	3.1. Process the TCG to be signed by the College Secretary		25 Minutes	<i>College Secretary</i>



4. Claim the TCG	4. Release the TCG via email		3 Minutes	Frontline Office Staff Student Records Office
	TOTAL:	PHP 20.00	2 Days, 1 Hour	

2. Process Request: No Pending Case Certification as a requirement

Process Request for the No Pending Case Certification

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
2. OSE Clearance (formerly SDC clearance)		Office for Student Ethics http://bit.ly/sdcclearance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to cfacollegesecretary.upd@up.edu.ph	1. Receive/review/acknowledge accomplished request form	None	2 Minutes	Frontline Office Staff Student Records Office
2. Pay thru online banking. Student is required to send the scanned copy of bank payment details and Statement of Account to the cashier's office and to the office of the college Secretary. (cashoffice.upd@up.edu.ph / cfacollegesecretary.upd@up.edu.ph) BankName:Landbank Account Name:UPD RevolvingFundAccount Number:3072100696	2. Prepares Statement of Account	PHP 20.00	1 Day	Special Collecting Officer Administration Office
	2.1 Received the scanned copy of statement of account and confirmation receipt of the payment		1 Day	UPD Cash Office



https://www.facebook.com/dilimancashoffice/posts/150739156600245 .				
3. Submit application together with OSE Clearance to cfacollegesecretary.upd@up.edu.ph	3. Check status of students		30 Minutes	<i>Student Records Evaluator</i>
4. Wait for the documents to be processed	3.1. Process the TCG to be signed by the College Secretary		25 Minutes	<i>College Secretary</i>
5. Claim the Certificate of No Pending Case via email	4. Release the TCG via email		3 Minutes	<i>Frontline Office Staff</i> Student Records Office
	TOTAL:	PHP 20.00	2 Days, 1 Hour	

3. Process Request: Issuance of Certificate of Enrollment

Process Request for the issuance of Certificate of Enrollment as a requirement

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request form thru: cfacollegesecretary.upd@up.edu.ph	1. Receive/review/acknowledge accomplished request form	None	2 Minutes	<i>Frontline Office Staff</i> Student Records Office
2. Pay thru online banking. Student is required to send the scanned copy of bank payment details and Statement of Account to the	2. Prepares Statement of Account	PHP 20.00	1 Day	<i>Special Collecting Officer</i> Administration Office



cashier's office and to the office of the college Secretary. cashoffice.upd@up.edu.ph / cfacollegesecretary.upd@up.edu.ph BankName:Landbank Account Name: UPD RevolvingFundAccount Number:3072100696 https://www.facebook.com/dilimancashoffice/posts/150739156600245	2.1 Received the scanned copy of statement of account and confirmation receipt of the payment		1 Day	UPD Cash Office
3. Wait for the request to be processed	3. Check status of students		30 Minutes	<i>Student Records Evaluator</i>
	3.1. Process the TCG to be signed by the College Secretary		25 Minutes	<i>College Secretary</i>
4. Claim the Certificate of Enrollment via email	4. Release the TCG via email		3 Minutes	<i>Frontline Office Staff</i> Student Records Office
	TOTAL:	PHP 20.00	2 Days, 1 Hour	

4. Process Request: Issuance of Certification of General / Commutative Weighted Average (GWA / CWA)

Process Request for the issuance of Certification of GWA / CWA as a requirement

Office or Division:	CFA Student Records
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	CFA Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request form thru: cfacollegesecretary.upd@up.edu.ph	1. Receive/review/acknowledge accomplished request form	None	2 Minutes	Frontline Office Staff Student Records Office
2. Pay thru online banking. Student is required to send the scanned copy of bank payment details and Statement of Account to the cashier's office and to the office of the college Secretary. cashoffice.upd@up.edu.ph / cfacollegesecretary.upd@up.edu.ph BankName: Landbank Account Name: UPD RevolvingFundAccount Number: 3072100696 https://www.facebook.com/dilimancashoffice/posts/150739156600245	2. Prepares Statement of Account	PHP 20.00	1 Day	Special Collecting Officer Administration Office
	2.1 Received the scanned copy of statement of account and confirmation receipt of the payment		1 Day	UPD Cash Office
3. Wait for the request to be processed	3. Check status of students		30 Minutes	Student Records Evaluator Administration Office
	3.1. Process the TCG to be signed by the College Secretary		25 Minutes	College Secretary
4. Claim the Certificate of GWA / CWA via email	4. Release the Certificate of GWA/CWA via email		3 Minutes	Frontline Office Staff Student Records Office
	TOTAL:	PHP 20.00	2 Days, 1 Hour	



5. Process Request: Issuance of Certificate of Academic Completion

Process Request for the issuance of Certification of Academic Completion as a requirement

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out request form thru: cfacollegesecretary.upd@up.edu.ph	1.Receive/review/acknowledge accomplished request form	None	2 Minutes	<i>Frontline Office Staff</i> Student Records Office
2. Pay thru online banking. Student is required to send the scanned copy of bank payment details to the cashier's office and to the office of the college Secretary. cashoffice.upd@up.edu.ph / cfacollegesecretary.upd@up.edu.ph BankName:Landbank Account Name: UPD RevolvingFundAccount Number:3072100696 https://www.facebook.com/dilimancashoffice/posts/150739156600245 .	2. Prepares Statement of Account	PHP 20.00	1 Day	<i>Special Collecting Officer</i> Administration Office
	2.1 Received the scanned copy of statement of account and confirmation receipt of the payment	None	1 Day	UPD Cash Office
3. Wait for the request to be processed	3. Check status of students		30 Minutes	<i>Student Records Evaluator</i> Administration Office
	3.1. Process the TCG to be signed by the College Secretary		25 Minutes	<i>College Secretary</i>



4. Claim the Certificate of Academic Completion via email	4. Release the Certificate of Academic Completion via email		3 Minutes	<i>Frontline Office Staff</i> Student Records Office
	TOTAL:	PHP 20.00	2 Days, 1 Hour	

6. Process Request: Issuance of Certification for Non-Contract

Process Request for the issuance of Certification of Non-Contract as a requirement

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: cfacollegesecretary.upd@up.edu.ph	1. Receive/review/acknowledge accomplished request form	None	2 Minutes	<i>Frontline Office Staff</i> Student Records Office
2. Pay thru online banking. Student is required to send the scanned copy of bank payment details to the cashier's office and to the office of the college Secretary. cashoffice.upd@up.edu.ph / cfacollegesecretary.upd@up.edu.ph BankName: Landbank Account Name: UPD RevolvingFundAccount Number: 3072100696	2. Prepares Statement of Account	PHP 20.00	1 Day	<i>Special Collecting Officer</i> Administration Office
	2.1 Received the scanned copy of statement of account and confirmation receipt of the payment		1 Day	UPD Cash Office



https://www.facebook.com/dilimancashoffice/posts/150739156600245				
3. Wait for the request to be processed	3. Check status of students		30 Minutes	<i>Student Records Evaluator Administration Office</i>
	3.1. Process the TCG to be signed by the College Secretary		25 Minutes	<i>College Secretary</i>
4. Claim the certification for non-contract	4. Release the Certificate of Non-Contract via email		3 Minutes	<i>Frontline Office Staff</i> Student Records Office
	TOTAL:	PHP 20.00	2 Days, 1 Hour	

7. Process Request: Issuance of approval for substitution

Process Request for the issuance of approval for substitution as a requirement

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CFA Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out request form thru: cfacollegesecretary.upd@up.edu.ph	1.Receive/review / acknowledge accomplished request form	None	1 minute	Frontline Office Staff Student Records Office
2. Wait for the request to be processed	2. Evaluate the status of student	None	30 minutes	<i>Student Records Evaluator</i>
	2.1. The Adviser and the Chairman of the Department signs the approval/disapproval of the Substitution	None	1 Day	<i>Adviser and Department Chairman</i>



4. Claim the accomplished substitution form via email	4. Release the accomplished substitution form and provide OUR with a copy	None	2 minutes	Frontline Office Staff Student Records Office
TOTAL:		None	1 Day and 33 minutes	

8. Process Request: Issuance for validation for advanced credits as a requirement

Process Request for the issuance of validation for advanced credits as a requirement

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CFA Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
2. Transcript of Records and a copy of description of courses/syllabus		Former School/College/University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: cfacollegesecretary.upd@up.edu.ph	1. Receive/review / acknowledge accomplished request form	None	3 minutes	Frontline Office Staff Student Records Office
2. Submit application form, a certified copy of Transcript of Records and a copy of description of courses /syllabus from previous school	2. Evaluate the status of student	None	30 minutes	Student Records Evaluator
3. Wait for the request to be processed	3. The SRE, the Adviser, and the College Secretary signs the application for advanced credit of the student	None	30 minutes	Student Records Evaluator



4. Email the duly signed approved/ disapproved forms of advanced credit without validation to the office of the college secretary.	4. Checks if all subjects due for advanced credit that were approved /disapproved have valid signature/s. then Seeks approval and e-signature of the Dean.	None	5 minutes	Student Records Evaluator
5. Claim the approval of the request via email	5. Releasing of copy thru email the approved Advanced credit. Original copy to be sent to the Office of the University Registrar.		5 minutes	Student Records Evaluator
	TOTAL:		1 Hour, 13 Minutes	

9. Process Request: Issuance of approval from Leave of Absence (LOA)

Process Request for the issuance of approval of Readmission from Leave of Absence (LOA)

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CFA Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
2. True Copy of Grades		CFA Student Records Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out request form thru: cfacollegesecretary.upd@up.edu.ph	1.Receive/review / acknowledge accomplished request form	None	5 minutes	Frontline Office Staff Student Records Office
2. Wait for the request to be processed, student requests for TCG and sends letter of Appeal for Re-admission from LOA together with signed TCG to the Department's email	2. Evaluate the status of student	None	30 minutes	Student Records Evaluator
	2.1 Get the signature of the college Sec after wards upload the document to the Google drive of the OUR.	None	1 Day	Student Records Evaluator



for the Committees' approval	2.1. The College Secretary signs the Form	None	10 minutes	<i>Student Records Evaluator</i>
3. Claim instruction via email	3. The office of the college secretary will inform the student via email of the approved return from LOA and may instruct student to register	None	10 minute	Office of the College Secretary
TOTAL:			1 Day, 55 Minutes	

10. Process Request: Issuance approval for return from Absence without Leave (AWOL)

Process Request for the issuance of approval for return from Absence without leave (AWOL)

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CFA Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form. The student writes an appeal for readmission stating his reasons for being on AWOL. To cfacollegesecretary.upd@up.edu.ph	1.Receive/review / acknowledge accomplished request form	None	1 Minute	<i>Frontline Office Staff Student Records Office</i>
2. Wait for the request to be processed, student requests for TCG and sends letter of Appeal for Re-admission from LOA together with signed TCG to the Department's email for the Committees' approval	2. Print/Prepare necessary document for committee deliberation via zoom or email thread.	None	2 minutes	<i>Department support staff</i>
	2.1 Once the committee made their decision, the document will be sent to the email of the College secretary for signature.	None	1 Day	<i>Department support staff</i>



3. Pay thru online banking. Student is required to send the scanned copy of bank payment details to the cashier's office and to the office of the college Secretary. cashoffice.upd@up.edu.ph cfacollegesecretary.upd@up.edu.ph BankName:Landbank Account Name: UPD RevolvingFundAccount Number:3072100696	3. Prepares Statement of Account	PHP 20.00	1 Day	Special Collecting Officer Administration Office
	3.1 Received the scanned copy of statement of account and confirmation receipt of the payment		30 Minutes	UPD Cash Office
4. Claim the Approved Return from Absence without Leave (AWOL) via email	4. Release the Approved Return from Absence without Leave (AWOL) via email		30 Minutes	Frontline Office Staff Student Records Office
TOTAL:		PHP 20.00	2 Days, 1 Hour, 3 Minutes	

11. Process Request: Issuance approval to file for Leave of Absence (LOA) for enrolled students

This approval is issued to currently enrolled student who has intention of filing an official Leave of Absence for the intended semester

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CFA Students who is currently enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Readmission appeal letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The student applies online thru CRS for a Leave of Absence indicating the period applied and the reason/s for filing	1. The instructors will be informed by the staff to check its CRS account	None	5 Minutes	Frontline Office Staff Student Records Office
2. The student gets the consent and his class standing from the instructors on all of the subjects enrolled in.	2. The instructors of the student give their consent and class standing	None	1 Day	Instructor
3. The student must ask for an endorsement from the Department Chairman thru online.	3. The Department Chairman endorses the LOA application thru online.	None	30 Minutes	Department Chairman
4. Wait for the endorsement and approval from the Dean via email	4. Prepare/print/ Inform the Dean for the approval of the Leave of Absence	None	5 Minutes	Frontline Office Staff Student Records
	4.1 The College Dean signs the approved LOA request and sent it via email or courier to the student	None	1 Day	College Dean
5. Pay thru online banking. Student is required to send the scanned copy of bank payment details and Statement of Account to the cashier's office and to the office of the college Secretary. cashoffice.upd@up.edu.ph cfacollegesecretary.upd@up.edu.ph BankName:Landbank Account Name: UPD Revolving Fund Account Number:3072100696	5. Prepares Statement of Account	PHP 20.00	30 Minutes	Special Collecting Officer Administration Office
	5.1 Received the scanned copy of statement of account and confirmation receipt of the payment		30 Minutes	UPD Cash Office
7. Student will check the CRS for the Approved LOA	7. Released the approval thru CRS	None	5 Minutes	Frontline Office Staff Student Records Office
	TOTAL:	PHP 20.00	2 Days, 1 Hour, 45 Minutes	



12. Process Request: Issuance approval for Substitution

This approval is issued to currently enrolled student who has intention of filing an official Leave of Absence for the intended semester

Office or Division:	CFA Student Records			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	CFA Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out request form thru: cfasre.upd@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Office
2 Wait for the request to be processed	2. Evaluate the status of student	None	1 Day	<i>Student Records Evaluator</i>
	21. The Adviser and the Chairman of the Department signs the approval/disapproval of the Substitution	None	1 Day	<i>Adviser and Department Chairman</i>
3. Claim the accomplished substitution form via email.	3. Release the accomplished substitution form	None	10 Minutes	<i>Frontline Office Staff</i> Student Records Office
4. Student routes the form to the offering Department/units for approval of subject substitution, once departments/unit's decision is made ,student sends the signed form to cfasre.upd@upd.up.edu.ph	4. SRE receives the form and check the accuracy of the document. Will send to OUR after acquiring the signature of the Dean.	None	1 Day	<i>Frontline Office Staff</i> Student Records Office
	TOTAL:	None	3 Days and 15 Minutes	



13. Process Request: Issuance Certificate for evaluation of STUDENT/ACADEMIC RECORDS, Candidacy for Graduation, Units Earned

Issuance of the Certificate for evaluation of STUDENT/ACADEMIC RECORDS, Candidacy for Graduation, Units Earned

Office or Division:	CFA Student Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CFA Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Write a letter of request thru: cfasre.upd@upd.up.edu.ph	1.Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	Frontline Office Staff Student Records Office
2 Wait for the request to be processed	2. Evaluate the status of student	None	1 Day	Student Records Evaluator
	21. Updated curriculum checklist of the student	None	1 Day	Student Records Evaluator
3. Claim the Certificate via email.	3.Release the Certificate to the student via email		5 Minutes	Frontline Office Staff Student Records Office
	TOTAL:		2 Days and 10 Minutes	

14. Process Request: Issuance Certificate of Validation for Advance Credits

This certificate is issued to student requesting for an approval from the Office of the University Registrar (OUR) or validation for advance credits

Office or Division:	CFA Student Records
Classification:	Complex
Type of Transaction:	Government to Citizen



Who may avail:		CFA Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Requesting Party		
2. Transcript of Records (if transferee)		Client's Former school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: cfasre.upd@up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff Student Records Office</i>
2 Wait for the request to be processed	2. Evaluate the status of student and send the application form for advance credit of the student via email	None	1 Day	<i>Student Records Evaluator</i>
3. Student seeks the approval via email from the Instructor/Chairman where the subject for advanced credit is being offered.	3. Evaluate and Signs for approval/disapproval	None	2 Days	<i>Instructor / Chairman</i>
4. Send the approved/disapproved of the advance credit to Student Records Evaluator	3. Evaluate / counter check status of the request	None	30 Minutes	<i>Student Records Evaluator</i>
4. Claim the approval of the request via email	4. Release and send a copy to the University Registrar the approved Validation for advanced credits via email or courier	None	5 Minutes	<i>Frontline Office Staff Student Records Office</i>
	TOTAL:	None	3 Days, 40 minutes	

15. Process Request: Venue/Facilities/Equipment Rental

Process Request for use of Venue/Facilities/Equipment

Office or Division:	College of Fine Arts
Classification:	Simple
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business



Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Requesting Party		
2. Official Receipt / Acknowledgement Receipt		College of Fine Arts - Special Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Office of the Dean or email request at cfa.upd@up.edu.ph	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	Frontline Office Staff Administration Office
	1.2 Checking of venue/facilities/equipment availability	None	1 Day	Facilities Coordinator Administration Office
	1.3 Action of the Dean (Approved / Disapproved)	None	5 Minutes	Dean
2. Client receives response for the request	2. Facilities Coordinator of the Office of the Dean may choose among provided means (ex. via phone call, text message, etc.) to inform client that the Dean's response is approved or disapproved.	None	5 Minutes	Facilities Coordinator Administration Office
	2.1 Issue Statement of Account	None	5 Minutes	Special Collecting Officer
3. Pay the Rental Fee Follow instructions posted at the UPD Cash Office https://www.facebook.com/dilimancashoffice/posts/150739156600245	3. Received the scanned copy of statement of account and confirmation receipt of the payment	Refer to the Schedule of Fees below	30 Minutes	UPD Cash Office
TOTAL:			1 Day and 50 Minutes	

Schedule of Fee:		NON-University of the Philippines Organization		University of the Philippines Organization	
Classification	Room Capacity	Room Rate	Additional Rater per hour	Room Rate	Additional Rate per hour
Atrium	300-500	12,000.00	600.00	10,000.00	600.00
Auditorium	60	2,500.00	300.00	1,500.00	300.00
Bartlett Hall Room 1/2/4/5	35	1,500.00	100.00	1,000.00	100.00



Bartlett Hall Room 6/7	30	1,250.00	200.00	1,250.00	200.00
Multipurpose Hall	300	8,000.00	500.00	6,000.00	500.00
Arts and Design West Hall Room 201/202/203/204	30	1,500.00	200.00	1,000.00	200.00
Arts and Design West Hall Room 301/302	60	2,500.00	200.00	1,500.00	200.00
Plenary Hall	150	4,500.00	500.00	3,500.00	500.00
RGEP	40	2,000.00	200.00	1,500.00	200.00
Theory Room 1	25	1,000.00	100.00	800.00	100.00
Theory Room 2/3	30	1,250.00	200.00	1,000.00	200.00
Parking Lot	800	10,000.00	500.00	8,000.00	500.00

Note:

1. College based organization may use the room free once a week only (Monday to Friday)
2. 2nd use of room within the week will be charged 20% of the rental fee
3. Table of Rates for Rental fee does not include Maintenance Fee for requests scheduled beyond 5:00pm and for Saturday/Sunday/Holiday

Table of Rates : Maintenance Fee per Hour		
Monday to Friday (beyond 5:00pm)	Saturday	Sunday / Holiday
100.00	100.00	150.00

16. Process Request: Enrollment in Workshop Extension Service

Process Request for use of Venue/Facilities/Equipment

Office or Division:	College of Fine Arts			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form		College of Fine Arts Administration Office		
2. Official Receipt		College of Fine Arts - Special Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill up / send registration form to cfa.upd@up.edu.ph	1. Receiving Personnel checking on the workshop slot availability	None	30 Minutes	Frontline Office Staff Administration Office
2. Payment of the Workshop Fee For check payment: Make the check payable to UP Foundation Inc. or you may deposit it to Bank: Union Bank of the Philippines Account Name: UP Foundation Inc Account Number : 002270004146 Send a copy of the validated deposit slip to cfa.upd@up.edu.ph	2. Receive payment and give the list of materials for Drawing and Painting Workshop	Refer for the Schedule of Fees below	30 Minutes	Special Collecting Officer
3. Received confirmation and list of materials for the workshop via email	3. Send confirmation and list of the materials via email	None	30 Minutes	Frontline Office Staff Administration Office
	TOTAL:		1 Hour, 30 Minutes	

Workshop Fee:			
Workshop Title	Fee	Duration	Inclusive/Exclusive
Drawing and Painting	5,000.00	3 Days (8hrs/day)	Exclusive of Materials
Basic Pottery	6,500.00	7 Days (4hrs/day)	Inclusive of 12kilograms of clay, glazes, firing
Stoneware Clay Handbuilding	6,500.00	7 Days (4hrs/day)	Inclusive of 12kilograms of clay, glazes, firing
Laser Cutting	7,500.00	6 Days (4hrs/day)	Inclusive of Materials
Basic Welding for Enthusiasts	7,000.00	6 Days (4hrs/day)	Inclusive of Materials
SketchUP	5,500.00	6 Days (4hrs/day)	Inclusive of Materials



17. Process Request: Pen Tab and Laptop (Temporarily suspended due to Pandemic)

Process Request for the use of Pen Tab

Office or Division:	College of Fine Arts – Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated ID or Form 5		Requesting Party		
2. Request Form		College of Fine Arts - Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Form	1. Checking of the Validated ID or Form 5	None	5 Minutes	<i>Receiving Library Personnel</i>
2. Received the Pen Tab and Laptop for CFA used only	2. Release the Pen Tab and Laptop to Student	None	5 Minutes	<i>Receiving Library Personnel</i>
TOTAL:		None	10 Minutes	

18. Process Request: Rental and Services of Ceramics Studio (Temporarily suspended due to Pandemic)

Process Request for the Rental and Services of Ceramics Studio

Office or Division:	College of Fine Arts – Ceramics Studio			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	University of the Philippines Students and Ceramics Workshop Participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (Hardcopy or e-mail)		Requesting Party		
2. Validated ID or Form 5 (for UP Students)		Requesting Party		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Ceramics Studio Coordinator	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Ceramics Studio Personnel</i> Ceramic Studio
	1.2 Checking of facilities/services availability and issuance of Payment Order Form	None	5 Minutes	<i>Ceramics Studio Personnel</i> Ceramic Studio
	1.3 Action of the Ceramics Studio Coordinator (Approved / Disapproved)	Refer to the Schedule of Fees below	1 Day	<i>Ceramics Studio Coordinator</i>
2. Pay the Rental Fee	2. Receive payment	Refer to the Schedule of Fees below	5 Minutes	<i>Special Collecting Officer</i> Administration Office
TOTAL:			1 Day and 15 Minutes	

TABLE OF RATES: Ceramics Studio		
Materials/Services	NON-UP Rate	UP Students/Faculty Rate
Clay	80.00/kg or 20.00/bag of 1.5kg	66.00/kg or 100.00/bag of 1.5kg
Firing per piece (bisque and glaze firing)	(LxWxH in inches) x 2.25 = firing fee per cu in	(LxWxH) (2.00) = firing fee per cu in
Diti Gas Kiln Rental – bisque firing	Pay for current rates of one (1) 50kilos gasul + 4,370.00 (kiln rental)	Pay for current rates of one (1) 50 kilos gasul + 3,490.00 (kiln rental)
Diti Gas Kiln Rental – glaze firing	Pay for current rates of two (2) 50 kilos gasul + 7,775.00 (kiln rental)	Pay for current rates of two (2) 50 kilos gasul + 6,220.00 (kiln rental)
Finch Soda Kiln Rental – soda firing	13,890.00 / full load	10,850.00 / full load
Miragama Wood Kiln Firing – glaze firing	8,000.00 / full load	6,000.00 / full load
Studio Fee	125.00 / hr (for students currently enrolled in Ceramic	No charge (for currently enrolled students; by



	Studio workshops; no instructions included	appointment; no instructions included 50.00 / hr (formerly enrolled students; by appointment; no instructions included
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***Full payment required before issuance of clay, or before firing or use of studio is scheduled**

19. Process Request: Rental and Services of Fabrication Laboratory

Process Request for the Rental and Services of Fabrication Laboratory

A. Regular Process

Office or Division:	College of Fine Arts – Fabrication Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (Hardcopy or e-mail)		Requesting Party		
2. Validated ID or Form 5 (for UP Students)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Fabrication Laboratory Coordinator	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Receiving Fabrication Laboratory Personnel</i>
	1.2 Checking of facilities/services availability and issuance of Payment Order Form	None	5 Minutes	<i>Fabrication Laboratory Personnel</i>



	1.3 Action of the Fabrication Laboratory Coordinator (Approved / Disapproved)		1 Day	<i>Fabrication Laboratory Coordinator</i>
2. Pay the Rental Fee	2. Receive payment	Refer to the Schedule of Fees below	5 Minutes	<i>Special Collecting Officer</i>
TOTAL:			1 Day and 15 Minutes	

B. Remote Service

Office or Division:	College of Fine Arts – Fabrication Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
2. Validated ID or Form 5 (for UP Students)		Requesting Party		
CLIENT STEPS (Remote Services)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request to the Fabrication Laboratory Coordinator through email address: upfablab@gmail.com / cfafablab@up.edu.ph	1. Receiving Personnel acknowledges receipt of the email	None	2 Minutes	<i>Receiving Fabrication Laboratory Personnel</i>
	1.2 Checking of facilities/services availability and issuance of Payment Order Form	None	2 Minutes	<i>Fabrication Laboratory Personnel</i>
	1.3 Action of the Fabrication Laboratory Coordinator (Approved / Disapproved)	None	2 Minutes	<i>Fabrication Laboratory Coordinator</i>



2. Drop off materials	2. Quarantine materials for 48 hours	None	2 Days	<i>Fabrication Laboratory Personnel</i>
3. Pay the Rental Fee	3. Receive payment	Refer to the Schedule of Fees below	5 Minutes	<i>Special Collecting Officer College of Fine Arts</i>
4. Pickup materials	4. Prepare items for pickup	None	1 Day	Fabrication Laboratory Personnel
TOTAL:			3 Days, 11 Minutes	

Schedule of Fees :Fabrication Laboratory Services		
Equipment/Services	NON-UP Rate	UP Students/Faculty Rate
Cut off saw	PHP 5.00/cut	PHP 2.50/cut
Welding machine (excluding welding rod)	PHP 50.00/hour	PHP 25.00/ hour
Band saw	PHP 60.00/hour	PHP 30.00/ hour
Table saw	PHP 50.00/hour	PHP 25.00/ hour
Jointer	PHP 80.00/ hour	PHP 40.00/ hour
Router	PHP 45.00/ hour	PHP 22.50/ hour
Drill Press	PHP 45.00/ hour	PHP 30.00/ hour
Lathe Machine	PHP 70.00/ hour	PHP 50.00/ hour
Vacuum forming machine	PHP 6.00/use	PHP 3.00/use
CNC router	PHP 10.00/minute	PHP 5.00/min
Milling machine	PHP 70.00/ hour	PHP 50.00/ hour
Pressure Chamber	PHP 20.00/use	PHP 10.00/use
Laser Cutter	PHP 20.00/minute	PHP 10.00/minute
3D FDM Printer	PHP 3.00/minute	PHP 2.00/min
- Filament	PHP 3.00/gram	PHP 2.00/gram
-ABS	PHP 3.00/gram	PHP 2.00/gram

Assistance Fee: 100.00/hour

Note: All materials are exclusive of the services. Payment is for the usage of equipment only.



20. Process Application: Undergraduate Program Admissions – UPD Admitted Freshmen (UPCAT Qualifiers) Bachelor of Fine Arts

The UPD Admitted Freshmen should also pass the portfolio review, interview and Talent Determination Test. **Note:** Processing time is computed from the last day of the application period.

A. Regular Process

Office or Division:	College of Fine Arts			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Admitted Freshmen			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Application Form		Official Website of College / Official Facebook account of College / Office of the College Secretary		
2. Admission Slip		Office of the University Registrar		
3. Portfolio		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up application form and submit requirements to the Office of the College Secretary	1. Accept and check the completeness of requirements and Issuance of Test Permit for Pre-Qualifying Examination 1	None	10 minutes	<i>Receiving Personnel Administration Office</i>
2. Schedule for Portfolio Review and	2. Portfolio Review / Interview with the applicants	None	30 minutes	<i>Department Admission Committee</i>
	2.1 Issuance of Test Permit for Pre Qualifying Examination 2	None	10 Minutes	<i>Receiving Personnel Administration Office</i>
	2.2 Evaluation of the result for Pre-Qualifying examination 1 and 2 and Portfolio Review	None	20 Days	<i>Department Admission Committee</i>
3. Presentation of Photocopy and Original Admission Requirements	3. Issuance of College Admission Slip	None	5 Minutes	<i>Receiving Personnel Administration Office</i>



	TOTAL:		20 Days, 45 Minutes	
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B. Online Process

Office or Division:		College of Fine Arts		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen		
Who may avail:		UPD Admitted Freshmen		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Application Form		Official Website of College / Official Facebook account of College / Office of the College Secretary / https://sites.google.com/up.edu.ph/up-cfa-program-admissions/application-process?authuser=0		
2. Admission Slip		Office of the University Registrar		
3. Portfolio		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submits requirements through this link https://docs.google.com/forms/d/e/1FAIpQLSc-L-Wo-Pmcl5xE4ddUvdKPeSZLLePosQv6mWcK8iVWhRQGQg/viewform	1. Send an automatic email notification of confirming receipt of the application and issuance of Control Number to the applicants	None	1 Minute	<i>Receiving Personnel Administration Office</i>
	1.2 Check the completeness of requirements	None	5 Minutes	<i>Receiving Personnel Administration Office</i>
2. Schedule for Portfolio Review and Interview Follow the link for the Industrial Design Portfolio requirements https://drive.google.com/file/d/17wPEh8I4JQnnHjFGjQmNC27TEUaEEzx9/view Follow the link for the Visual Communication Portfolio requirements https://drive.google.com/file/d/1nEpS92txf-	2. Portfolio Review	None	7 Days	<i>Department Admission Committee</i>
	2.1 Posting of shortlisted applicants' control number at Official Website of the College - https://cfa.upd.edu.ph/index.html / Official Facebook account -	None	30 Minutes	



<p>mbVuhoa4eLVUosEmov28TI/view</p> <p>Follow the link for the Studio Arts Portfolio requirements https://sites.google.com/up.edu.ph/upcfadsa2021portfoliospecs/home?authuser=0</p> <p>Follow the link for the Art History Portfolio requirements https://drive.google.com/file/d/1vFEgEYJ2UFymUJxI7MS4NV9zd6GDGb7o/view</p> <p>Follow the link for the Art Education Portfolio requirements https://drive.google.com/file/d/1vFEgEYJ2UFymUJxI7MS4NV9zd6GDGb7o/view</p>	<p>https://www.facebook.com/UPCFA-Admin-1527469497490239 Office of the College Secretary / Official FB account - https://www.facebook.com/Office-of-the-College-Secretary-College-of-Fine-Arts-UPD-111252120707719</p> <p>Undergraduate Program Admission Google site - https://sites.google.com/up.edu.ph/up-cfa-program-admissions/home?authuser=0</p>			
	2.2 Interview with the applicants thru zoom / Google meet	None	10 Days	<i>Department Admission Committee</i>
	2.3 Posting of Successful qualifiers of the Undergraduate Program Admission	None	30 Minutes	<i>Receiving Personnel Administration Office</i>
3. Send the Photocopy and Original Admission Requirements to the College of Fine Arts	3. Received photocopy and original Admission Requirements	None	5 Minutes	<i>Receiving Personnel Administration Office</i>



	3.1 Send the Admission Requirements to the Office of the University Registrar together with the Admission Slip	None	5 Minutes	Receiving Personnel Administration Office
	TOTAL:	None	17 Days, 1 Hour, 16 Minutes	

21. Process Application: Undergraduate Program Admissions – Other Incoming Freshmen and Alternative School Passer (Non-UPCAT) Associate in Fine Arts

This undergraduate Associate degree program does not require the UPCAT for admission. However, applicants must pass a test given by the college—Portfolio review, Interview and Talent Determination. **Note:** Processing time is computed from the last day of the application period.

A. Regular Process

Office or Division:	College of Fine Arts			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Grade 12 graduating/graduated (Other Incoming Freshmen) Alternative Learning School passer (eligible to College Admission) ALS			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1.Application Form		Official Website of College / Official Facebook account of College / Office of the College Secretary		
2.Two (2) pieces 2x2 pictures		Requesting Party		
3.Certified True Copy of Form 138		Client's School of Origin		
4.Certificate of Completion (eligible to College Admission) for ALS applicants		Client's School of Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up application form and submits requirements	1. Accept and check the completeness of requirements and Issuance of Test Permit for Pre-Qualifying Examination 1	None	10 minutes	Receiving Personnel Administration Office



2. Schedule for Portfolio Review and Interview	2.1 Portfolio Review / Interview with the applicants	None	30 Minutes	Department Admission Committee
	2.2 Issuance of Test Permit for Pre Qualifying Examination 2	None	10 Minutes	Receiving Personnel Administration Office
	2.3 Evaluation of the result for Pre-Qualifying examination 1 and 2 and Portfolio Review	None	20 Days	Department Admission Committee
3. Presentation of Photocopy and Original Admission Requirements	3. Issuance of College Admission Slip	None	5 Minutes	Receiving Personnel Administration Office
	TOTAL:	None	20 Days and 55 Minutes	

B. Online Process

Office or Division:	College of Fine Arts			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Grade 12 graduating/graduated (Non-UP Admitted Freshmen / NON-UPCAT passer) Alternative Learning School passer (eligible to College Admission) ALS			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1.Application Form		Official Website of College / Official Facebook account of College / Office of the College Secretary		
2.Two (2) pieces 2x2 pictures		Requesting Party		
3.Certified True Copy of Form 138		Client's School of Origin		
4.Certificate of Completion (eligible to College Admission) for ALS applicants		Client's School of Origin		
CLIENT STEPS (online processing)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submit requirements through this link https://docs.google.com/forms/d/e/1FAIpQLSc-L-Wo-Pmcl5xE4ddUvdKPeSZLLeposQv6mWCk8jVWhRQGQg/viewform	1. Send and Automatic email notification of confirming receipt of the application and issuance of Control Number to the applicants	None	1 Minute	Receiving Personnel Administration Office
	1.2 Check the completeness of requirements	None	5 minutes	Receiving Personnel Administration Office



<p>2. Schedule for Portfolio Review and Interview</p> <p>Follow the link for the Industrial Design Portfolio requirements https://drive.google.com/file/d/17wPEh8l4JQnnHjFGjQmNC27TEUaEEzx9/view</p> <p>Follow the link for the Visual Communication Portfolio requirements https://drive.google.com/file/d/1nEpS92txf-mbVuhoa4eLVUosEmov28TI/view</p> <p>Follow the link for the Studio Arts Portfolio requirements https://sites.google.com/up.edu.ph/upcfadsa2021portfoliospecs/home?authuser=0</p>	<p>2. Portfolio Review</p>	<p>None</p>	<p>7 Days</p>	<p><i>Department Admission Committee</i></p>
	<p>2.1 Posting of shortlisted applicants' control number at Official Website of the College - https://cfa.upd.edu.ph/index.html / Official Facebook account - https://www.facebook.com/UPCFA-Admin-1527469497490239 Office of the College Secretary / Official FB account - https://www.facebook.com/Office-of-the-College-Secretary-College-of-Fine-Arts-UPD-111252120707719</p> <p>Undergraduate Program Admission Google site - https://sites.google.com/up.edu.ph/up-cfa-program-admissions/home?authuser=0</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Receiving Personnel Administration Office</i></p>
	<p>2.2 Interview with the applicants thru zoom / Google meet</p>	<p>None</p>	<p>10 Days</p>	<p><i>Department Admission Committee</i></p>
	<p>2.3 Posting of Successful qualifiers of the Undergraduate Program Admission</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Receiving Personnel Administration Office</i></p>
<p>3. Send the Photocopy and Original Admission Requirements to the College of Fine Arts</p>	<p>3. Received photocopy and original Admission Requirements</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Receiving Personnel Administration Office</i></p>
	<p>3.1 Send the Admission Requirements to the Office of the</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Receiving Personnel Administration Office</i></p>



	University Registrar together with the Admission Slip			
	TOTAL:	None	17 Days, 1 Hour, 16 Minutes	

22. Process Application: Undergraduate Program Admissions – Transferees from Other Schools (Bachelor of Fine Arts and Associate in Fine Arts)

Students from other school aside from UP who have earned at least 33 units and a GWA of 2.0. If an applicant does not meet the requirements for Bachelor of Fine Arts, he/she may apply to Associate in Fine Arts program. **Note:** Processing time is computed from the last day of the application period.

A. Regular Process

Office or Division:	College of Fine Arts			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Transferees from other Schools			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Must have earned at least 33 academic units with a minimum average of 2.00		Official Website of College / Official Facebook account of College / Office of the College Secretary		
2. Original (for presentation only) and photocopy of Official Transcript of Records (OTR)		Requesting Party		
3. Original (for presentation only) and photocopy of PSA Birth Certificate		Client's School of Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submits requirements	1. Accept and check the completeness of requirements and Issuance of Test Permit for Pre-Qualifying Examination 1	None	10 minutes	<i>Receiving Personnel Administration Office</i>
2. Schedule for Portfolio Review and Interview	2.1 Portfolio Review / Interview with the applicants	None	30 Minutes	<i>Department Admission Committee</i>
	2.2 Issuance of Test Permit for Pre-Qualifying Examination 2	None	10 Minutes	<i>Receiving Personnel Administration Office</i>



	2.3 Evaluation of the result for Pre-Qualifying examination 1 and 2 and Portfolio Review	None	20 Days	Department Admission Committee
3. Presentation of Photocopy and Original Admission Requirements	3. Issuance of College Admission Slip	None	5 Minutes	Receiving Personnel Administration Office
	TOTAL:		20 Days, 55 Minutes	

B. Online Process

Office or Division:	College of Fine Arts
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Transferees from other Schools
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
1. Must have earned at least 33 academic units with a minimum average of 2.00	Official Website of College / Official Facebook account of College / Office of the College Secretary
2. Original (for presentation only) and photocopy of Official Transcript of Records (OTR)	Requesting Party
3. Original (for presentation only) and photocopy of PSA Birth Certificate	Client's School of Origin

CLIENT STEPS (online processing)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submits requirements through this link https://docs.google.com/forms/d/e/1FAIpQLSc-L-Wo-Pmcl5xE4ddUvdKPeSZLLeposQv6mW/Ck8iVWhRQGQg/vi/ewform	1. Send and Automatic email notification of confirming receipt of the application and issuance of Control Number to the applicants	None	1 Minute	Receiving Personnel Administration Office



<p>2. Schedule for Portfolio Review and Interview</p>	<p>1.2 Check the completeness of requirements</p>	<p>None</p>	<p>5 Minutes</p>	<p>Receiving Personnel Administration Office</p>
<p>Follow the link for the Industrial Design Portfolio requirements</p>	<p>2. Portfolio Review</p>	<p>None</p>	<p>7 Days</p>	<p>Department Admission Committee</p>
<p>Follow the link for the Visual Communication Portfolio requirements</p>	<p>2.1 Posting of shortlisted applicants' control number at Official Website of the College -</p>	<p>None</p>	<p>30 Minutes</p>	<p>Receiving Personnel Administration Office</p>
<p>Follow the link for the Studio Arts Portfolio requirements</p>	<p>Official Facebook account -</p>			
<p>Follow the link for the Art History Portfolio requirements</p>	<p>Office of the College Secretary / Official FB account -</p>			
<p>Follow the link for the Art Education Portfolio requirements</p>	<p>Undergraduate Program Admission Google site -</p>			
<p>Follow the link for the Art Education Portfolio requirements</p>	<p>2.2 Interview with the applicants thru zoom / Google meet</p>	<p>None</p>	<p>10 Days</p>	<p>Department Admission Committee</p>



com/file/d/1vFEgEYJ2UFymUJxl7MS4NV9zd6GDGb7o/view				
	2.3 Posting of Successful qualifiers of the Undergraduate Program Admission	None	30 Minutes	Receiving Personnel Administration Office
3. Send the Photocopy and Original Admission Requirements to the College of Fine Arts	3. Received photocopy and original Admission Requirements	None	5 Minutes	Receiving Personnel Administration Office
	3.1 Send the Admission Requirements to the Office of the University Registrar together with the Admission Slip	None	5 Minutes	Receiving Personnel Administration Office
	TOTAL:	None	17 Days, 1 Hour, 16 Minutes	

23. Process Application: Undergraduate Program Admissions – Shiftees from other College and Transferee from Other UP Units (Bachelor of Fine Arts)

Students from other UPD Colleges and Transferees from other UP Units who have earned at least 30 units and a GWA of 2.75. **Note:** Processing time is computed from the last day of the application period.

A. Regular Process

Office or Division:	College of Fine Arts
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Shiftees from Other College and Transferee from Other Units
CHECKLIST OF REQUIREMENTS:	
WHERE TO SECURE	
1. Must have earned at least 30 academic units with a minimum average of 2.75	Official Website of College / Official Facebook account of College / Office of the College Secretary
2. Certified True Copy of Grades	Requesting Party
3. Certificate of Conduct Eligibility from the UP Diliman (Office of Counseling and Guidance)	Client's School of Origin



4. Letter addressed to the College Secretary pledging the applicants will secure a Permit to transfer, if accepted		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submits requirements	1. Accept and check the completeness of requirements and Issuance of Test Permit for Pre-Qualifying Examination 1	None	10 Minutes	Receiving Personnel Administration Office
2. Schedule for Portfolio Review and Interview	2.1 Portfolio Review / Interview with the applicants	None	30 Minutes	Department Admission Committee
	2.2 Issuance of Test Permit for Pre-Qualifying Examination 2		10 Minutes	Receiving Personnel Administration Office
	2.3 Evaluation of the result for Pre-Qualifying examination 1 and 2 and Portfolio Review		20 Days	Department Admission Committee
3. Presentation of Photocopy and Original Admission Requirements	3. Issuance of College Admission Slip	None	5 Minutes	Receiving Personnel Administration Office
	TOTAL:		20 Days, 55 Minutes	

B. Online Process

Office or Division:	College of Fine Arts			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Shiftees from Other College and Transferee from Other Units			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Must have earned at least 30 academic units with a minimum average of 2.75		Official Website of College / Official Facebook account of College / Office of the College Secretary		
2. Certified True Copy of Grades		Requesting Party		
3. Certificate of Conduct Eligibility from the UP Diliman (Office of Counseling and Guidance)		Client's School of Origin		
4. Letter addressed to the College Secretary pledging the applicants will secure a Permit to transfer, if accepted		Requesting Party		
CLIENT STEPS (online processing)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Fill-up application form and submits requirements through this link https://docs.google.com/forms/d/e/1FAIpQLSc-L-Wo-Pmcl5xE4ddUvdKPeSZLLeposQv6mWCk8iVWhRQGQg/viewform</p>	<p>1. Send and Automatic email notification of confirming receipt of the application and issuance of Control Number to the applicants</p>	None	1 Minute	Receiving Personnel Administration Office
	<p>1.2 Check the completeness of requirements</p>	None	5 Minutes	Receiving Personnel Administration Office
<p>2. Schedule for Portfolio Review and Interview</p> <p>Follow the link for the Industrial Design Portfolio requirements https://drive.google.com/file/d/17wPEh8l4JQnnHjFGjQmNC27TEUaEEzx9/view</p> <p>Follow the link for the Visual Communication Portfolio requirements https://drive.google.com/file/d/1nEpS92txfmbVuhoa4eLVUosEmov28TI/view</p> <p>Follow the link for the Studio Arts Portfolio requirements https://sites.google.com/up.edu.ph/upcfadsa2021portfoliospecs/home?authuser=0</p> <p>Follow the link for the Art History Portfolio requirements https://drive.google.com/file/d/1vFEgEYJ2UFymUJxI7MS4NV9zd6GDGb7o/view</p> <p>Follow the link for the Art Education Portfolio requirements https://drive.google.com</p>	<p>2. Portfolio Review</p>	None	7 Mays	Department Admission Committee
	<p>2.1 Posting of shortlisted applicants' control number at Official Website of the College - https://cfa.upd.edu.ph/index.html / Official Facebook account - https://www.facebook.com/UPCFA-Admin-1527469497490239 Office of the College Secretary / Official FB account - https://www.facebook.com/Office-of-the-College-Secretary-College-of-Fine-Arts-UPD-111252120707719</p> <p>Undergraduate Program Admission Google site - https://sites.google.com/up.edu.ph/up-cfa-program-admissions/home?authuser=0</p>	None	30 Minutes	Receiving Personnel Administration Office
	<p>2.2 Interview with the applicants thru zoom / Google meet</p>	None	10 Days	Department Admission Committee



m/file/d/1vFEgEYJ2U FymUJxI7MS4NV9zd 6GDGb7o/view	2.3 Posting of Successful qualifiers of the Undergraduate Program Admission	None	30 Minutes	Receiving Personnel Administration Office
3. Send the Photocopy and Original Admission Requirements to the College of Fine Arts	3. Received photocopy and original Admission Requirements	None	5 Minutes	Receiving Personnel Administration Office
	3.1 Send the Admission Requirements to the Office of the University Registrar together with the Admission Slip	None	5 Minutes	Receiving Personnel Administration Office
	TOTAL:		17 Days, 1 Hour, 16 Minutes	

24. Process Application: Undergraduate Program Admissions – Second Degree Applicants – Bachelor of Fine Arts and Associate in Fine Arts

Students who have earned First Degree Baccalaureate from any school including UP. **Note:** Processing time is computed from the last day of the application period.

A. Regular Process

Office or Division:	College of Fine Arts			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Second Degree Applicants			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Must be a graduate of any Baccalaureate Degree		Official Website of College / Official Facebook account of College / Office of the College Secretary		
2. Original (for presentation only) and photocopy of Official Transcript of Records (OTR)		Requesting Party		
3. Original (for presentation only) and photocopy of PSA Birth Certificate		Client's School of Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submits requirements	1. Accept and check the completeness of requirements	None	10 Minutes	Receiving Personnel Administration Office
2. Pay the Application Fee	2. Receive payment and issuance of Test Permit for Pre-		10 Minutes	



	Qualifying Examination 1	PHP 700.00 (local students) \$20 (foreign students)		<i>Special Collecting Officer</i>
2. Schedule for Portfolio Review and	2.1 Portfolio Review / Interview with the applicants	None	30 Minutes	<i>Department Admission Committee</i>
	2.2 Issuance of Test Permit for Pre Qualifying Examination 2	None	10 Minutes	<i>Receiving Personnel Administration Office</i>
	2.3 Evaluation of the result for Pre-Qualifying examination 1 and 2 and Portfolio Review	None	20 Days	<i>Department Admission Committee</i>
3. Presentation of Photocopy and Original Admission Requirements	3. Issuance of College Admission Slip	None	5 Minutes	<i>Receiving Personnel Administration Office</i>
	TOTAL:		20 Days, 55 Minutes	

B. Online Process

Office or Division:	College of Fine Arts			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Second Degree Applicants			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Must be a graduate of any Baccalaureate Degree		Official Website of College / Official Facebook account of College / Office of the College Secretary		
2. Original (for presentation only) and photocopy of Official Transcript of Records (OTR)		Requesting Party		
3. Original (for presentation only) and photocopy of PSA Birth Certificate		Client's School of Origin		
CLIENT STEPS (online processing)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submits requirements through	1. Send and Automatic email notification of	None	1 Minute	



<p>this link https://docs.google.com/forms/d/e/1FAIpQLSc-L-Wo-Pmcl5xE4ddUvdKPeSZLLeposQv6mWCk8iVWhRQGQg/viewform</p>	<p>confirming receipt of the application and issuance of Control Number to the applicants</p>			<p><i>Receiving Personnel Administration Office</i></p>
<p>2. Payment through mobile banking / other online payment</p> <p>Screenshot successful payment transaction and send to cashoffice.upd@up.edu.ph This will served as your proof of payment</p>	<p>1.2 Check the completeness of requirements</p> <p>2. Confirm receipt of the validated payment thru email</p>	<p>None</p> <p>PHP 700.00 (local students)</p> <p>\$20 (foreign students)</p> <p>UPD Revolving Fund account number 3072100696</p>	<p>5 Minutes</p> <p>1 Day</p>	<p><i>Receiving Personnel Administration Office</i></p> <p><i>Special Collecting Officer</i></p>
<p>3. Schedule for Portfolio Review and Interview</p>	<p>3. Portfolio Review</p>	<p>None</p>	<p>7 Days</p>	<p><i>Department Admission Committee</i></p>
<p>Follow the link for the Industrial Design Portfolio requirements https://drive.google.com/file/d/17wPEh8l4JQnnHiFGiQmNC27TEUaEEz9/view</p> <p>Follow the link for the Visual Communication Portfolio requirements https://drive.google.com/file/d/1nEpS92txfmbVuhoa4eLVUosEmov28TI/view</p> <p>Follow the link for the Studio Arts Portfolio requirements https://sites.google.com/up.edu.ph/upcfadsa2021portfoliospecs/home?authuser=0</p>	<p>3.1 Posting of shortlisted applicants' control number at Official Website of the College - https://cfa.upd.edu.ph/index.html / Official Facebook account - https://www.facebook.com/UPCFA-Admin-1527469497490239 Office of the College Secretary / Official FB account - https://www.facebook.com/Office-of-the-College-Secretary-College-of-Fine-Arts-UPD-111252120707719</p>	<p>None</p>	<p>30 Minutes</p>	



Follow the link for the Art History Portfolio requirements https://drive.google.com/file/d/1vFEgEYJ2UFymUJxI7MS4NV9zd6GDGb7o/view	Undergraduate Program Admission Google site - https://sites.google.com/up.edu.ph/up-cfa-program-admissions/home?authuser=0			
Follow the link for the Art Education Portfolio requirements https://drive.google.com/file/d/1vFEgEYJ2UFymUJxI7MS4NV9zd6GDGb7o/view	3.2 Interview with the applicants thru zoom / Google meet	None	10 Days	<i>Department Admission Committee</i>
	3.3 Posting of Successful qualifiers of the Undergraduate Program Admission	None	30 Minutes	<i>Receiving Personnel Administration Office</i>
4. Send the Photocopy and Original Admission Requirements to the College of Fine Arts	4. Received photocopy and original Admission Requirements	None	5 Minutes	<i>Receiving Personnel Administration Office</i>
	4.1 Send the Admission Requirements to the Office of the University Registrar together with the Admission Slip	None	5 Minutes	<i>Receiving Personnel Administration Office</i>
	TOTAL:	PHP 700	18 Days, 1 Hour, 16 Minutes	

25. Process Application for Admission of New Graduate Students

Process Application for Admission of New Graduate Students

A. Regular Process

Office or Division:	All Academic Clusters
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Graduate Students of All Academic Clusters
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	Official Website of College / Official Face book Account / Graduate Program Office
2. Letter of Intent 3. Two (2) pieces of 2x2 picture	Requesting Party



4. Employment Certificate (if applicable) 5. Portfolio				
6. Student Directory Form (2 copies) 7. Program of Study	Office of the College Secretary			
8. Official Transcript of Records (OTR) / True Copy of Grades (TCG)	Client's School of Origin			
9. Two (2) Recommendation Letter (Referees signatures must be affixed on the flap of the sealed envelope)	Recommendee (Former Professor, Employers, and/or Experts in the Field who have worked with Applicant)			
10. Certificate of Birth 11. Certificate of Marriage (if applicable)	Philippine Statistics Authority (PSA)			
12. TOEFL for foreign students				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished forms with complete required documents	1. Present properly accomplished forms for initial assessment	None	20 Minutes	<i>Receiving Personnel / University Research Associate</i>
2. Pay at CFA Collecting Officer	2. Accept payment and issue Official Receipt	PHP 700.00 (local students) \$20 (foreign students)	5 Minutes	<i>Special Collecting Officer</i>
3. Wait for the email schedule for panel interview / written examination / portfolio presentation	3. Receive properly accomplished Program of Study with OR and other requirements	None	5 Minutes	<i>Receiving Personnel University Research Associate</i>
	3.2. Evaluate and process application. (After the deadline for filing of application)	None	7 Days	<i>Receiving Personnel Graduate Program Office</i>
4. Be ready for the scheduled panel interview / written examination (Bring your own laptop for portfolio presentation)	4.1 Interview Proper	None	1 Day	<i>Graduate Program Council</i>
	4.2 Deliberation	None	1 Day	<i>Graduate Program Council</i>
	4.3 Evaluation of Rubrics MFA applicants	None	7 Days	<i>Graduate Program Council</i>
5. Wait for an email regarding the status of the application	5. Send notification of status of application	None	1 Day	<i>Receiving Personnel Graduate Program Office</i>



6. For MFA Qualified applicants present printed acceptance letter	6. Issue medical referral to University Health Service	None	1 Day	Receiving Personnel Graduate Program Office
7. Present Medical Referral and Acceptance Letter	7. Receive, conduct necessary laboratory test, chest x-ray, dental check up, visual examination, physical examination. Process the Medical Clearance requirements	None	1 Day (subject for extension of period due to unexpected events such as unavailability of resources; client may process said procedure provided that s/he will present all original results and x-ray film before physical examination be conducted and medical clearance will be issued	Receiving Personnel / University Health Service
8. Consult with the Graduate Program Coordinator	Provide assistance on preparing Proposed Plan of Study (POS)	None	1 Hour	Graduate Program Coordinator
9. Secure College Admission Slip (CAS) and fill out student directory (SD)	9.1 Provide SD	None	30 Minutes	Receiving Personnel Graduate Program Office
	9.2 Provide all submitted required original and photocopy of documents			
	9.3 Issuance of CAS			
	TOTAL:	PHP 700.00 (local students) \$20 (foreign students)	19 Days, 2 Hours	

B. Online Process

Office or Division:	All Academic Clusters
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Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Application Form	Official Website of College / Official Face book Account / Graduate Program Office via email			
2. Letter of Intent 3. Two (2) pieces of 2x2 picture 4. Employment Certificate (if applicable) 5. Portfolio (Compile and shared google drive/ CD/USB)	Requesting Party			
6. Student Directory Form (2 copies) 7. Program of Study	Office of the College Secretary			
8. Official Transcript of Records (OTR) / True Copy of Grades (TCG)	Client's School of Origin			
9. Two (2) Recommendation Letter (Referees signatures must be affixed on the flap of the sealed envelope send to cfagraduateprogram.upd@up.edu.ph)	Recommendee (Former Professor, Employers, and/or Experts in the Field who have worked with Applicant			
10. Certificate of Birth 11. Certificate of Marriage (if applicable)	Philippine Statistics Authority (PSA)			
12. TOEFL for foreign students				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished forms with complete required documents to cfagraduateprogram.upd@up.edu.ph	1. Checking the online application with complete requirements	None	1 Day	<i>Receiving Personnel Graduate Program Office</i>
2. Payment through mobile banking / other online payment Screenshot successful payment transaction and send to cashoffice.upd@up.edu.ph & mlrecto@up.edu.ph This will served as your proof of payment	2. Confirm receipt of the validated payment thru email	PHP 700.00 (local students) \$20 (foreign students) UPD Revolving Fund account number 3072100696	1 Day	<i>Special Collecting Officer</i>



3. Wait for the email schedule for panel interview / written examination and portfolio presentation	3.2. Evaluate and process application. (After the deadline for filing of application)	None	5 Days	<i>Receiving Personnel Graduate Program Office</i>
4. Be prepared for the scheduled panel interview / portfolio presentation through zoom meeting / Observe proper etiquette while on remote interview and presentation	4.1 Interview Proper	None	1 Day	<i>Graduate Program Council</i>
	4.2 Deliberation	None	1 Day	<i>Graduate Program Council</i>
	4.3 Evaluation of Rubrics MFA applicants	None	5 Days	<i>Graduate Program Council</i>
5. Wait for an email regarding the status of the application	5. Send notification of status of application	None	1 Day	<i>Receiving Personnel Graduate Program Office</i>
6. For MFA Qualified applicants present printed acceptance letter	6. Schedule for the submission of the requirements in hard copy to the College of Fine Arts / send via courier in complete package to Graduate Program Office, College of Fine Arts G/F Bartlett Office, E. Jacinto St. UP Diliman, QC	None	1 Day	<i>Receiving Personnel Graduate Program Office</i>
7. Secure College Admission Slip (CAS) and fill out student directory (SD) to be attached required photo	7.1 Provide Student Directory	None	30 Minutes	<i>Receiving Personnel Graduate Program Office</i>
	7.2 Provide all submitted required original documents			
	7.3 Issue CAS			
	TOTAL:	PHP 700.00 (local students) \$20 (foreign students)	16 Days, 30 Minutes	



College of Human Kinetics (CHK)

External Services



1. Application for Admission: UNDERGRADUATE TRANSFER 1

Processing the application for admission for undergraduate transfer 1

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College top students			
Who may avail:	UP Students from different UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form 2. True Copy Grades or 3. Transcript of Records		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph Home university Home university		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph * Slots are subject to the availability	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
2. Submit the True copy of grades and/or Official copy of Transcript of Records to: colsecchk@upd.up.edu.ph or via courier	2. Evaluate the status of student	None	1 Day	<i>Student Records Evaluator</i>
3. Wait for the request to be processed	3. The College Secretary then provides the information pertaining to the admission process, the deadlines and the fees via email	None	1 Day	<i>College Secretary</i>
4. Take note of all the admission process, the deadlines and the fees to be paid and all the schedule of exams via email. He then submits himself for the series of practical exams (SRT), if necessary, and interview (Zoom meeting) scheduled by the College.	4. The College performs the scheduled interview (Zoom meeting) and practical exams, if necessary to the applicants. Applicants will be notified the result of the application via email	None	1 Day	<i>College Secretary</i>
	TOTAL:	None	3 Days, 5 Minutes	



2. Approval for return from Leave of Absence (LOA)

This approval for return from LOA is issued to UP student who filed for official Leave of Absence.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students with official LOA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via email	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
	2. Evaluate the status of student	None	1 Day	<i>Student Records Evaluator</i>
2. Wait for the request to be processed	3. The College Secretary will send the pdf signed LOA copy via email	None	5 Minutes	<i>Student Records Evaluator</i>
3. The student will forward via email the LOA copy to OUR via email or courier	3. Release the Form to the student via email or courier and wait for the accomplished copy of the form (Dean's copy) before being allowed the student to register	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
	TOTAL:	None	1 Day, 15 Minutes	



3. Approval to file for Leave of Absence (LOA) for enrolled students

This approval is issued to currently enrolled student who has intention of filing an official Leave of Absence for the intended semester.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Student who is currently enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student applies online thru CRS for a Leave of Absence indicating the period applied and the reason/s for filing.	1.The instructors will be informed by the staff to check its CRS account.	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
2. The student gets the consent and his class standing from the instructors on all of the subjects enrolled in.	2. The instructors of the student give their consent and class standing via email	None	1 Day	<i>Instructor</i>
3. The student must ask for an endorsement from the Department Chairman thru online.	3.The Department Chairman endorses the LOA application thru online.	None	30 Minutes	<i>Department Chairman</i>
4. Wait for the endorsement and approval from the Department Chairman via email or courier	4.Upon approval, LOA form will be printed.	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
	5.The College Dean signs the approved LOA request and send it via email or courier to the student	None	1 Day	<i>College Dean</i>
5.The student pays the LOA application fee at UP Cashier's office (temporarily suspended)	6.Accepts the payment / issue Official Receipt (temporarily suspended)	PHP 150.00 (temporarily waived)	5 Minutes	<i>Special Collecting Officer UP Cashier's Office</i>



6. The student submits the form and O.R. to the college (temporarily suspended). In lieu of this, check email for the copy of approved LOA	7. The college receives the form and Official Receipt (temporarily suspended)	None	5 Minutes	Frontline Office Staff Student Records Section
TOTAL:			2 Days, 50 Minutes	

4. Approval to file for Leave of Absence (LOA) for students not enrolled

This approval is issued to student who is not officially enrolled and has intention of filing an official Leave of Absence for the intended semester.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Student not official enrolled.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
2. Official Receipt a proof of payment		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student applies online thru CRS for a Leave of Absence indicating the period applied and the reason/s for filing.	1. The instructors will be informed by the staff to check its CRS account.	None	5 Minutes	Frontline Office Staff Student Records Section
2. The student gets the consent and his class standing from the instructors on all of the subjects enrolled in via email	2. The instructors of the student give their consent and class standing via email	None	1 Day	Instructor
3. The student must ask for an endorsement from the Department Chairman thru online.	3. The Department Chairman endorses the LOA application thru online.	None	30 Minutes	Department Chairman
4. Wait for the endorsement and approval from the Department Chairman via email	4. Upon approval, LOA form will be printed.	None	5 Minutes	Frontline Office Staff Student Records Section



5. Wait for the LOA form to be signed	5. The College Dean signs the approved LOA request and send it to the student via email or courier	None	1 Day	College Dean
6. The student pays the LOA application fee at the UP Cashier's office (temporarily suspended)	6. Accepts the payment and issue Official Receipt	PHP 150.00 (temporarily waived)	5 Minutes	Special Collecting Officer
7. The student submits the form and O.R. to the college (temporarily suspended)	7. The college receives the form and O.R.	None	5 Minutes	Frontline Office Staff Student Records Section
	TOTAL:		2 Days, 50 Minutes	

5. Approval to return from Absence With-Out Leave (AWOL) of more than two semesters.

This approval for return from AWOL is issued to student who went AWOL for more than two semesters as a requirement for enrollment.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Student wanting to return from AWOL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
2. Letter of appeal		Student applying		
3. Official Receipt as proof of payment (temporarily suspended)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student writes an appeal for readmission stating his reasons for being on AWOL and send it to: colsecchk@upd.up.edu.ph or thru unit drop box	1. Receives the letter of appeal for readmission via acknowledgment email or stamped received	None	5 Minutes	Frontline Office Staff Student Records Section
2. Wait for the appeal to be processed.	2. The College Secretary endorses the appeal letter for the student's	None	30 Minutes	College Secretary



	return from leave of absence to the College Committee.			
3. Wait for the approval of the College Committee.	3. The College Committee approves and the College Secretary signs the College Admission Form and send it via email	None	1 Day	<i>College Secretary</i>
4. Email the form to the OUR. If the leave is more than one semester, the student then secures a medical certificate from the UP Health Service.	4. OUR accepts the form with attachments for signature of the University Registrar	None	1 Day	<i>Frontline Office Staff Student Records Section</i>
5. Pay the application fee for return from AWOL (temporarily suspended)	5. Accepts the payment and issue Official Receipt	PHP 225.00 (temporarily waived)	5 Minutes	<i>Collecting Officer UP Cashier's Office</i>
6. Claim the College Admission Slip via email or courier and forward it to OUR.	6. Release the College Admission Form via email or courier	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
	TOTAL:		2 Days, 45 Minutes	

6. Approval for return from Absence Leave of Absence (LOA) of more than two semesters.

This approval for return from LOA is issued to student who is on official Leave of Absence for more than two semesters as a requirement for enrollment.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Student who is on LOA for more the two semesters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Return from Leave of Absence form and	1. Accept and check the completeness of the information	None	5 Minutes	<i>Frontline Office Staff</i>



email to : colsecchk@upd.up.edu.ph or put it to unit drop box	via acknowledgment email			Student Records Section
2. Wait for the request to be processed	2. Approves and signs the form and send it via email	None	1 Day	College Secretary
3. Claim the form via email or courier	3. Release the form via email or courier	None	5 minutes	Frontline Office Staff Student Records Section
	TOTAL:		1 Day, 10 Minutes	

7. Approval for Substitution

The approval for substitution is issued to student allowing him/her to substitute the taken subject in lieu of the required subject based on the curriculum.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	Frontline Office Staff Student Records Section
	2. Evaluate the status of student	None	1 Day	Student Records Evaluator
2. Wait for the request to be processed	3. The Adviser and the Chairman of the Department signs the approval/dis-approval of the Substitution	None	1 Day	Adviser and Department Chairman
3. Claim the accomplished substitution form via email or courier	4. Release the accomplished substitution form and provide	None	5 Minutes	Frontline Office Staff



	OUR with a copy via email or courier			Student Records Section
	TOTAL:		2 Days, 10 Minutes	

8. Certificate of Academic Completion

The certificate of academic completion is issued to student as proof of academic completion as a requirement for graduation.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
2. Official Receipt as proof of payment (temporarily suspended)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	Frontline Office Staff Student Records Section
2. Pay at the UP Cashier's Office (temporarily suspended)	2. Process payment and issue Official Receipt	PHP 20.00 (temporarily waived)	5 Minutes	Special Collecting Officer
3. Submit application form to: colsecchk@upd.up.edu.ph	3. Evaluate the status of student. Print the certificate and sign by the College Secretary	None	1 Day	Student Records Evaluator Student Records Section
4. Claim the certificate via email or courier	4. Release the Certificate of Academic Completion via email or courier	None	5 Minutes	Frontline Office Staff Student Records Section
	TOTAL:		1 Day, 20 Minutes	



9. Certificate of Enrollment

The Certificate of Enrollment is issued to requesting student as a requirement for student visa application.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		CHK Student Record Section Email to : colsecchk@upd.edu.ph		
2. Official Receipt as proof of payment (Temporarily suspended)		U.P. Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
2. Pay at the UP Cashier's Office (temporarily suspended)	2. Process payment and issue Official Receipt	PHP 20.00 (temporarily waived)	5 Minutes	<i>Special Collecting Officer</i>
3. Submit the Official Receipt to CHK Records Section (temporarily suspended)	3. Evaluate the status of student	None	1 Day	<i>Student Records Evaluator</i>
4. Wait for the request to be processed	4. Print certification and signed by the College Secretary	None	10 Minutes	<i>College Secretary</i>
5. Claim the Certificate of Enrollment via email or courier	5. Release the Certificate of Enrollment via email or courier	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
	TOTAL:		1 Day, 25 Minutes	



10. Certificate for evaluation of STUDENT/ACADEMIC RECORDS

The certificate for evaluation of academic records is issued to student requesting for an updated curriculum checklist.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
	2. Evaluate the status of student	None	1 Day	<i>Student Records Evaluator</i>
2. Wait for the request to be processed	3. Update curriculum checklist of the student	None	1 Day	<i>Student Records Evaluator</i>
3. Claim the Certificate via email or courier	4. Release the Certificate and update the copy of the curriculum checklist via email or courier	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
	TOTAL:		2 Days, 10 Minutes	



11. Certification for General Weighted Average/CWA

The certificate for GWA / CWA is issued to student base on his/her need as a requirement intended for its purpose.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
2. Official Receipt as proof of payment (Temporarily suspended)		U.P. Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1.Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
2. Pay at the UP Cashier's Office (temporarily waived)	2.Process payment and issue Official Receipt	PHP 20.00 (temporarily waived)	5 Minutes	<i>Special Collecting Officer</i>
3. Submit application form to: colsecchk@upd.up.edu.ph	3.Evaluate the status of student, compute grades of student	None	1 Day	<i>Student Records Evaluator</i>
4. Wait for the request to be processed	4. Print certificate and sign by College Secretary	None	5 Minutes	<i>College Secretary</i>
5.Claim the certificate via email or courier	5.Release the certificate of GWA via email or courier	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
	TOTAL:		1 Day, 20 Minutes	



12. Certificate for Non-Contract

This certification for non-contract is issued to student who has an intention to transfer to another college as a requirement for enrolment.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
2. Official Receipt as proof of payment (temporarily suspended)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1.Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
2. Pay at the UP Cashier's Office (temporarily suspended)	2.Process payment and issue Official Receipt	PHP 20.00 (temporarily waived)	5 Minutes	<i>Special Collecting Officer</i>
3. Submit application form to: colsecchk@upd.up.edu.ph	3.Check status of student	None	1 Day	<i>Student Records Evaluator</i>
4. Wait for the request to be processed	4.Print the certificate and sign by College Secretary and sent via email	None	5 Minutes	<i>College Secretary</i>
5. Claim the certification for non-contract via email or courier	5. Release the cert. of non-contract via email or courier	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
	TOTAL:		1 Day, 20 Minutes	



13. Certificate of No Pending / Disciplinary Case

The certificate for No Pending / Disciplinary Case is issued to student in lieu of Good Moral Character for any legal purpose it may serve.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
2. Student Disciplinary Council (SDC)		Office of Student Disciplinary Council Access link : http://bit.ly/sdcclearance		
3. Official Receipt as proof of payment (Temporarily suspended)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out request form thru: colsecchk@upd.up.edu.ph	1.Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
2.Pay at the UP Cashier's Office (temporarily suspended)	2.Process payment and issue Official Receipt	PHP 20.00 (temporarily waived)	5 Minutes	<i>Special Collecting Officer</i>
3.Submit application together with SDC Clearance and Official Receipt / email it: colsecchk@upd.up.edu.ph	3. Evaluate the status of student	None	1 Day	<i>Student Records Evaluator</i>
4. Wait for the request to be processed	4. Print the certification and signed by the College Secretary	None	30 Minutes	<i>College Secretary</i>
5. Claim the Certificate via email or courier	5. Release the Certificate via email or courier	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
	TOTAL:		1 Day, 45 Minutes	



14. Certification of P.E. Exemption- for UP student member of Rayadillo, Members of ROTC Band

Issuance of certification of P.E. Exemption as a requirement for enrolment purposes

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Student who is a member of Rayadillo and ROTC band			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1.Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
2.Submit certification issued by Rayadillo and ROTC Band to: colsecchk@upd.up.edu.ph	2.Check the documents submitted	None	30 Minutes	<i>Frontline Office Staff Student Records Section</i>
3. Wait for the request to be processed	3.Print the certificate and sign by College Secretary	None	5 Minutes	<i>College Secretary</i>
4. Claim the Certificate via email or courier	4.Release the certificate of PE exemption via email or courier	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
	TOTAL:		45 Minutes	



15. Certificate of P.E. Exemption - for students who hold the Associate in Arts title (or equivalent) or a Bachelor's degree

Issuance of certificate of P.E. Exemption as a requirement for enrolment

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Student who holds the Associate in Arts or Bachelor's degree			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
2. Official Receipt as proof of payment (temporarily suspended)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
2. Pay at the UP Cashier's Office (temporarily suspended)	2. Process payment and issue Official Receipt	PHP 20.00 (temporarily waived)	5 Minutes	<i>Special Collecting Officer</i>
3. Submit TOR, referral slip for transfer applicant to: colsecchk@upd.up.edu.ph	3. Check the documents submitted	None	30 Minutes	<i>Frontline Office Staff</i> Student Records Section
4. Wait for the request to be processed	4. Process the certification to be signed by College Secretary	None	30 Minutes	<i>College Secretary</i>
5. Claim the Certificate of P.E. exemption via email or courier	5. Release the certificate of PE exemption via email or courier	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
	TOTAL:		1 Hour, 15 Minutes	



16. Certificate of P.E. Exemption – for students 30 years old and above

The certificate of P.E. exemption issued to the client according to his/her classification as a requirement for enrolment.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP student who is 30 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
2. Official Receipt as proof of payment (temporarily suspended)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
2. Pay at the UP Cashier's Office (temporarily suspended)	2. Process payment and issue Official Receipt	PHP 20.00 (temporarily waived)	5 Minutes	<i>Special Collecting Officer</i>
3. Submit the birth certificate & Latest Form 5 via email to: colsecchk@upd.up.edu.ph	3. Check the documents submitted	None	30 Minutes	<i>Frontline Office Staff</i> Student Records Section
4. Wait for the request to be processed	4. Print the certificate and sign by College Secretary	None	30 Minutes	<i>College Secretary</i>
5. Claim the Certificate of P.E. exemption via email or courier	5. Release the certificate of PE exemption via email or courier	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
	TOTAL:		1 Hour and 15 Minutes	



17. Certificate of Permit to Cross-Register to another U.P. UNIT

This permit is issued to student who wants to cross-register to another U.P. unit.

Office or Division:	CHK Student Records			
Classification:	Complex			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form 2. Approval from OUR of home U.P. unit 3. Description of courses		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph Home U.P. unit Home U.P. unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	Frontline Office Staff Student Records Section
	2. Evaluate the status of the student	None	One day 1 Day	Student Records Evaluator
2. Student will wait for the approval from the Dean of his/her home college	3. The Dean of the home college sends the form of approval to cross-register via email	None	2 Days	College Dean
3. Student will notify the accepting college via email	4. Dean of accepting unit will acknowledge the acceptance form	None	2 Days	College Dean
4. Claim the Cross-Registration form via email or courier and forward it to the accepting UP unit via email	5. Release the Cross-Registration Form via email or courier and forward it to the accepting UP unit	None	5 Minutes	Frontline Office Staff Student Records Section
	TOTAL:		4 Days, 10 Minutes	



18. Certificate for Units Earned

The certificate of units earned is issued to requesting students wanting to update their list of passed subjects.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application form			CHK Student Record Section Email to : colsecchk@upd.up.edu.ph	
2. Official Receipt as proof of payment (Temporarily suspended)			UP Cashier's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
2. Pay at the UP Cashier's Office (temporarily suspended)	2. Process payment and issue Official Receipt	PHP 20.00 (temporarily waived)	5 Minutes	<i>Special Collecting Officer</i>
3. Submit application form to: colsecchk@upd.up.edu.ph	3. Check status of student	None	1 Day	<i>Student Records Evaluator</i>
4. Wait for the request to be processed	4. Print the certificate and sign by the College Secretary	None	5 Minutes	<i>College Secretary</i>
5. Claim the certification via email or courier	5. Release certification of units earned via email or courier	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
	TOTAL:		1 Day, 20 Minutes	



19. Certificate of validation for advance credits

This certificate is issued to student requesting for an approval from the OUR for validation for advance credits.

Office or Division:	CHK Student Records			
Classification:	Complex			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form 2. Transcript of Records (if transferee)		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph Home College / University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
2. Submit the certified copy of Transcript of Records and a copy of description of courses from previous school to: colsecchk@upd.up.edu.ph	2. Evaluate the status of the student	None	1 Day	<i>Student Records Evaluator</i>
3. Wait for the request to be processed	3. The SRE, the Adviser, and the College Secretary will send the application form for advanced credit of the student via email	None	1 Day	<i>Student Records Evaluator and College Secretary</i>
4. Student seeks the approval via email from the Instructor/Chairman where the subject for advanced credit is being offered.	4. Evaluate the status of the request whether approved or disapproved	None	2 Days	<i>Student Records Evaluator</i>
5. Claim the approval of the request via email or courier	5. Release and send a copy to the University Registrar the approved Validation for advanced credits via email or courier	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
	TOTAL:		4 Days, 10 Minutes	



20. College Clearance (for CHK Students planning to shift out to other college)

The college clearance is issued to student who is planning to shift to other college which is a requirement for this purpose.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance application form		CHK Student Record Section Email to : colsecchk@upd.up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff Student Records Section</i>
2. Email the CHK Librarian thru: gtvillalonga@up.edu.ph	2. Librarian checks student accountabilities. If none – the Clearance will be sent via email	None	10 Minutes	<i>Librarian</i>
3. Email to CHK Property Officer thru: rctapel@up.edu.ph	3. Property Officer checks student accountabilities. if none- the Clearance will be sent via email.	None	10 Minutes	<i>Property Officer</i>
4. Email to Varsity office varsitysportschk.upd@up.edu.ph	4. Office checks student accountabilities. if none- the Clearance will be sent via email	None	10 Minutes	<i>Frontline Office Staff Varsity Office</i>
5. Forward the Clearance to: colsecchk@upd.up.edu.ph	5. Office Staff check student accountabilities. if none- the Clearance will be sent via email	None	10 Minutes	<i>Frontline Office Staff Student Records Section</i>



6. Claim the Clearance via email or courier	Release the College Clearance via email or courier	None	5 Minutes	Frontline Office Staff Student Records Section
TOTAL:			50 Minutes	

21. Community Recreation Program (temporarily suspended due to Pandemic)

This recreation program offers several leisure activities like aquatics, dance, martial arts, athletics to the public as health and wellness activities.

Office or Division:	Community Recreation Program			
Classification:	Simple			
Type of Transaction:	College to the public			
Who may avail:	UP Students, UP Employee, Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Administrative Office Annex		
2. Official Receipt as proof of payment		CHK Special Collecting Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form	1. Accept and check the completeness of information	None	5 Minutes	Frontline Office Staff P.E. Department
2. Submit the requirements and certification	2. Review the requirements submitted	None	5 Minutes	Frontline Office Staff P.E. Department
3. Choose the schedule of exam	3. Confirm the schedule of exam	None	10 Minutes	Frontline Office Staff P.E. Department
4. Pay at CHK Administrative Office	4. Issue the Official Receipt	Refer to the Table of Rates below	5 Minutes	Special Collecting Officer
5. Attend the sessions	5. Check the attendance	None	1 Hour, 30 Minutes	Instructor
TOTAL:			1 Hour, 55 Minutes	

TABLE OF RATES			
Classification	Discount	Registration Fee	
CHK Faculty and Staff	Free	Free	
U.P. students	-	PHP 1750.00	
U.P. Employee or Dependents	10% discount	PHP 1575.00	



Senior Citizen	20% discount	PHP 1400.00	
Non-U.P. Clients	-	PHP 1750.00	

22. Issuance of Athletic Scholarship Approval

The Athletic Scholarship is issued to student-athlete who is due for assessment to be able to avail the scholarship granted upon.

Office or Division:	CHK Varsity Sports Office			
Classification:	Simple			
Type of Transaction:	College to Student-Athletes			
Who may avail:	VAAS Athletes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved list from the Office of the Chancellor		Varsity Office Email address : varsitysportschk.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form thru: varsitysportschk.upd@up.edu.ph	1. Accept and check the completeness of information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Varsity Office
2. Wait for the request to be processed	2. Verify the name from the list of athletes with scholarship. If the name is on the list, the scholarship form will be printed. The Scholarship form will be signed by the Varsity Director and College Dean	None	1 Day	<i>Frontline Office Staff</i> Varsity Office
3. Claim the Athletics Scholarship slip via email or courier	3. Issue the Athletic scholarship via to the athlete to for assessment or courier	None	5 Minutes	<i>Frontline Office Staff</i> Varsity Office
	TOTAL:		1 Day, 10 Minutes	



23. Issuance of True Copy of Grades (TCG)

The True Copy of Grades is issued to requesting student based on his/her need as a requirement intended for its purpose.

Office or Division:	CHK Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		CHK Student Record Section Email to colsecchk@upd.up.edu.ph		
2. Official Receipt as proof of payment (Temporarily suspended)		U.P. Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request for TCG thru: colsecchk@upd.up.edu.ph	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
2. Pay at the UP Cashier's Office (temporarily suspended)	2. Process payment and issue Official Receipt	PHP 20.00 (temporarily waived)	5 Minutes	<i>Special Collecting Officer</i>
3. Submit application form to : colsecchk@upd.up.edu.ph	3. Check status of students	None	1 Day	<i>Frontline Office Staff</i> Student Records Section
4. Wait for the request to be processed	4. Print the True Copy of Grades which will be signed by the College Secretary	None	35 Minutes	<i>Frontline Office Staff</i> Student Records Section
5. Claim the certificate via email or courier	5. Release the pdf TCG via email or courier	None	5 Minutes	<i>Frontline Office Staff</i> Student Records Section
	TOTAL:		1 Day, 50 Minutes	



24. Physical Education Proficiency Examination (temporarily suspended due to Pandemic)

This proficiency examination is given to interested U.P. students who want to take advance P.E. and who has not completed the mandatory number of P.E.

Office or Division:	CHK Physical Education Department			
Classification:	Simple			
Type of Transaction:	College to U.P. students			
Who may avail:	UP Students who want to take advance Physical Education for advance credits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		CHK Administrative Office Annex		
2. Official Receipt as proof of payment		CHK Special Collecting Officer		
3. Class card		DPE Office Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up registration form	1. Accept and check the completeness of information	None	5 Minutes	<i>Frontline Office Staff P.E. Department</i>
2. Submit requirements; certification	2. Review the requirements	None	5 Minutes	<i>Frontline Office Staff P.E. Department</i>
3. Choose the schedule	3. Confirm the schedule	None	10 Minutes	<i>Frontline Office Staff P.E. Department</i>
4. Pay at CHK Administrative Office	4. Issue the Official Receipt	Refer to the Table of Rates below	5 Minutes	<i>Special Collecting Officer</i>
5. Arrive on the scheduled day of exam/s	5. Take the exam/s	None	1 Hour and 30 Minutes	<i>Examiner</i>
TOTAL:			1 Hour, 55 Minutes	

TABLE OF RATES			
Classification		Regular	Graduating
U.P. students	Application Fee	PHP 60.00	PHP 120.00
	Examination Fee	PHP 60.00	PHP 120.00



25. VAAS Clearance

The VAAS Clearance is issued to student-athlete that needs certification that he/she has complied with all the academic requirements to start the enrolment process.

Office or Division:	CHK Varsity Sports Office			
Classification:	Simple			
Type of Transaction:	College to Student-Athletes			
Who may avail:	VAAS Athletes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Varsity Office Email to: varsitysportschk.upd@up.edu.ph		
2. True Copy of Grades		Student's Record Section Email to : colsecchk@upd.up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form thru varsity email address	1. Accept and check the completeness of the information via acknowledgment email	None	5 Minutes	<i>Frontline Office Staff</i> Varsity Office
2. Wait for the request to be processed	2. Check for any delinquencies and grades from the previous semester. If the athlete is in good standing, the Clearance Form will be printed. The Clearance form will be signed by the Varsity Director.	None	1 Day	<i>Frontline Office Staff</i> Varsity Office
3. Claim the VAAS Clearance via email or courier	3. Issue the VAAS Clearance via email or courier to the student-athlete to start the enrollment.	None	5 Minutes	<i>Frontline Office Staff</i> Varsity Office
	TOTAL:		1 Day, 10 Minutes	



**College of Mass Communication
(CMC)
External Services**



1. Issuance True Copy of Grades

Issuance of True Copy of Grades as a requirement

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished google form 2. Copy of student's ID or any government issued ID		CMC Student Record Section/via online: cmcoocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student should email the cmcoocs.upd@up.edu.ph for request.	1. Receive the request.	None	5 Minutes	<i>Frontline Office Staff (Records Section)</i>
2. Accomplish the request form. IMPORTANT: You have to accomplish a google form: https://forms.gle/N62GS0T4jHT6CVny9 For security purposes, the form is only accessible through your UP Mail account.	2. Check the response form if the student accomplished the form.	None	10 Minutes	<i>Frontline Office Staff (Records Section)</i>
3. Pay via online bank payment (Option 1) Pay the requested document(s) at the UP Cash Office (beside PNB at the UP Shopping Center). (Option 2)		PHP 20.00	1 Day	<i>Frontline Staff UP Cashier's Office</i>
4. Send the proof of Payment to the email thread sent to cmcoocs.upd@up.edu.ph	3. Check status of students	None	5 Minutes	<i>Frontline Office Staff (Records Section)</i>
5. Wait for the request to be processed	4. Make the TCG to be signed by the College Secretary	None	35 Minutes	<i>Frontline Office Staff (Records Section)</i>
6. Claim the TCG	5. Release the TCG via email	None	5 Minutes	<i>Frontline Office Staff (Records Section)</i>
TOTAL:		PHP 20.00	1 Day, 1 Hour	



2. Issuance of Good Moral Character

Issuance of Good Moral Character as a requirement

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished google form 2. Copy of student's ID or any government issued ID 3. OSE Clearance		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student must secure first a clearance from the Student Disciplinary Council before OCS can issue the said certificate. Clearance application is now available online via http://bit.ly/sdcclearance Once you get the digital copy of your clearance, student should email the cmcocs.upd@up.edu.ph along with the digital copy of your clearance as attachment.	1. Receive the email request.	None	10 Minutes	<i>Frontline Office Staff</i> (Records Section)
2. Accomplish the request form. IMPORTANT: You have to accomplish a google form: https://forms.gle/N62GS0T4jHT6CVny9 For security purposes, the form is only accessible through your UP-Mail account.	2. Check if the student accomplished the form.	None	10 Minutes	<i>Frontline Office Staff</i> (Records Section)
3. Pay via online bank payment (Option 1) Pay the requested document(s) at the UP Cash Office (beside PNB at the UP Shopping Center). (Option 2)		PHP 20.00	1 Day	<i>Frontline Staff</i> UP Cashier's Office



4. Send the proof of Payment to the email thread sent to cmcocs.upd@up.edu.ph	3. Check status of students	None	5 Minutes	Frontline Office Staff (Records Section)
5. Wait for the request to be processed	4. Make the Certificate of Good Moral Character to be signed by the College Secretary	None	35 Minutes	Frontline Office Staff (Records Section)
6. Claim the Certificate of Good Moral Character	5. Release the Certificate of Good Moral Character via email	None	5 Minutes	Frontline Office Staff (Records Section)
TOTAL:		PHP 20.00	1 Day, 65 Minutes	

3. Issuance of Certificate of Enrollment

Issuance of Certificate of Enrollment as a requirement

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished google form 2. Copy of student's ID or any government issued ID		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student should email the cmcocs.upd@up.edu.ph for request.	1. Receive the request	None	5 Minutes	Frontline Office Staff (Records Section)
2. Accomplish the request form. IMPORTANT: You have to accomplish a google form: https://forms.gle/N62GS0T4jHT6CVny9 For security purposes, the form is only accessible through your UP Mail account.	2. Check if the student accomplished the form	None	10 Minutes	Frontline Office Staff (Records Section)
3. Pay via online bank payment (Option 1) Pay the requested document(s) at the UP	3. Received Payment	PHP 20.00	1 Day	Frontline Staff UP Cashier's Office



Cash Office (beside PNB at the UP Shopping Center). (Option 2)				
4. Send the proof of Payment to the email thread sent to cmcocs.upd@up.edu.ph	4. Check status of students	None	5 Minutes	Frontline Office Staff (Records Section)
5. Wait for the request to be processed	5. Check the Enrollment status of the student	None	5 Minutes	Frontline Office Staff (Records Section)
	6. Make the Certificate of Enrollment to be signed by the College Secretary	None	35 Minutes	Frontline Office Staff (Records Section)
6. Claim the Certificate of Enrollment	7. Release the Certificate of Enrollment	None	2 Minutes	Frontline Office Staff (Records Section)
	TOTAL:	PHP 20.00	1 Day, 67 Minutes	

4. Issuance of Certification of General Weighted Average/CWA

Issuance of Certification of GWA / CWA as a requirement

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished google form 2. Copy of student's ID or any government issued ID		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student should email the cmcocs.upd@up.edu.ph for request.	1. Receive the request.	None	5 Minutes	Frontline Office Staff (Records Section)



2. Accomplish the request form. IMPORTANT: You have to accomplish a google form: https://forms.gle/N62GS0T4jHT6CVny9 For security purposes, the form is only accessible through your UP Mail account.	2. Check if the student accomplished the form.	None	5 Minutes	Frontline Office Staff (Records Section)
3. Pay via online bank payment (Option 1) Pay the requested document(s) at the UP Cash Office (beside PNB at the UP Shopping Center). (Option 2)		PHP 20.00	1 Day	Frontline Staff UP Cashier's Office
4. Send the proof of Payment to the email thread sent to cmcocs.upd@up.edu.ph	3. Check status of students	None	5 Minutes	Frontline Office Staff (Records Section)
5. Wait for the request to be processed	4. Evaluate the status of student, compute grades of student	None	35 minutes	Frontline Office Staff (Records Section)
	5. Make the Certificate of GWA/CWA to be signed by the College Secretary	None	5 Minutes	Frontline Office Staff (Records Section)
6. Claim the Certificate of GWA/CWA	6. Release the Certificate of GWA/CWA	None	2 Minutes	Frontline Office Staff (Records Section)
	TOTAL:	PHP 20.00	1 Day, 62 Minutes	

5. Issuance of Certification of Units Earned

Issuance of certification of units earned as a requirement

Office or Division:	CMC Student Records
Classification:	Simple
Type of Transaction:	College to students
Who may avail:	Undergraduate and Graduate Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished google form 2. Copy of student's ID or any government issued ID		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student should email the cmcocs.upd@up.edu.ph for request.	1. Receive the request.	None	5 Minutes	<i>Frontline Office Staff</i> (Records Section)
2. Accomplish the request form. IMPORTANT: You have to accomplish a google form: https://forms.gle/N62GS0T4jHT6CVny9 For security purposes, the form is only accessible through your UP Mail account.	2. Check if the student accomplished the form.	None	5 Minutes	<i>Frontline Office Staff</i> (Records Section)
3. Pay via online bank payment (Option 1) Pay the requested document(s) at the UP Cash Office (beside PNB at the UP Shopping Center). (Option 2)		PHP 20.00	1 Day	<i>Frontline Staff</i> UP Cashier's Office
4. Send the proof of Payment to the email thread sent to cmcocs.upd@up.edu.ph	3. Check status of students		5 Minutes	<i>Frontline Office Staff</i> (Records Section)
5. Wait for the request to be processed	4. Evaluate the status of student and compute the earned units	None	35 Minutes	<i>Frontline Office Staff</i> (Records Section)
	5. Make the Certificate of Units Earned to be signed by the College Secretary	None	5 Minutes	<i>Frontline Office Staff</i> (Records Section)
6. Claim the Certificate of Units Earned	6. Release the Certificate of Units Earned	None	2 Minutes	<i>Frontline Office Staff</i> (Records Section)
	TOTAL:	PHP 20.00	1 Day 62 Minutes	



6. Issuance of Academic Completion

Issuance of academic completion as a requirement

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished google form 2. Copy of student's ID or any government issued ID		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student should email the cmcocs.upd@up.edu.ph for request.	1. Receive the request.	None	5 Minutes	<i>Frontline Office Staff (Records Section)</i>
2. Accomplish the request form. IMPORTANT: You have to accomplish a google form: https://forms.gle/N62GS0T4jHT6CVny9 For security purposes, the form is only accessible through your UP Mail account.	2. Check the response form if the student accomplished the form.	None	10 Minutes	<i>Frontline Office Staff (Records Section)</i>
3. Pay via online bank payment (Option 1) Pay the requested document(s) at the UP Cash Office (beside PNB at the UP Shopping Center). (Option 2)		PHP 20.00	1 Day	<i>Frontline Staff UP Cashier's Office</i>
4. Send the proof of Payment to the email thread sent to cmcocs.upd@up.edu.ph	3. Check status of students	None	5 Minutes	<i>Frontline Office Staff (Records Section)</i>
5. Wait for the request to be processed	4. Evaluate the status of student and compute the earned units	None	35 Minutes	<i>Frontline Office Staff (Student Records)</i>
	5. Make the Certificate of Completion to be signed by the College Secretary		5 Minutes	<i>Frontline Office Staff (Records Section)</i>



6. Claim the Certificate of Completion	6. Release the Certificate of Completion	None	2 Minutes	Frontline Office Staff (Records Section)
	TOTAL:	PHP 20.00	1 Day, 67 Minutes	

7. Issuance of College Clearance for CMC Students Planning to Shift Out to Other College

Issuance of college clearance for as a requirement for shifting purposes

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admission Notice 2. Accomplished Property Clearance form Copy of student's ID or any government issued ID		CMC Student Record Section/via online: cmcoocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student should email the cmcoocs.upd@up.edu.ph for request.	1. Receive the request.	None	5 minutes	Frontline Office Staff (Records Section)
2. Claim the Property clearance Form	2. Prepare the form and send it in the email thread	None	5 minutes	Frontline Office Staff (Records Section)
3. Email the CMC Library and attach the filled-up form	3. Librarian checks student accountabilities. if none- the Staff signs under box provided CMC Library	None	20 minutes	Librarian (CMC Library)
4. Email the Property officer and attach the filled-up form signed by the CMC Head Librarian	4. Property Officer checks student accountabilities. if none- the Staff signs under box provided CMC Property	None	20 minutes	Property Officer (Admin Office)
5. Email cmcoocs.upd@up.edu.ph attach the signed property clearance form	5. Office Staff check student accountabilities. if none- the Staff signs under box provided CMC Records Section.	None	10 minutes	Frontline Office Staff (Records Section)



	6. Process to be signed by the College Secretary	None	5 minutes	Frontline Office Staff (Records Section)
6. Claim the Clearance	7. Release the College Property Clearance	None	5 minutes	Frontline Office Staff (Records Section)
	TOTAL:	None	1 Hour, 10 Minutes	

8. Issuance of Certification for Non-Contract

Issuance of certification for non-contract as a requirement

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished google form 2. Copy of student's ID or any government issued ID		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student should email the cmcocs.upd@up.edu.ph for request.	1. Receive the request.	None	5 Minutes	Frontline Office Staff (Records Section)
2. Accomplish the request form. IMPORTANT: You have to accomplish a google form: https://forms.gle/N62GS0T4jHT6CVny9 For security purposes, the form is only accessible through your UP Mail account.	2. Check the response form if the student accomplished the form.	None	10 Minutes	Frontline Office Staff (Records Section)
3. Pay via online bank payment (Option 1) Pay the requested document(s) at the UP Cash Office (beside PNB at the UP Shopping Center). (Option 2)		PHP 20.00	1 Day	Frontline Staff UP Cashier's Office
4. Send the proof of Payment to the email thread sent to cmcocs.upd@up.edu.ph	3. Check status of students	None	5 Minutes	Frontline Office Staff (Records Section)



5. Wait for the request to be processed	4. Make the certification for non-contract to be signed by the College Secretary	None	35 Minutes	Frontline Office Staff (Records Section)
6. Claim the certification for non-contract	5. Release the certification for non-contract via email	None	5 Minutes	Frontline Office Staff (Records Section)
TOTAL:		PHP 20.00	1 Day, 1 Hour	

9. Issuance of Approval for Substitution

Issuance of approval for substitution as a requirement

Office or Division:	CMC Student Records			
Classification:	Highly Technical			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for waiver of prerequisite form 2. Request for Substitution of Courses Form 3. Photocopy of the syllabus of the course		CMC Student Record Section/via online: cmccs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email cmccs.upd@up.edu.ph and request for application for waiver of prerequisite form	1. Send the application for waiver of prerequisite form to the student	None	5 Minutes	Frontline Office Staff (Administrative Staff)
2. Fill out request form and send it to email thread	2. Receive accomplished request form	None	5 Minutes	Frontline Office Staff (Records Section)
3. Submit the accomplished Request for Substitution of Courses Form and a photocopy of the syllabus of the course to be substituted to the Student Records Evaluator	3. Examine validity of the filled out form: <ul style="list-style-type: none"> • Recommending approval of department offering the course • Recommending approval of the department where the subject was taken • Passing grade • Course taken must be equal or higher in units. 	None	1 Day	<i>Student Records Evaluator</i> (Records Section)
4. Get approval/disapproval of	4. Department Chair of Subject required	None	1 Week	<i>Get approval/disapproval of</i>



Department Chair of Subject required				<i>Department Chair of Subject required</i>
5. Send back the approved form to your College (email thread) to get approval of your DEAN	5. Secure approval of the Dean	None	5 Minutes	<i>Frontline Office Staff (Records Section)</i>
	TOTAL:	None	8 Days, 15 Minutes	

10. Request for Return from Absence Without Official Leave (AWOL) (one semester only)

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Letter of intent to be readmitted from AWOL Supporting documents (e.g. certificate of employment, if work related, medical certificate, if health related, etc.) Accomplished Readmission Form Screenshot/soft copy of the proof of payment of AWOL fee and soft copy of the filled-out Payment Slip Scanned copy of filled-out Student Directory with photo 		CMC Student Record Section/via online: cmcocks.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Student writes a letter of intent to be readmitted to the college. The letter should be addressed to Dean Arminda V. Santiago, PhD. The student should email the appeal letter to cmcocks.upd@up.edu.ph.</p> <p>Student may also attach supporting documents (e.g. certificate of employment, if work related, medical certificate, if health related, etc.).</p>	<ol style="list-style-type: none"> Evaluate scholastic standing of the student 	None	1 Day	<i>Frontline Office Staff (Records Section)</i>



<p>IMPORTANT: Answer the google form: https://forms.gle/zkdZMe3ETkxf23udA</p>				
<p>2. Receive and fills-out a soft copy of the readmission form sent by the Student Records Evaluator (SRE). Kindly wait for the advise from the Office of the College Secretary.</p>	<p>2. Process the release of Readmission form to be filled-up by student</p>	<p>None</p>	<p>1 Day</p>	<p><i>Student Records Evaluator (SRE) (Records Section)</i></p>
<p>3. Asks for the endorsement and signature of his/her Program Adviser and Department Chair/Institute Director.</p> <p>a. Email from program adviser/ Department Chair/ Institute Director which states that they are endorsing your appeal</p> <p>b. Signed certification of endorsement issued by your program adviser/ Department Chair/ Institute Director.</p>	<p>3. Endorsement and signature of Program Adviser, Department Chair/Institute Director</p>	<p>None</p>	<p>1 Day</p>	<p><i>Department Chair/Institute Director (Department/Institute)</i></p>
<p>4. Submit the endorsed appeal form for to the College Secretary (cmcoocs.upd@up.edu.ph) under the same email thread.</p>	<p>4. Process the student request</p>	<p>None</p>	<p>1 Day</p>	<p><i>Frontline Office Staff (Records Section)</i></p>
<p>5. Wait for the approval of the Dean. OCS will inform you about the result of your appeal via email. If the appeal is approved by the Dean, the Office of the College Secretary will issue college readmission slip.</p>	<p>5. If the appeal is approved by the Dean, the Office of the College Secretary will issue college readmission slip.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Frontline Office Staff (Records Section)</i></p>
<p>6. Student pays the AWOL fee online then send the following requirements to the OCS email thread:</p>	<p>6. Check the proof of payment sent by the student</p>	<p>PHP 225.00</p>	<p>1 Day</p>	<p><i>Frontline Office Staff (Records Section)</i></p>



<p>a. Screenshot/soft copy of the proof of payment of AWOL fee and soft copy of the filled-out Payment Slip b. Scanned copy of filled-out Student Directory with photo</p>				
	<p>5. OCS sends a soft/scanned copy of your college admission slip and your other requirements to Office of University Registrar (OUR), Admissions and Registration Division (ARD).</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Frontline Office Staff</i> (Records Section)</p>
	<p>6. OUR ARD will send a scanned copy of your University Admission Slip (UAS) back to your college - This will be monitored by the SRE</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Frontline Office Staff</i> (Records Section)</p>
<p>7. Student will receive email notification from OCS of his/her official readmission.</p>	<p>7. OCS will notify the student about the status of readmission through email once the OCS receives the UAS from OUR-ARD.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Frontline Office Staff</i> (Records Section)</p>
	<p>TOTAL:</p>	<p>PHP 225.00</p>	<p>6 Days, 3 Hours</p>	



11. Request for Return from Absence Without Official Leave (AWOL) (more than one semester)

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Letter of intent to be readmitted from AWOL 7. Supporting documents (e.g. certificate of employment, if work related, medical certificate, if health related, etc.) 8. Accomplished Readmission Form 9. Screenshot/soft copy of the proof of payment of AWOL fee and soft copy of the filled-out Payment Slip 10. Scanned copy of filled-out Student Directory with photo 11. Soft copy of certificate of compliance from the UP Diliman Health		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter of intent to be readmitted to the college. The letter should be addressed to Dean Armindia V. Santiago, PhD. The student should email the appeal letter to cmcocs.upd@up.edu.ph. Student may also attach supporting documents (e.g. certificate of employment, if work related, medical certificate, if health related, etc.). IMPORTANT: Answer the google form: https://forms.gle/zkdZMe3ETkxf23udA For security purposes, the form is only accessible through your UP Mail account. If	1. Evaluate scholastic standing of the student	None	1 Day	Frontline Office Staff (Records Section)
2. Receive and fills-out a soft copy of the	2. Process the release of	None	1 Day	



readmission form sent by the Student Records Evaluator (SRE). Kindly wait for the advise from the Office of the College Secretary.	Readmission form to be filled-up by student			<i>Student Records Evaluator (SRE)</i> (Records Section)
3. Asks for the endorsement and signature of his/her Program Adviser and Department Chair/Institute Director. a. Email from program adviser/ Department Chair/ Institute Director which states that they are endorsing your appeal b. Signed certification of endorsement issued by your program adviser/ Department Chair/ Institute Director.	3. Endorsement and signature of Program Adviser, Department Chair/Institute Director	None	1 Day	<i>Department Chair/Institute Director</i> (Department/Institute)
4. Submit the endorsed appeal form for to the College Secretary (cmcoocs.upd@up.edu.ph) under the same email thread.	4. Process the student request	None	1 Day	<i>Frontline Office Staff</i> (Records Section)
5. Wait for the approval of the Dean. OCS will inform you about the result of your appeal via email. If the appeal is approved by the Dean, the Office of the College Secretary will issue college readmission slip.	5. If the appeal is approved by the Dean, the Office of the College Secretary will issue college readmission slip.	None	1 Day	<i>Frontline Office Staff</i> (Records Section)
6. Student pays the AWOL fee online then send the following requirements to the OCS email thread: a. Screenshot/soft copy of the proof of payment of AWOL fee and soft copy of the filled-out Payment Slip b. Scanned copy of filled-out Student Directory with photo	6. Check the proof of payment sent by the student	PHP 225.00	1 Day	<i>Frontline Office Staff</i> (Student Records)



c. Soft copy of certificate of compliance from the UP Diliman Health				
	7. OCS sends a soft/scanned copy of your college admission slip and your other requirements to Office of University Registrar (OUR), Admissions and Registration Division (ARD).	None	1 Hour	Frontline Office Staff (Student Records)
	8. OUR ARD will send a scanned copy of your University Admission Slip (UAS) back to your college - This will be monitored by the SRE	None	1 Hour	Frontline Office Staff (Student Records)
7. Student will receive email notification from OCS of his/her official readmission.	9. OCS will notify the student about the status of readmission through email once the OCS receives the UAS from OUR-ARD.	None	1 Hour	Frontline Office Staff (Student Records)
	TOTAL:	PHP 225.00	6 Days, 3 Hours	

12. Readmission from Leave of Absence (LOA)

Office or Division:	CMC Student Records
Classification:	Simple
Type of Transaction:	College to students
Who may avail:	Undergraduate and Graduate Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Scanned copy of accomplished Return from LOA Form 2. Scanned copy of filled-out Student Directory with photo 3. Soft copy of your certificate of compliance from the UP Diliman Health Service if returning from LOA for more than one semester OR if the reason for filing the LOA was due to health/medical reasons regardless of the number of semesters	CMC Student Record Section/via online: cmcocs.upd@up.edu.ph



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes return from LOA form: https://our.upd.edu.ph/files/announce/ONLINE-SUBMISSION-OF-REQS-FOR-UAS-FIRST-SEMESTER-2020-2021.pdf	1. Secure the signature of the College Secretary	None	20 Minutes	<i>Frontline Office Staff</i> (Records Section)
2. Email the scanned/soft copy to cmcoocs.upd@up.edu.ph the following documents: a. Scanned copy of accomplished Return from LOA Form b. Scanned copy of filled-out Student Directory with photo c. Soft copy of your certificate of compliance from the UP Diliman Health Service if returning from LOA for more than one semester OR if the reason for filing the LOA was due to health/medical reasons regardless of the number of semesters.	2. Evaluate the submitted documents and upon verification that the submission is in order, you will be notified by the college of your admission/readmission.	None	1 Day 30 Minutes	<i>Frontline Office Staff</i> (Records Section)
3. Wait to be notified by the college of readmission.	3. Sends a soft/scanned copy of your college admission slip and your other requirements to Office of University Registrar (OUR), Admissions and Registration Division (ARD).	None	1 Day	<i>Frontline Office Staff</i> (Records Section)
4. Acknowledge the email of OCS Staff.	4. OCS will notify the student about the status of readmission.	None	10 Minutes	<i>Frontline Office Staff</i> (Records Section)
	TOTAL:	None	2 Days, 40 Minutes	



13. Request for Validation of Courses

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Transcript of Record (OTR) 2. Approved Permit for Validation form		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to validate some of your courses taken by submitting a copy of your Official Transcript of Record (OTR) to the Office of the College Secretary (OCS) of your College	1. Verify/Check the courses for validation	None	3 Minutes	<i>Frontline Office Staff</i> (Office of the College Secretary (OCS)/ Graduate Programs Office (GPO))
	2. Prepare Permit for Validation (for students who have finished below 66 units of courses from previous school) or Advance Credit Without Validation (ACWV) (for students who have finished 66 units and above of courses from previous school) Form or whichever is applicable	None	3 Weeks	<i>Student Records Evaluator (SRE)</i> (Office of the College Secretary)
2. Go to the home College/ Institute/ Department of requested courses for validation	3. The College/Institute/Department will validate the requested courses	None	3 Weeks	<i>Frontline Staff</i> (OCS or Department Level)
3. Go back to your College to get approval of your DEAN	4. Secure approval of the Dean	None	3 Days	<i>Frontline Staff</i> (Dean's Office)
	5. Submit approved PERMIT FOR VALIDATION or ACWV FORM to the Office of the University Registrar (OUR), keep one (1) copy with the OCS and, give one (1) copy to the student	None	3 Minutes	<i>Officer of the Day/Frontline Staff</i> (Records Section)
TOTAL:		None	2 Months	



14. Request for Transfer to Voluntary Shifting-Out Status

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished voluntary shifting-out form 2. Application letter		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form duly signed by the OCG and application letter duly signed or endorsed by the Department Chair/Institute Director	1. Check the received form	None	3 Minutes	<i>Frontline Office Staff (Records Section)</i>
	2. Secure approval of the College Secretary	None	3 Minutes	<i>Frontline Office Staff (Records Section)</i>
	TOTAL:	None	6 Minutes	

15. Permission to Cross-Register to Another UP Unit

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email cmcocs.upd@up.edu.ph Submit accomplished form duly signed by the Program Adviser	1. Check the standing of the eligibility of the student	None	3 Days	<i>Student Records Evaluator (Office of the College Secretary)</i>
	2. Secure the signature of the Dean	None		<i>College Secretary (Office of the College Secretary)</i>
	TOTAL:	None	3 Days	



16. Application for Waiver of Prerequisite

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application for Waiver of prerequisite		CMC Student Record Section/via online: cmccocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email cmccocs.upd@up.edu.ph and request for application for waiver of prerequisite form	1. Send the application for waiver of prerequisite form to the student	None	3 Days	Frontline Office Staff (Record Section)
2. Submit accomplished form duly signed by the concerned Faculty, the Student Disciplinary Council (SDC) and the Department Chair/Institute Director.	2. Secure the signature of the College Secretary	None	5 Minutes	Frontline Office Staff (Records Section)
TOTAL:		None	3 Days, 5 Minutes	

17. Permit to Overload/Underload

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Permit to overloading/underloading form 2. Supporting documents		CMC Student Record Section/via online: cmccocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email cmccocs.upd@up.edu.ph and request for permit to overload/underload form	1. Send the permit to overload/underload form to the student	None	5 Minutes	Frontline Office Staff (Records Section)
2. Submit accomplished form duly signed by the Adviser, the Department Chair/Institute Director	2. Secure the signature of the College Secretary and the Dean	None	5 Minutes	Frontline Office Staff (Records Section)
TOTAL:		None	10 Minutes	



18. Request for Deferment of Enrolment

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter or form stating the reason		CMC Student Record Section/via online: cmcoocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email OCS and submit deferment letter/form stating the reason	1. Receive form/letter forward them to the respective Department/Institute Program Committee	None	1 Day	<i>SRE/College Secretary/Associate Dean for Academic Affairs and Dean (Administrative Office)</i>
2. Wait to be notified about the result	2. Secure approval from College Secretary/Dean/AD AA	None	2 Days	
TOTAL:		None	3 Days	

19. Request for Readmission from Dismissed (Grade Requirement) / Failure to Comply with Conditions or Lifting of Ineligibilities

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished form 2. Appeal letter 3. TCG		CMC Student Record Section/via online: cmcoocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email cmcoocs.upd@up.edu.ph and request the form	1. Send the form to the student	None	3 Minutes	Student
2. Submit accomplished form duly signed by the Graduate Program Committee/ Program Adviser and Department Chair/Institute Director/Program	2. Evaluate scholastic standing of the student, review and receive accomplished form	None	5 Minutes	<i>Student Records Evaluator (Office the College Secretary)</i>



Coordinator, with appeal letter stating reasons, True Copy of Grades (TCG)				
	3. Secure the endorsement of the College Secretary and approval of the Dean			<i>College Secretary/ Associate Dean for Academic Affairs (Administrative Office)</i>
	TOTAL:	None	8 Minutes	

20. Request for Transfer of Credits

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Transfer of Credits form		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email cmcocs.upd@up.edu.ph and request the form	1. Send the form to the student	None	3 Minutes	SRE (Office of the College Secretary)
2. Submit accomplished form, duly signed by the SRE, Program Coordinator Department Chair/Institute Director	2. Must secure the signatures of the College Secretary & Dean and forward the approval to the Office of the University Registrar	None	3 Days	SRE (Office of the College Secretary)
	TOTAL:	None	3 Days	



21. Scholarship Application

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Form 2. Letter of application for free Tuition		CMC Student Record Section/via online: cmcoocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email cmcoocs.upd@up.edu.ph and request the form	1. Send the form to the student	None	5 Minutes	<i>Student</i>
2. Secure application form and/or Submit letter of application	2. Evaluate application based on the criteria set by the Scholarship committee	None	1 Week	<i>Frontline Staff (Records Section)</i>
3. Student waits for the request to be processed	3. Refer list of applicants to the Scholarship committee		1 Day	<i>Scholarship committee</i>
	4. Inform the student of the result of the application		1 Day	<i>Frontline Staff (Records Section)</i>
	5. Refer the accepted applicants to the governing scholarship		1 Day	<i>Frontline Staff (Records Section)</i>
	TOTAL:	None	1 Week, 3 days, 5 minutes	

22. Application for Graduation

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for graduation form		CMC Student Record Section/via online: cmcoocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the application for graduation form	1. Send the form to the student	None	5 Minutes	<i>Student</i>



2. Email the filled-out application form to cmcoocs.upd@up.edu.ph (for undergraduate students) or to cmcgds.upd@up.edu.ph (for graduate students).	2. Receive, check the submitted form	None	3 Minutes	Frontline Staff (Record Section)
	3. Submit the form and request for evaluation of deficiencies	None	30 Minutes	Student Records Evaluator (SRE) (Office of the College Secretary)
	4. Submit to OUR the List of Tentative Candidates for Graduation for the current Term	None		Frontline Staff (Record Section)
3. Verify name on the Tentative List of Candidates for Graduation for the current Term to be posted on Bulletin Boards of respective College		None	5 Minutes	OCS
	TOTAL:	None	43 Minutes	

23. Late Application for Graduation

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appeal letter 2. Application for Graduation Form		CMC Student Record Section/via online: cmcoocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the application for graduation form		None		Student
2. Make a letter of appeal addressed to the University Registrar, with accomplished application for graduation form and submit to OCS . IMPORTANT: Answer	1. Receive and check submitted letter		refer to OUR deadline	Student



<p>the google form: https://forms.gle/4gahwh9spA69aKKt8</p> <p>For security purposes, the form is only accessible through your UP Mail account. If you don't have a UP mail account, check out this link: Online Procedure for Creation or Recovery of DILNET and UP Mail Accounts https://dilnet.upd.edu.ph/kb/online-dilnet-and-upmail-creation/</p>		None		
	<p>2. Secure endorsement from the Program Adviser/College Secretary/Associate Dean for Academic Affairs</p>			<p><i>Program Adviser/College Secretary/Associate Dean for Academic Affairs (Administrative Office)</i></p>
<p>3. Send the approved letter from the College to the OUR for final approval</p>				<p><i>Student</i></p>
<p>4. Submit copy of the approved late of application to the respective College</p>				
<p>5. Payment for the late filing of application for graduation will be done once the ECQ is lifted and UPD offices go back to normal operations.</p>		<p>PHP 100.00</p>		
	<p>TOTAL:</p>	<p>PHP 100.00</p>	<p>Refer to OUR Deadline</p>	



24. Application for Release of Diploma

Office or Division:	CMC Student Records			
Classification:	Highly Technical			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished acknowledgement form 2. Photocopy of Valid ID 3. Appointment confirmation		CMC Student Record Section/via online: cmcocs.upd@up.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email cmcocs.upd@up.edu.ph for the request of Diploma	1. Check the email sent	None	5 Minutes	<i>Student</i>
2. Submit accomplished form. Apply for University Clearance via your Computerized Registration System (CRS) Account	2. Check the status of student's clearance	None	3 Weeks	<i>Frontline Staff Office of the University Registrar (OUR)</i>
	3. Email the steps in claiming Diploma, appointment schedule link, and acknowledgement form	None		<i>Officer of the Day/Frontline Staff (Records Section)</i>
3. Send back the valid ID and accomplished acknowledgement form to the email thread	4. Confirm the schedule and check the requirements	None		<i>Student</i>
4. Go to the Office of the College Secretary (OCS) of your respective College and present a valid ID	5. Release the requested diploma		5 Minutes	<i>Officer of the Day/Frontline Staff (Records Section)</i>
	TOTAL:	None	3 Weeks, 10 Minutes	



25. Request for Facilities/Venue

Office or Division:	CMC Student Records			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Memorandum		CMC Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire and/or reserve Room/venue rental/including costs/rates (rental and OT of custodial staff) and ocular inspection of actual venue(s) chosen	1. Receive request letter and check room availability. Assist the student in ocular inspection of actual venue(s) chosen	Corresponding fees (see attached table for the scheduled fees)	10 Minutes	<i>Frontline Staff</i> (Administrative Officer)
	2. Verify schedule for conflict		5 Minutes	<i>Frontline Staff</i> (Administrative Officer)
	3. Confirm schedule; finalize schedule of reservation/rental of facilities		2 Minutes	<i>Frontline Staff</i> (Administrative Officer)
2. Approval of the Dean	4. To approve the activity/event by the Dean		2 Days	<i>Frontline Staff</i> (Administrative office)
3. Pay partial/full payment of venue and OT of staff (cash only basis)	5. Compute billing cost		15 Minutes	<i>University Cashier</i> (Cashier Office UP)
TOTAL:			2 Days, 27 Minutes,	

Room/Venue	Rate	Equipment
Auditorium	PHP 1000.00/hour	Free of use
Student Activity Center	PHP 500/hour	Free of use
Classroom	PHP 250/hour	Free of use



26. Application for Graduate Programs: MA in Communication, MA in Journalism, MA in Media Studies (Broadcast), MA in Media Studies (Film), PhD in Communication, PhD in Media Studies

Office or Division:	CMC Graduate Studies Department (GSD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	A graduate of Bachelor's degree for the MA-level programs, a graduate of MA or its equivalent for the PhD-level programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application forms		CMC Temporary Website: http://bit.ly/GSDApplicationForm http://bit.ly/GSDRecommendationForms CMC Graduate Studies Department (GSD)		
Academic/entrance credentials		College or university where applicant is coming from		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the CMC Temporary Website https://ocsgsdguide.wixsite.com/cmc-temp-site/graduate for the admission procedures, requirements, and schedule. Download the application forms. Send queries at cmcgsd.upd@up.edu.ph or through the official Facebook page: UP CMC Graduate Studies Department	1. Answer queries regarding graduate program application. Provide application forms and application fee bill for payment (via email or FB Messenger, if necessary) .	None	15 Minutes	<i>Administrative Assistant Graduate Studies Department (GSD)</i>
2. Pay the application fee at the UP Cashier's Office, or via online bank payment: •Statement of Account http://bit.ly/UPD_SOA_ApplicationforAdmission	2. Accept the payment and issue official receipt, or validate the payment via email.	PHP 200.00 for local applicants USD \$50 for foreign applicants	1 Day	<i>Special Collections Officer UP Cashier's Office</i>



<ul style="list-style-type: none"> • Payment using Landbank Linkbiz. https://bit.ly/StepsforPaymentthruLinkbiz • Online Payment Transaction https://bit.ly/OnlineBankTransfer • Direct Bank Payment. https://bit.ly/DirectBankPayment <ul style="list-style-type: none"> - Screenshot successful payment transaction as proof of payment - Send the screenshot/image at cashoffice.upd@up.edu.ph (specify college, nature of the payment - application fee, attach bill for payment) - Wait for the online confirmation/validation from the UPD Cash Office 				
<p>3. Submit physical copy or email scanned or digitized copy of completed application forms and other requirements to the GSD. For emailed submission, send to cmcgdsd.upd@up.edu.ph.</p>	<p>3. Receive and review application documents.</p>	<p>None</p>	<p>1 Day</p>	<p>Administrative Assistant Graduate Studies Department (GSD) <i>Student Records Evaluator</i> (Office of the College Secretary)</p>
				<p><i>Department Chair</i> Academic Unit Heads</p>
<p>4. Take the exam via Zoom and GDocs and/or interview via Zoom.</p>	<p>4.1 Coordinate the administration of the exam and/or interview. 4.2 Create and disseminate the Zoom link and/or GDocs link.</p>	<p>None</p>	<p>6 Hours</p>	<p><i>Administrative Assistant</i> Graduate Studies Department</p>



	4.3 Administer the exam and/or interview.			<i>Admissions Committee</i> <i>College of Mass Communication</i> <i>Administrative Assistant</i> <i>Graduate Studies Department</i> <i>Administrative Assistants</i> <i>Academic unit</i>
5. As scheduled, wait for the release of the results through email.	5.1 Evaluate the applicants. Submit the results of assessment to the GSD.	None	10 Days	<i>CMC academic unit heads and/or members of the Admissions committee (Administrative Office CMC)</i>
	5.2 Prepare and release the letters announcing the result of the application through email.			<i>Administrative Assistant</i> <i>Graduate Studies Department (GSD)</i> <i>GSD Chair</i>
6. For successful applicants, attend the general orientation session via Zoom.	6.1 Coordinate the orientation session. 6.2 Create and disseminate the Zoom link for the orientation. 6.3 Prepare the materials for the orientation session.	None	4 Hours	<i>Administrative Assistant</i> <i>Graduate Studies Department (GSD)</i> <i>Graduate Studies Department Chair</i> <i>Graduate Studies Department(GSD)</i>
	TOTAL:	PHP 200.00 for local applicants USD\$50 for foreign applicants	12 Days, 10 Hours, 15 Minutes	



27. Admission of New CMC Graduate Students

Office or Division:	CMC Graduate Studies Department (GSD)	
Classification:	Simple	
Type of Transaction	Government to Citizen	
Who may avail:	New CMC Graduate students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. College Admission Slip (to be issued/emailed after other pertinent documents have been submitted)	Graduate Studies Department	
2. 2 copies of student directory. Access the student directory template in the shared folder that GSD will create.	Graduate Studies Department	
3. Honorable Dismissal/Certificate of Transfer Credentials	School/University from where student graduated	
4. Transcript of Records used for evaluation certified by the College	College of Mass Communication Office of the College Secretary	
5. Official Transcript of Records (OTR) including certified copy of transcripts prior to last school/university attended with remarks "Copy for UP Diliman" (<i>For Foreign Students: OTR with degree and date of graduation authenticated by Embassy/Dept. of Education</i>)	School/University from where student graduated (<i>Local Students</i>) or Embassy/Department of Education (<i>Foreign Students</i>)	
6. Two (2) passport size photos	Incoming graduate student	
7. Program of Study (original copy). Access the Program of Study template in the shared folder that GSD will create.	GSD	
8. Medical Certificate from UP Health Service (original copy) Pre-enrollment Health Assessment Committee 2020	UP Health Service	
9. If Filipino born in the Philippines: original and 1 photocopy of birth certificate	Philippine Statistics Authority (PSA)	
10. If Filipino born abroad, only <u>one</u> set of the following: (a) original and 1 photocopy of Report of Birth from PSA, (b) original and 2 photocopies of Identification Certificate from Bureau of Immigration, or (c) 2 photocopies	As needed: (a) PSA, (b) Bureau of Immigration, or (c) Department of Foreign Affairs	



of Philippine passport, original to be presented				
11. If non-Filipino, <u>all of the following</u> : (a) 2 photocopies of birth certificate and passport, original to be presented, (b) original and 1 photocopy of Study Permit from Office of International Linkages Diliman (OILD) Study in UPD , and (c) original and 1 photocopy of Student Visa		(a) Concerned government agency in the student's country, (b) UP Office of International Linkages, (c) Department of Foreign Affairs		
12. If birth surname has changed because of marriage: original and 1 photocopy of marriage certificate		PSA or its counterpart		
13. Permit to transfer if within Diliman		College from where student came from		
14. If from school whose medium of instruction is not English: an Official TOEFL or IELTS Score Report must be submitted.		TOEFL/IELTS organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get instructions for incoming graduate students from GSD and accomplish the required forms.	1. Orient and issue admission information/checklist containing instructions to incoming students via email.	None	1 Day	Administrative Assistant <i>Graduate Studies Department (GSD)</i>
2. Consult the GSD Chair and complete the Program of Study. Access the Program of Study template in the shared folder that GSD will create.	2. Advise student during the general orientation session.	None	4 Hours	<i>Graduate Studies Department Chair</i> Graduate Studies Department
3. Have your medical examination and come back for the medical certificate (If not possible, accomplish Pre-enrollment Health Assessment Committee 2020 and wait for the compliance certificate in your email).	3. Examine the student. Release/email medical certificate.	None	1 Day	<i>Nurse/Physician,</i> <i>Releasing Personnel</i> UP Health Service



<p>4. Present or show all original requirements to GSD for checking (If not possible, submit scanned or digitized copy via email).</p>	<p>4. Check the student's documents. Retain photocopies of the following for file: (a) medical certificate, (b) proof of citizenship, (c) college credentials, (d) clearance, if applicable, (e) TOEFL/IELTS score report, if applicable. Issue/email college referral slip.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Administrative Assistant</i> Graduate Studies Department</p>
<p>5. Submit college referral slip and all original and hard copy of documents to get the University Admission Slip (UAS) and temporary Computerized Registration System (CRS) password at the Office of the University Registrar (OUR). If not possible, email scanned or digitized copy of the documents to the GSD who will then forward the documents to OUR.</p>	<p>5. Receive and review documents. Issue the UAS and CRS password (via email to the GSD if necessary).</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Receiving/Releasing Personnel</i> Admissions Section, Office of the University Registrar (OUR) <i>Administrative Assistant</i> Graduate Studies Department</p>
<p>6. Submit the UAS and college copy of student directory to GSD.</p>	<p>6. Receive the UAS and file in student jacket (or email these to the student if needed). Remind the student about registration period.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Administrative Assistant</i> Graduate Studies Department</p>
	<p>TOTAL:</p>	<p>None</p>	<p>2 Days, 4 Hours, 45 Minutes</p>	



28. MA Candidacy Examination

Office or Division:	CMC Graduate Studies Department (GSD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of Prescribed Coursework 2. Enroll in Residency		CMC Graduate Studies Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. You are qualified to take the MA Candidacy Exam after completion of the prescribed coursework. Enroll in Residency during the semester or MYT that you are scheduled to take the exam. Attend the candidacy exam orientation session.	1.1 Evaluate students' records.	None	1 Day, 4 Hours	<i>Student Records Evaluator</i> Office of the College Secretary
	1.2 Organize and conduct the candidacy exam orientation session.			<i>Administrative Assistant</i>
	1.3 Coordinate the constitution of the MA Candidacy Exam Committees.			Graduate Studies Department <i>Graduate Studies Department Chair</i>
1.4 Coordinate with the academic units and the candidacy exam committees for the administration of the candidacy exams.	Graduate Studies Department <i>MA Candidacy Exam Committee members</i>			
2. Take the candidacy exam via Zoom and GDocs.	2.1 Administer the candidacy	None	2 Days	



	<p>exam via Zoom and GDocs.</p> <p>2.2 Save files and send a copy to all the members of the MA Candidacy Exam Committee</p>			<p>MA Candidacy Exam Committee members</p> <p><i>Administrative Assistant</i></p> <p>Graduate Studies Department</p>
3. Wait for the results in your email.	3.1 Evaluate the exam scripts. Submit the results to the GSD	None	14 Days	<i>MA Candidacy Exam Committee members</i>
	3.2 Prepare and release the letters announcing the result of the candidacy exam through email.			<p><i>Administrative Assistant</i></p> <p>Graduate Studies Department</p>
<p>4. If you “pass,” attend the orientation MA thesis orientation session.</p> <p>If you “fail,” take second examination allowed within one (1) year after the first examination. <i>Failure to pass second examination shall permanently bar you from the graduate programs in the college).</i></p>	<p>4.1 For students who passed the candidacy exam, organize and conduct the MA thesis orientation session.</p> <p>4.2 For students who failed the candidacy exam, coordinate with the home unit on the status of the students.</p>	None	1 Hour	<p><i>Administrative Assistant</i></p> <p>Graduate Studies Department</p> <p><i>Graduate Studies Department Chair</i></p> <p>Graduate Studies Department</p>
	TOTAL:	None	17 Days, 5 Hours	



29. PhD Qualifying Examination

Office or Division:	CMC Graduate Studies Department (GSD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of Prescribed Coursework 2. Enroll in Residency		CMC Graduate Studies Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. You are qualified to take the PHD Qualifying Exam after completion of the prescribed core courses in your program. Enroll in Residency if you are not enrolled in any coursework during the semester or MYT that you are scheduled to take the qualifying exam. Attend the qualifying exam orientation session.	1.1 Evaluate students' records.	None	1 Day, 4 Hours	<i>CMC Student Records Evaluator</i> Office of the College Secretary
	1.2 Organize and conduct the qualifying exam orientation session. 1.3 Coordinate the constitution of the PhD Qualifying Exam Committees. 1.4 Coordinate with the academic units and the qualifying exam committees for the administration of the qualifying exams.			<i>Administrative Assistant</i> Graduate Studies Department <i>Graduate Studies Department Chair</i> Graduate Studies Department <i>PhD Qualifying Exam Committee members</i>
2. Take the qualifying exam via Zoom and GDocs.	2.1 Administer the qualifying exam via Zoom and GDocs. 2.2 Save files and send a copy	None	2 Days	PhD Qualifying Exam Committee members



	to all the members of the PhD Qualifying Exam Committee			GSD Administrative Assistant
3. Wait for the results in your email.	3.1 Evaluate the exam scripts. Submit the results to the GSD	None	14 Days	MA Candidacy Exam Committee members
	3.2 Prepare and release the letters announcing the result of the qualifying exam through email.			Administrative Assistant Graduate Studies Department
4. If you "pass," proceed to completing your remaining coursework. If you "fail," take second examination allowed within one (1) year after the first examination. (<i>Failure to pass second examination shall permanently bar you from the graduate programs in the college.</i>)	4. For students who failed the qualifying exam, coordinate with the home unit on the status of the students.	None	1 Hour	Administrative Assistant Graduate Studies Department Graduate Studies Department Chair Graduate Studies Department
	TOTAL:	None	17 Days, 5 Hours	

30. PhD Candidacy Examination

Office or Division:	CMC Graduate Studies Department (GSD)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Graduate students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Completion of Prescribed Coursework 2. Enroll in Residency	CMC Graduate Studies Department



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. You are qualified to take the PhD Candidacy Exam after completion of the prescribed coursework.</p> <p>Enroll in Residency during the semester or MYT that you are scheduled to take the exam.</p> <p>Attend the candidacy exam orientation session.</p> <p>Nominate and coordinate with the members of your PhD Candidacy Exam Committee.</p>	1.1 Evaluate student's records.	None	1 Day, 4 Hours	<i>CMC Student Records Evaluator</i> Office of the College Secretary
	1.2 Organize and conduct the candidacy exam orientation session.			<i>Administrative Assistant</i> Graduate Studies Department
	1.3 Coordinate the constitution of the PhD Candidacy Exam Committee.			<i>Graduate Studies Department Chair</i> Graduate Studies Department
	1.4 Coordinate with the candidacy exam committee for the administration of the candidacy exam.			<i>PhD Candidacy Exam Committee members</i>
2. Take the candidacy exam via Zoom and GDocs.	2.1 Administer the candidacy exam via Zoom and GDocs.	None	4 Days	<i>PhD Candidacy Exam Committee members</i>
	2.2 Save files and send a copy to all the members of the PhD Candidacy Exam Committee			<i>Administrative Assistant</i> Graduate Studies Department
3. Wait for the results in your email.	3.1 Evaluate the exam scripts. Submit the results to the GSD	None	14 Days	<i>PhD Candidacy Exam Committee members</i>
	3.2 Prepare and release the letters announcing the result of the			<i>Administrative Assistant</i> Graduate Studies Department



	candidacy exam through email.			
<p>4. If you “pass,” attend the orientation PhD dissertation orientation session.</p> <p>If you “fail,” take second examination allowed within one (1) year after the first examination. <i>Failure to pass second examination shall permanently bar you from the graduate programs in the college).</i></p>	<p>4.1 For students who passed the candidacy exam, organize and conduct the PhD dissertation orientation session.</p> <p>4.2 For students who failed the candidacy exam, coordinate with the home unit on the status of the students.</p>	None	1 Hour	<p><i>Administrative Assistant</i> Graduate Studies Department</p> <p><i>Graduate Studies Department Chair</i> Graduate Studies Department</p>
	TOTAL:	None	19 Days, 5 Hours	

31. MA Thesis Proposal Defense

Office or Division:	CMC Graduate Studies Department (GSD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Application		<p>1. https://bit.ly/GSDT1-NominationofThesisCommittee</p> <p>2. https://bit.ly/GSDT2-MAThesisApplicationforOralExamination</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For MA in Communication students: After passing the candidacy exam, nominate the members of your MA Thesis Committee using the	1. Coordinate and conduct the concept paper presentation	None	3 Days	<i>Academic unit heads</i>



<p>Nomination of MA Thesis Committee Members Form (GSD Online Form T1: https://bit.ly/GSDT1-NominationofThesisCommittee)</p> <p>For MA in Journalism, MA in Media Studies (Broadcast) and MA in Media Studies (Film): After passing the candidacy exam, coordinate with your home unit for your concept paper presentation. After the successful conduct of your concept paper presentation, nominate the members of your MA Thesis Committee using the Nomination of MA Thesis Committee Members Form (GSD Online Form T1: https://bit.ly/GSDT1-NominationofThesisCommittee)</p>	<p>1.2 Receive and review the submitted Nomination of MA Thesis Committee Members Form (GSD Online Form T1).</p>			<p><i>Administrative Assistant</i> Graduate Studies Department</p>
<p>2. You should apply for Residency status.</p> <p>Fill-out the Application for Oral Examination Form (GSD Online Form T2) once you get the go signal from your Reader/Critique: https://bit.ly/GSDT2-MAThesisApplicationforOralExamination</p> <p>Attend the proposal defense briefing session.</p>	<p>2.1 Receive and review the submitted Application for Oral Form (GSD Online Form T2).</p> <p>2.2 Organize and conduct the proposal defense briefing session.</p>	<p>None</p>	<p>2 Days</p>	<p><i>Administrative Assistant</i> Graduate Studies Department <i>Graduate Studies Department Chair</i> Graduate Studies Department</p>



3. Undergo the MA Thesis proposal defense	<p>3.1 Invite a Dean's Representative.</p> <p>3.2 Coordinate the thesis proposal defense session.</p> <p>3.2 Conduct the thesis proposal defense. Accomplish and submit the Defense Report Form.</p>	None	2 Hours	<p><i>Administrative Assistant</i></p> <p>Graduate Studies Department</p> <p><i>MA Thesis Committee members</i></p> <p><i>Dean's Representative</i></p>
4. After your defense, consult with your Adviser on how to proceed. Submit your Summary of the Committee Members' Feedback to GSD.	4. Collect, collate, and file the submitted Defense Report Form and Summary of Committee Members' Feedback.	None	7 days	
	TOTAL:	None	12 Days, 2 Hours	

32. MA Thesis Final Manuscript Defense

Office or Division:	CMC Graduate Studies Department (GSD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Application		1. https://bit.ly/GSDT2-MAThesisApplicationforOralExamination		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. You should apply for Residency status.	1.1 Receive and review the submitted Application for	None	2 Days	<i>Administrative Assistant</i>



<p>Fill-out the Application for Oral Examination Form (GSD Online Form T2) once you get the go signal from your Reader/Critique: https://bit.ly/GSDT2-MAThesisApplicationforOralExamination</p> <p>Attend the thesis defense briefing session.</p>	<p>Oral Form (GSD Online Form T2).</p> <p>1.2 Organize and conduct the thesis defense briefing session.</p>			<p>Graduate Studies Department</p> <p><i>Graduate Student Department Chair</i></p> <p>Graduate Studies Department</p>
<p>2. Undergo the MA Thesis defense</p>	<p>2.1 Invite a Dean's Representative.</p> <p>2.2 Coordinate the thesis defense session.</p> <p>2.3 Conduct the thesis defense. Accomplish and submit the Defense Report Form.</p>	<p>None</p>	<p>3 Hours</p>	<p><i>Administrative Assistant</i></p> <p>Graduate Studies Department</p> <p><i>MA Thesis Committee members</i></p> <p><i>Dean's Representative</i></p>
<p>3. After your defense, consult with your Adviser on how to proceed. Submit your Summary of the Committee Members' Feedback to GSD.</p>	<p>3. Collect, collate, and file the submitted Defense Report Form and Summary of Committee Members' Feedback.</p>	<p>None</p>	<p>15 Days</p>	
<p>4. Once your MA Thesis Committee approves your final manuscript, prepare your final manuscript for official submission. Follow the guidelines for submission of the your final manuscript.</p>	<p>4. Acknowledge receipt of the final manuscript</p>	<p>None</p>	<p>2 Days</p>	<p><i>CMC Office of the College Secretary</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>19 Days, 3 Hours</p>	



33. PhD Dissertation Proposal Defense

Office or Division:	CMC Graduate Studies Department (GSD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Application		1. https://bit.ly/GSDD1-NominationofDissertationCommittee 2. https://bit.ly/GSDD2-PhDDissertationApplicationforOralExamination		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After passing the candidacy exam, nominate the members of your PhD Dissertation Committee using the Nomination of PhD Dissertation Committee Members Form (GSD Online Form D1) https://bit.ly/GSDD1-NominationofDissertationCommittee	1. Receive and review the submitted Nomination PhD Dissertation Committee Members Form (GSD Online Form D1).	None	2 Days	<i>Administrative Assistant</i> Graduate Studies Department
2. You should apply for Residency status. Fill-out the Application for Oral Examination Form (GSD Online Form D2) once you get the go signal from your Reader/Critique: https://bit.ly/GSDD2-PhDDissertationApplicationforOralExamination	2.1 Receive and review the submitted Application for Oral Form (GSD Online Form D2). 2.2 Organize and conduct the proposal defense briefing session.	None	2 Days	<i>Administrative Assistant</i> Graduate Studies Department <i>Graduate Studies Department Chair</i> Graduate Studies Department



Attend the proposal defense briefing session.				
3. Undergo the PhD dissertation proposal defense	<p>3.1 Invite a Dean's Representative.</p> <p>3.2 Coordinate the dissertation proposal defense session.</p> <p>3.3 Conduct the dissertation proposal defense. Accomplish and submit the Defense Report Form.</p>	None	3 Hours	<p><i>Administrative Assistant Graduate Student Department</i></p> <p><i>PhD Dissertation Committee members</i></p> <p><i>Dean's Representative</i></p>
4. After your defense, consult with your Adviser on how to proceed. Submit your Summary of the Committee Members' Feedback to GSD.	4. Collect, collate, and file the submitted Defense Report Form and Summary of Committee Members' Feedback.	None	7 Days	
	TOTAL:	None	11 Days, 3 hours	

34. PhD Dissertation Final Manuscript Defense

Office or Division:	CMC Graduate Studies Department (GSD)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Graduate students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Online Application		1. https://bit.ly/GSDD2-PhDDissertationApplicationforOralExamination		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. You should apply for Residency status.</p> <p>Fill-out the Application for Oral Examination Form (GSD Online Form D2) once you get the go signal from your Reader/Critique: https://bit.ly/GSDD2-PhDDissertationApplicationforOralExamination</p> <p>Attend the dissertation defense briefing session.</p>	<p>1.1 Receive and review the submitted Application for Oral Form (GSD Online Form D2).</p> <p>1.2 Organize and conduct the dissertation defense briefing session.</p>	None	2 Days	<p><i>Administrative Assistant</i></p> <p>Graduate Studies Department</p> <p><i>Graduate Studies Department Chair</i></p> <p>Graduate Studies Department</p>
<p>2. Undergo the PhD Dissertation defense</p>	<p>2.1 Invite a Dean's Representative.</p> <p>2.2 Coordinate the dissertation defense session.</p> <p>2.3 Conduct the dissertation defense. Accomplish and submit the Defense Report Form.</p>	None	4 Hours	<p><i>Administrative Assistant</i></p> <p>Graduate Studies Department</p> <p><i>PhD Dissertation Committee members</i></p> <p><i>Dean's Representative</i></p>
<p>3. After your defense, consult with your Adviser on how to proceed. Submit your Summary of the Committee Members' Feedback to GSD.</p>	<p>3. Collect, collate, and file the submitted Defense Report Form and Summary of Committee Members' Feedback.</p>	None	15 Days	



4. Prepare your final manuscript for official submission. Follow the guidelines for submission of your final manuscript.	4. Acknowledge receipt of the final manuscript	None	2 Days	CMC Office of the College Secretary
	TOTAL:	None	19 Days, 4 Hours	

35. Request for U.P. Cine Adarna (Theater)

Office or Division:	UP FILM INSTITUTE			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All Government Agencies, LGU's, GOCC's, Government Instrumentalities and Private organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Venue Use Form 2. Film Sponsorship Form 3. Equipment rental Form		Administrative Office, 2 nd Floor. UPFI Film Center Bldg.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing-up of Venue Use Form	1. Receive Venue Use Form with complete information	PHP 10,000	1 Hour	Reservation/Theater Officer
2. Preparation of Lease of Contract	2. Issuance of Lease of Contract	None	5 Days	Reservation/Theater Officer/Head of unit
3. Receiving of full payment	3. Issuance of Official Receipt	Corresponding fees (see attached table for the scheduled fees)	1 Day	Special Collecting Officer
4. Filing-up of Film Sponsorship Form	4. Receive Film Sponsorship Form with complete information	PHP 2,000	1 Hour	Reservation/Theater Officer
5. Preparation of Lease of Contract	5. Issuance of Lease of Contract	None	5 Days	Reservation/Theater Officer/Head of Unit
6. Receiving of full payment	6. Issuance of Official Receipt	Corresponding fees (see attached table for	1 Day	Special Collecting Officer



		the scheduled fees)		
7. Filing-up of Equipment rental Form	7. Receive Equipment rental Form with complete information	Corresponding fees (see attached table for the scheduled fees)	1 Hour	Special Collecting Officer
8. Receiving of full payment	8. Issuance of Official Receipt	Corresponding fees (see attached table for the scheduled fees)	1 Day	Special Collecting Officer
	TOTAL:		13 Days, 3 Hours	

UPFI RENTAL RATES

Cine Adarna (Main Cinema) 745 SEATS

Activity : Theater Rental

1st 3 hours rate P38,169 / 6,922.00 for additional Hour with AC and PA system

User Category	1 st 3Hours		Total
	Venue	Electricity	
1. Non UP - Private	26,400.00	11,769.00	38,169.00
2. Non UP – Government (20% venue discount)	18,766.00	11,769.00	30,535.00
3. UP Units (40% venue discount)	11,132.00	11,769.00	22,901.00
4. UP Dil. Accr. Student Orgs. (50% venue discount)	7,316.00	11,769.00	19,085.00
5. UP CMC		11,769.00	11,769.00
6. UP Events - Vice Chancellors		11,769.00	11,769.00
7. UP Events - UP President/Chancellor		11,769.00	11,769.00
8. UPFI In-House Activity	Gawad Plaridel/CMC Graduation		0.00
Ingress / Egress – w/out AC	1,500/Hour		
CINE ADARNA	UPFI Students	UP Students/Faculty/Alumni	Non-UP/Networks



Film Shoot – Cine Adarna w/out AC	1,000/hr – min of 3hrs	2,000/hr – min of 3hrs	3,000/hr – min of 3hrs
Film Shoot – Cine Adarna w/AC	2,000/hr – min of 3hrs	3,000/hr – min of 3hrs	4,000/hr – min of 3hrs

36. U.P. Film Institute Workshop Registration

Office or Division:	UP FILM INSTITUTE			
Classification:	Simple			
Type of Transaction:	Institute to clients			
Who may avail:	Non UP & UP Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Administrative Office, 2 nd flr. UPFI Film Center Bldg.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing-up of Registration Form	1. Receive Registration Form with complete information	None	15 Minutes	Workshop Coordinator
2. Payment of registration	2. Issuance of Acknowledgement Receipt	Amount varies	15 Minutes	Workshop Coordinator
3. Attend the workshops	3. Executes the workshop program	None	4-6 Days No. of days varies	Workshop Coordinator
4. Receive the Official Receipt and Certificate	4. Issuance of Official Receipt and provide Certificate	Amount varies	15 Minutes Last day of the workshop	Workshop Coordinator
	TOTAL:		6 Days, 45 Minutes	

WORKSHOP	FEE
1. Non-Linear Editing Workshop	Php 7,700.00
2. Screenwriting	Php 6,000.00
3. Digital Cinematography	Php 8,500.00
4. Arts and Animation for Kids & Teens	Php 6,000.00
5. Digital Photography	Php 6,000.00
6. Digital Photography for Teens & Kids	Free (Invitational)
7. Film Acting	Php 6,000.00
8. Experimental Animation Workshop	Php 6,000.00
9. Film Appreciation and Criticism I	Php 2,200.00
10. Screenwriting Masterclass	Php 500.00 for each masterclass
11. Screenwriting: Dramatic Writing for Multi-Platforms	Php 6,000.00
12. Basic Screenwriting	Php 6,000.00
13. Digital Video Production	Php 8,000.00
14. Film Acting	Php 6,000.00
15. Film Appreciation and Criticism II	Php 2,200.00



37. Remote/Outside Broadcast

Office or Division:	DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	Station to partner producers/college/offices/units/organizations			
Who may avail:	Partner producers/college/offices/units/organizations with the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter requesting for broadcast set-up outside the studio. This must be done at least one (1) month before target date of broadcast.	1.1 Receive request letter.	None	10 Minutes	<i>Administrative Officer</i> (DZUP Office)
	1.2 Coordinate and discuss with the technical team regarding feasibility of request.		1 Day	<i>Program Director</i> (DZUP Office)
	1.3 Coordinate and discuss with the production team regarding feasibility of request.		1 Day	<i>Program Director</i> (DZUP Office)
2. Approval of the Station Manager	The Station Manager will decide based on the recommendation of technical and production team.		2 Days	<i>Administrative officer</i> (DZUP Office)
3. Meet with DZUP team for the assessment of technical and production needs	3.1 Assess the technical and production needs of the outside broadcast		1 Day	<i>Assigned DZUP producer</i> (DZUP Office)
	3.2 Conduct an ocular inspection of the venue for outside broadcast		1 Day	<i>Technicians and Producers</i> (DZUP Office)



	3.3 Prepare necessary equipment and broadcast materials	None	2 Weeks	Technicians and Producers (DZUP Office)
	3.4 If needed, write to and coordinate with the UP Computer Center for livestreaming set-up	None	3 Days	DZUP Online Staff (DZUP Office)
4. Do their counterpart responsibility in providing administrative, technical and production needs of the station	4. Technical set-up and production process	None	1 Day	DZUP technician (DZUP Office)
5. Conduct the outside broadcast.		None	1 Day	DZUP technician (DZUP Office)
	TOTAL:	None	23 Days, 10 Minutes	

38. News Coverage

Office or Division:	DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	UP stakeholders, government agencies, and civil society organizations to Station			
Who may avail:	UP stakeholders, government agencies, and civil society organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter requesting for coverage of their event. This must be done two (2) weeks before target date of even, at the latest.	1.1 Receive request letter.		10 Minutes	Administrative Officer
	1.2 Cascade request letter to Program Director and the News Team.		3 Days	Station Manager
	1.3 Coordinate and discuss with the News Team regarding feasibility of request.		1 Day	Program Director
2. Receive the reply letter from DZUP regarding their request,	2. The Administrative Officer or the News		5 Days	



whether it has been accepted or declined.	Team will prepare the reply letter and submit the same to the requesting party. Coordination will also be made.	None		Administrative Officer or News Team
3. Wait for additional information from DZUP regarding the coverage request.	3. The News Team will prepare the budget request letter for the coverage for approval by the Station Manager, while preparations by DZUP concerning the equipment will be done.		3 Days	News Team
4. Allow access to DZUP for the coverage.	4. The News Team will cover the requested event.			News Team
5. Request DZUP for copies of photos and other outputs.	5. The News Team will compile the requested materials for submission to the requesting party.		5 Days	News Team
TOTAL:		None	18 Days	

39. Interviews

Office or Division:	DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	UP stakeholders, government agencies, and civil society organizations to Station			
Who may avail:	UP stakeholders, government agencies, and civil society organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter requesting for interview.	1.1 Receive request letter.		10 Minutes	Administrative Officer
	1.2 Deliver request letter to the Station Manager.		10 Minutes	Administrative Officer
	1.3 Station Manager will act upon the request.		1 Day	Station Manager



	1.4 Cascade instruction to Program Director.	None	1 Day	Station Manager
	1.5 Coordinate and discuss with Team in-charge of the interview.		1 Day	Program Director
2. Receive the reply letter from DZUP regarding their request, whether it has been accepted or declined.	2. The Program Director or the assigned producer will prepare the reply letter and submit the same to the requesting party. Coordination will also be made.		5 Days	Program Director, Administrative Officer, and assigned DZUP Producer
3. Wait for additional information from DZUP regarding the coverage request.	3. DZUP will prepare the technical requirements, as well as the script and list of questions.		3 Days	Program Director and assigned DZUP Producer
4. Drop by DZUP or attend to the call for the interview on DZUP.	4. DZUP will conduct the interview.		1 Hour	Assigned DZUP Producer and Technical Team
5. Request DZUP for copy of the audio file of the interview.	5. DZUP will send the audio file of the interview to the requesting party.		1 Hour	Program Director
	TOTAL:	None	11 Days, 2 Hours, 20 Minutes	

40. Announcements-On-Board

Office or Division:	DZUP 1602			
Classification:	Complex			
Type of Transaction:	Station to institutions			
Who may avail:	Government institutions; offices within the University of the Philippines; and student and civil society organizations whose events and activities are aligned with the nature and branding of the Station			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter and partnership proposal		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a media partnership proposal and a letter of request addressed to the DZUP Station Manager to	1. Receive request letter.	None	1 Week	DZUP 1602 Special Services Team



dzup.marketing@gmail.com.				
2. Get the approval of the DZUP Special Services Team.	2. Documents pertinent to the partnership will be sent to the client.		1 Day	DZUP 1602 Special Services Team
3. Send the requested documents (Media Partnership Agreement, announcement-on-board script, event poster, and press release) for the media partnership. NOTE: There is no need for a Media Partnership Agreement for government institutions and UP offices, although it will be appreciated if DZUP will immediately be acknowledged as a media partner and will be included in the poster and press release as such.	3.1 Script will be forwarded to the Production Team.		1 Day	DZUP 1602 Special Services Team
	3.2 Script will be given to the program hosts, who will be reading the announcement on-air.		1 Day	DZUP 1602 Production Team
4. The event will be promoted on-air and online.	4.1 Announcement will be read on-air by the DZUP program hosts.		Duration based on the Media Partnership Agreement	DZUP 1602 Producers and Hosts
	4.2 Publicity materials of the event on the DZUP website and Facebook page. Client will be informed where to access the posts.		1 Day	DZUP 1602 Special Services Team
	TOTAL	None	1 Week	



41. Media Partnership for Organizations

Office or Division:	DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	Station to student and civil society organizations			
Who may avail:	Student and civil society organizations whose events and activities are aligned with the nature and branding of the Station			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter and partnership proposal		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a partnership proposal and a letter of request addressed to the DZUP Station Manager to dzup.marketing@gmail.com.	1.1 Receive request letter.	None	1 Month	DZUP 1602 Special Services Team
	1.2 Coordinate and discuss within the Team regarding the feasibility of the partnership.		1 Day	DZUP 1602 Special Services Team
2. Get the approval of the DZUP Special Services Team.	2.1 In-charge of Special Services will decide based on the recommendation of the Team.		1 Day	DZUP 1602 Special Services Team
	2.2 Documents pertinent to the partnership will be sent to the client.		1 Day	DZUP 1602 Special Services Team
3. Send the requested documents (Media Partnership Agreement, radio plug script, event poster, and press release) for the media partnership.	3. Script will be forwarded to the Production Team.		1 Week	DZUP 1602 Special Services Team
			1 Week	DZUP 1602 Production Team
4. The event will be promoted on-air and online.	4.1 Radio plug will be produced.		Duration based on the Media Partnership Agreement	DZUP 1602 Production Team
	4.2 Radio plug will be aired.		1 Day	DZUP 1602 Special Services Team
	4.3 Publicity materials of the event on the DZUP website and Facebook page. 4.4 Client will be informed where to access the posts.			
TOTAL:			None	1 Month



42. Media Partnership for Government and UP Offices

Office or Division:	DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	Station to government institutions and UP offices			
Who may avail:	Government institutions and offices within the University of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter and partnership proposal		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a partnership proposal and a letter of request addressed to the DZUP Station Manager to dzup.marketing@gmail.com.	1. Receive request letter.	None	2 Weeks	DZUP 1602 Special Services Team
2. Get the approval of the DZUP Special Services Team.	2. Documents pertinent to the partnership will be sent to the client.		1 Day	DZUP 1602 Special Services Team
3. Send the requested documents (radio plug script, event poster, and press release) for the media partnership. NOTE: There is no need for a Media Partnership Agreement for government and UP offices, although it will be appreciated if DZUP will immediately be acknowledged as a media partner and will be included in the poster and press release as such.	3. Script will be forwarded to the Production Team.		1 Week	DZUP 1602 Special Services Team
4. The event will be promoted on-air and online.	4.1 Radio plug will be produced.		1 Week	DZUP 1602 Production Team
	4.2 Radio plug will be aired on DZUP 1602.		Duration based on the Media Partnership Agreement	DZUP 1602 Production Team
	4.3 Publicity materials of the event on the DZUP website and Facebook page. Client will be informed where to access the posts.		1 Day	DZUP 1602 Special Services Team
	TOTAL:		None	2 Weeks



43. Issuance of Certificate of Airing

Office or Division:	DZUP 1602			
Classification:	Complex			
Type of Transaction:	Station to partner producers/college/offices/units/organizations			
Who may avail:	Partner producers/college/offices/units/organizations with the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter requesting for certificate of airing	1.1 Receive request letter.	None	10 Minutes	Administrative Officer
	1.2 Check information on the station's traffic log, draft certificate of airing.		5 Days	Program Producer assigned
	1.3 Double-check information on the traffic log then sign to certify certificate of airing		1 Day	Program Director
	1.4 Sign to certify certificate of airing		1 Day	Station Manager
2. Sign log then claim certificate of airing	2. Release certificate of airing then log details of the claimant.	None	10 Minutes	Administrative officer
	TOTAL:	None	7 Days, 20 Minutes	

44. Issuance of Certificate of Appearance

Office or Division:	DZUP 1602			
Classification:	Simple			
Type of Transaction:	Station to partner producers/guests			
Who may avail:	Partner producers and/or guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or inform program producers of request for certificate of appearance	1.1 Receive request.	None	5 minutes	Assigned program producer
	1.2 Prepare certificate of appearance then sign to certify		15 Minutes	Assigned program producer



	1.3 Sign to certify certificate of appearance	None	2 Days	Station Manager
2. Sign log then claim certificate	2. Release certificate of airing then log details of the claimant.		10 Minutes	Administrative officer
	TOTAL:	None	2 Days, 30 Minutes	

45. Facilitation of Station Visits and Studio Tours

Office or Division:	DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	Station to anyone			
Who may avail:	Schools, group of students or individuals interested in DZUP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter requesting for a station visit or studio tour. Indicate what specific aspect of broadcast to focus on. Request letter must be submitted at least one (1) week prior to visit.	1.1 Receive request.	None	10 Minutes	Administrative Officer
	1.2 Approval of the Station Manager		2 Days	Station Manager
	1.3 Coordinate with concerned units for specific aspects of broadcast to focus on		1 Day	Program Director
2. Station visit/studio tour	2. Facilitate station visit/studio tour	None	3 Hours	Program Director/Assistant Program Director
3. Sign attendance sheet	3. Provide attendance sheet for visitors	None	10 Minutes	Administrative officer
	TOTAL:	None	3 Days, 3 Hours, 10 Minutes	



46. Facebook Live

Office or Division:	DZUP 1602			
Classification:	Simple			
Type of Transaction:	Station to partner producers/college/offices/units/organizations			
Who may avail:	Partner producers/college/offices/units/organizations with the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter requesting for Facebook Live indicating date of Facebook Live	1.1 Receive request letter.	None	10 Minutes	Administrative Officer
	1.2 DZUP Online Team receives request and coordinates necessary equipment to be used for broadcast		1 Day	DZUP Online Team
	1.3 Coordinate with Technical Team for equipment needed (if Facebook Live is conducted outside).		2 Days	DZUP Technical Team
2. Facebook Live is conducted		None	1 Day	DZUP Online Team
	TOTAL:	None	4 Days, 10 Minutes	

47. Analytics Report

Office or Division:	DZUP 1602			
Classification:	Complex			
Type of Transaction:	Station to partner producers/college/offices/units/organizations			
Who may avail:	Partner producers/college/offices/units/organizations with the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		DZUP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter requesting for analytics of program with indicated time period.	1.1 Receive request letter.	None	10 Minutes	Administrative Officer
	1.2 DZUP Online Team receives request and accesses online analytics.		1 Day	DZUP Online Team



	1.3 Preparation of analytics report	None	4 Days	DZUP Online Producer
2. Approval of webmaster	2. Webmaster approves analytics report		1 Day	Webmaster
3. Receive analytics report	3. DZUP Online sends analytics report to client.		1 Day	DZUP Online Team
	TOTAL:	None	7 Days, 10 Minutes	

48. Publicity Materials

Office or Division:	DZUP 1602			
Classification:	Complex			
Type of Transaction:	Station to partner producers/college/offices/units/organizations			
Who may avail:	Partner producers/college/offices/units/organizations within the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/e-mail		DZUP Office or e-mail		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter with pertinent details requesting for publicity materials for a program or an event and/or answer the Google Form regularly sent by the DZUP Online Team	1.1 Receive request letter/e-mail/Google Form response/s	None	10 Minutes	Webmaster and/or DZUP Online Team staff
	1.2 Coordinate and discuss with the staff of Online Team		1 Day	Webmaster and/or DZUP Online Team
	1.3 If a regular station program: creation of templates and addition to list of personnel who will receive weekly program promotion updates		1 Day	Webmaster and/or DZUP Online Team
	1.4 If an event by a partner institution: wait for approval/recomm		1 Day	Webmaster and/or DZUP Online Team



	endation of Webmaster			
2. Approval	2.1 If regular program: The Online Team will wait for approval or further revisions for the template design	None	3 Days	DZUP Online Team
	2.2 If an event: The Webmaster will decide based on the recommendation of the Station Manager	None	1 Day	Webmaster and/or Station Manager
	2.3 If a regular station program: Once design is approved, DZUP Online will post materials on DZUP's social media accounts		1 Day	DZUP Online Team
	2.4 If an event: Once approved, the DZUP Online team will create designs for the client's approval and/or further revisions		3 Days	DZUP Online Team
	2.5 If an event: Once design is finalized, DZUP Online will post materials on DZUP's social media accounts		1 Day	DZUP Online Team
3. Partner institutions are expected to share and/or re-share the publicity materials posted online	3. Continuously share and re-share posted materials online	None	3 Days	DZUP Online
	TOTAL:	None	10 Days	



College of Music

External Services



1. Reservation of Practice Room

Students, faculty and staff needs to make reservation for practice room and use it for 1-2 hours only every day.

Office or Division:	UPCMu-Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Practice Slip Form		UP College of Music Department/ Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out and submit request through: https://bit.ly/ask_music2020	1.1 Receiving Personnel acknowledges receipt of document 1.2 Email student to acknowledge receipt of request.	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
2. Assigned staff will coordinate through email	2. Checking of venue/facilities/equipment availability	None	5 Minutes	<i>Receiving Personnel</i> College of Music
3. Give/email the PSF to staff for esignature	3. Staff signs PSF to confirm approval and give/email this to student.	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
TOTAL:		None	15 Minutes	



2. Reservation of Halls

Students, faculty, and staff may use halls through reservations.

Office or Division:	UPCMu-Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation of Halls		UP College of Music Department/ Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out and submit request through: https://bit.ly/ask_musical2020	1.1. Receiving Personnel acknowledges receipt of document 1.2 Email student to acknowledge receipt of request.	Please see attached rates	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
2. Assigned staff will coordinate through email	2.1. Checking of venue/facilities/ equipment availability 2.2. Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
3. Wait for the staff to email or text for confirmation of the approval of request for the halls and other instructions	3. Coordinator may choose among provided means (ex. via text message, email, etc.) to inform client that the Dean's response is	None	1 Day	<i>Receiving Personnel</i> Office of the Dean



	approved or disapproved.			
4. Present proof of payment via online or physical visit (if advised)	In charged staff acknowledges payments		1 Day	<i>Receiving Personnel</i> Office of the Dean
TOTAL:		None	2 Days, 10 Minutes	

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Schedule of Fee:		NON-University of the Philippines Organization		University of the Philippines Organization	
Classification	Room Capacity	Room Rate	Classification	Room Capacity	Room Rate
Abelardo Hall Auditorium	300-500	PHP 8,433.33	Abelardo Hall Auditorium	300-500	PHP 8,433.33
Piano		PHP 6,600	Piano		PHP 6,600
Mini Hall	70	PHP 1,433.00	Mini Hall	70	PHP 1,433.00
Piano		PHP 5,500	Piano		PHP 5,500.00
Classrooms	35	PHP 654.00	Classrooms	35	PHP 654.00
Garden	200	PHP 3,500.00	Garden	200	PHP 3,500.00

3. Reservation of Instruments/Equipment

Students, faculty and staff needs to make reservation for the use of equipment and instruments for a specific period of time or days .

Office or Division:	UPCMu-Office of the Dean
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Use of Instruments/Equipment		UP College of Music Department/ Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request through: https://bit.ly/ask_music2020	1.1. Receiving Personnel acknowledges receipt of document 1.2. Email student to acknowledge receipt of request.	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
2. Assigned staff will coordinate through email	2.1. Checking the availability of instruments 2.2. Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
3. Wait for the staff to email or text for confirmation of the approval of request for the instruments	3.Coordinator may choose among provided means (ex. via text message, email, etc.) to inform client that the Dean's response is approved or disapproved.	None	1 Day	<i>Receiving Personnel</i> Office of the Dean
TOTAL:		None	1 Day, 10 Minutes	

4. Request for the use of Halls/Rooms

The public may use halls and rooms through reservations. However, students and faculty will be give priority.

Office or Division:	UPCMu-Office of the Dean
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation of Halls/Rooms from UP Organization/Office		UP College of Music Department/ Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request through: https://bit.ly/ask_music2020	1.1. Receiving Personnel acknowledges receipt of document 1.2. Email student to acknowledge receipt of request.	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
2. Assigned staff will coordinate through email	2.1. Checking of venue/ facilities/ equipment availability 2.2. Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
3. Wait for the staff to email or text for confirmation of the approval of request for the halls	3.1. Coordinator may choose among provided means (ex. via text message, email, etc.) to inform client that the Dean's response is approved or disapproved.	None	1 Day	<i>Receiving Personnel</i> Office of the Dean
4. Present proof of payment via online or physical visit (if advised)	In charged staff acknowledges payments		1 Day	<i>Receiving Personnel</i> Office of the Dean
TOTAL:		None	2 Days, 10 Minutes	



5. Application to the Associate in Arts (Music) or the Bachelor of Music Program

Application to the Bachelor of Music program is open to high school graduates who passed the UPCAT, to UP students who have earned at least 30 units and a GWA of 2.25 or higher, to non-UP students who have earned at least 33 units and a GWA of 2.0 or higher, and to individuals who have already earned a bachelor's degree. If an applicant does not meet the requirements for Bachelor of Music, he or she may apply to the Associate in Arts (Music) program.

Note: Processing time between application and the Music Theory Exam is computed from the last day of the application period.

Office or Division:	UPCMu - Office of the College Secretary (OCS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Prospective Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form https://forms.gle/pZzwrDPYBqbbjGhi9		CMu website (music.upd.edu.ph)		
2. Official Receipt (OR) for Php 500 Talent Determination Test (TDT) Fee <i>*Applicants qualified for Universal Access to Quality Tertiary Education privileges are exempted from payment.</i>		UP Cash Office		
3. School credential		Applicant's High School or College/University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit application form (Google form): https://forms.gle/pZzwrDPYBqbbjGhi9 .	1. Evaluate responses submitted by applicant in Google form. Email instructions and statement of payment order form/statement of account (if applicant is not qualified for RA 10931 privileges) to applicant.	None	5 Minutes	Receiving Personnel Office of the College Secretary
2. Only if required to pay fee for Talent Determination Test (TDT): Pay the TDT fee.	2. Issue OR. For online payment:	PHP 500.00*	5 Minutes	Special Collecting Officer UP Cash Office



<p>Procedures for online payment: https://www.facebook.com/dilimancashoffice/posts/150739156600245.</p>	<p>Evaluate proof of payment and email validation to payor.</p>			
<p>3. Only if required to pay: Submit OR or email proof of payment and validation from the UP Cash Office to musicocs.upd@up.edu.ph.</p>	<p>3. Issue instructions and test permit to applicant.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Releasing Personnel</i> Office of the College Secretary</p>
<p>4. Take the MTE.</p>	<p>4.a. Administer the MTE (includes Solfege Exam). 4.b. Collate the MTE and Solfege Exam scores and email to Department Chairs. 4.c. Determine the TDT qualifiers and email list to OCS.</p>	<p>None</p>	<p>5 Days</p>	<p><i>Faculty Examiners</i> College of Music (CMu) <i>Receiving Personnel</i> Office of the College Secretary <i>Department Chairs</i> College of Music (CMu)</p>
<p>5. Check the result of the MTE to see if qualified to take the Talent Determination Test (TDT).</p>	<p>5. Post TDT qualifiers on the CMu website.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Releasing Personnel</i> Office of the College Secretary</p>
<p>6. Take the audition/interview.</p>	<p>6. Conduct the audition/interview. Determine qualified applicants. Email list of admitted students to OCS.</p>	<p>None</p>	<p>11 Days</p>	<p><i>Faculty Members</i> Department <i>College Executive Board</i> College of Music</p>



7. Check the result of the TDT to see if admitted to the college.	7. Post list of admitted applicants.	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary <i>Website Administrator</i> College of Music
TOTAL:		PHP 500.00*	16 Days, 25 Minutes	

6. Admission to a New Music Major

A CMu student may shift to a new major provided he/she meets department requirements. Audition procedure and schedule for shiftees are the same as audition procedure and schedule for CMu admission applicants.

Note: Processing time between application and the audition/interview is computed from the last day of the application period.

Office or Division:	College of Music (CMu) Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. College Referral Slip		Office of the College Secretary (OCS)		
3. OUR Form 3 (Student Directory Form) (https://www.our.upd.edu.ph/forms/OURFORM3.pdf)		OUR website (www.our.upd.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email properly accomplished Shifting Form to the Chair of the department you intend to shift to.	1. Receive Shifting form and give instructions to the student.	None	5 Minutes	<i>Chair</i> Department
2. Take the audition/interview.	2. Conduct the audition/interview. Determine	None	11 Days	<i>Faculty Members</i> Department



	qualified applicants. Email list of admitted students to OCS.			College Executive Board College of Music
3. Check if you qualified for admission to the new major you applied for.	3. Post list of successful shiftees.	None	5 Minutes	Releasing Personnel Office of the College Secretary Website Administrator College of Music
4. Fill out Form 3 from https://www.our.upd.edu.ph/forms/OURFORM3.pdf and submit or email to music.ocs@up.edu.ph .	4. Prepare college referral slip. Submit college referral slip and Form 3 to OUR.	None	2 Days	Receiving/Releasing Personnel Office of the College Secretary Receiving/ Releasing Personnel OUR-ARS
	TOTAL:	None	13 Days, 10 Minutes	



7. Admission to a New CMu Program – From Associate in Arts (Music) or Diploma in Creative and Performing Musical Arts to Bachelor of Music

The Associate in Arts (Music) and the Diploma in Creative and Performing Musical Arts are pre-baccalaureate programs. Graduates of these programs may continue to Bachelor of Music provided they meet Department requirements.

Note: Processing time between application and the audition/interview is computed from the last day of the application period.

Office or Division:	College of Music (CMu) Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. College Referral Slip		Office of the College Secretary (OCS)		
3. Form 3 (Student Directory Form) (https://www.our.upd.edu.ph/forms/OURFORM3.pdf)		OUR website (www.our.upd.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fulfill application requirements of department.	1. Inform student of the result of application. Email OCS the list of successful BM applicants.	None	3 Days	<i>Faculty Members and Chair</i> Department
2. Fill out Form 3 from https://www.our.upd.edu.ph/forms/OURFORM3.pdf and email to OCS at musicocs.upd@up.edu.ph .	2a. Email BM curriculum to student. 2b. Prepare College Referral Slip. Submit College Referral Slip and Form 3 to OUR. 2c. Issue the student's University	None	2 Days	<i>Receiving Personnel</i> Office of the College Secretary <i>Receiving Personnel</i>



	Admission. 3c. File the student's University Admission Slip.			OUR-ARS <i>Receiving Personnel</i> Office of the College Secretary
	TOTAL:	None	5 Days	

8. Audition/Recital Venue Reservation

Venue reservation is for students who will have their audition/recital in the CMu premises. Students who will have their audition/recital outside the college will still fill out the Audition/Recital Checklist but will also seek the Dean's approval by writing a letter to the Dean.

Note: There will be no venue reservation during campus lockdown. The Department may issue different guidelines if audition/recital will be done online.

Office or Division:	College of Music (CMu) Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Audition/Recital Checklist (ARC)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or email properly accomplished Audition/Recital Checklist (ARC) to OCS via musicocs.upd@up.edu.ph for venue reservation.	1. Book audition/recital venue. Enter schedule and venue details on the CMu website calendar.	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Office of the College Secretary
2. Email ARC to Department Chair for panel assignment.	2a. Assign panel members to student. Email all ARCs to OCS.	None	10 Days	<i>Chair</i> Department



	2b. Prepare audition/recital memos. Have them signed by the College Secretary. Send memos to faculty members via email or pigeonhole. Submit the schedule and venue of auditions/recitals to the CMu Building Administrator.			Receiving/Releasing Personnel Office of the College Secretary
	TOTAL:	None	10 Days, 10 Minutes	

9. Request for TCG/College-Issued Certification/Diploma

True Copy of Grades (TCG) may be issued only to students who are enrolled during the semester or the previous semester prior to request. If offices are open, walk-ins are allowed for diploma claiming, provided the student has university clearance and presents ID.

Office or Division:	College of Music (CMu) Office of the College Secretary	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Request Form	OCS Counter B/C or College of Music website https://music.upd.edu.ph/	
2. Official Receipt (OR) or Proof of Payment	UP Cash Office or online banking / fund transfer company	
4. Only for request for Certification of Good Moral: Student Discipline Council Clearance	Office of Student Ethics	
5. Only for request for diploma: University Clearance	Office of the University Registrar	
6. Only for request for diploma: identification card	Student	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via counter, Google form, or email. Present ID if requesting for diploma.	1. Issue statement of account (for TCG/certification only). Issue diploma if student has University clearance.	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Pay applicable fees. Instructions for online payment: https://www.facebook.com/dilimancashoffice/posts/150739156600245 .	2. Issue OR or email validation.	Php 20.00 per TCG or Certification	5 Minutes	<i>Special Collecting Officer</i> UP Cash Office
3. Submit OR or email proof of payment and validation musicocs.upd@up.edu.ph . If request is for diploma is done online, claim your diploma on the schedule specified.	3. Issue TCG or certification. If request is for diploma, issue diploma on the schedule specified.	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
	TOTAL:	Php 20.00 per TCG or Certification	15 Minutes	

10. Application for Master of Music (MM) and Doctor of Philosophy in Music (PhD)

The college offers these two programs (MM and PhD) only in the graduate level. However, the MM program is divided into different majors or fields of specialization, each with corresponding departments.

Office or Division:	College of Music (CMu) - Graduate Office (GO)
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Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	A graduate of Bachelor's degree in Music or its equivalent for MM, a graduate of Master of Music or its equivalent for PhD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application forms		CMu Website https://music.upd.edu.ph/admission.html CMu Graduate Office (GO)		
Academic/entrance credentials		College or university where applicant is coming from		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the CMu website music.upd.edu.ph for the admission procedures, requirements, and schedule. Download the application forms. Send queries at upcmudilimanmedia@gmail.com or visit the GO. Refer to the Handbook for further guidance.	1.1. Answer queries regarding graduate programs application. 2.2. Provide application forms and application fee bill for payment (via email, if necessary)	None	10 minutes	<i>Releasing Personnel</i> Graduate Office
2. Pay the application fee at the UP Cashier's Office, or via online bank payment: - Landbank, UPD Revolving Fund Account Number 3072-1006-96 - Screenshot successful payment transaction as proof of payment - Send the screenshot/image at cashoffice.upd@up.edu.ph (specify college, nature of the payment - application fee, attach bill for payment) - Wait for the online confirmation/	2. Accept the payment and issue an official receipt, or validate the payment via email.	PHP 500.00	1 day	<i>Special Collections Officer</i> UP Cashier's Office



validation from the UPD Cash Office				
3. Submit/email completed application forms and other requirements to the GO. Get the test permit.	3. Receive and review application documents. Issue test permit and give instructions (via email, if necessary).	None	15 Minutes	<i>Receiving Personnel</i> Graduate Office
4. Take the diagnostic exams (via the Zoom meeting app, if necessary).	4. Administer the diagnostic exams (via the Zoom meeting app, if necessary).	None	6 Hours	<i>Staff</i> Graduate Office <i>Faculty Examiner/s</i> Graduate Committee
5. Take the talent audition/exam/interview (MM) or panel interview (PhD) via the Zoom meeting app, if necessary.	5.1. Administer the audition or panel interview (via the Zoom meeting app, if necessary). 5.2. Coordinate adviser appointment (via the Zoom meeting app, if necessary).		1 Hour	<i>Panelists</i> Graduate Committee <i>Graduate Programs Coordinator (GPC)</i> Graduate Office
6. As scheduled, wait for the release of the results on the bulletin board, on the college website, and in your email.	6.1. Evaluate and check exams. Select qualified students. 6.2. Prepare documents for announcements of successful applicants on CMu website, College Secretary's Office Bulletin Board, and email results.	None	10 Days	<i>Examiners/Department Heads/Panelists/</i> <i>GPC</i> Graduate Committee <i>Staff</i> Graduate Office
TOTAL:		PHP 500.00	11 Days, 7 Hours, 25 Minutes	



11. Admission of New CMu Graduate Students

This same process applies to both the admitted MM and PhD in Music students.

Office or Division:	College of Music (CMu) - Graduate Office (GO)	
Classification:	Simple	
Type of Transaction	Government to Citizen	
Who may avail:	New CMu Graduate students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. College Admission Slip (to be issued/emailed after other pertinent documents have been submitted)	Graduate Office	
2. 2 copies of student directory. Revised form can be downloaded at STUDENT DIRECTORY	Graduate Office	
3. Honorable Dismissal/Certificate of Transfer Credentials	School/University from where student graduated	
4. Transcript of Records used for evaluation certified by the College	CMu Graduate Office	
5. Official Transcript of Records (OTR) including certified copy of transcripts prior to last school/university attended with remarks "Copy for UP Diliman" (<i>For Foreign Students: OTR with degree and date of graduation authenticated by Embassy/Dept. of Education</i>)	School/University from where student graduated (<i>Local Students</i>) or Embassy/Department of Education (<i>Foreign Students</i>)	
6. Two (2) passport size photos	Incoming graduate student	
7. Program of Study (original copy). Download form at Program of Study blank template.docx	CMu Graduate Office	
8. Medical Certificate from UP Health Service (original copy) Pre-enrollment Health Assessment Committee 2020	UP Health Service	
9. If Filipino born in the Philippines: original and 1 photocopy of birth certificate	Philippine Statistics Authority (PSA)	
10. If Filipino born abroad, only <u>one</u> set of the following: (a) original and 1 photocopy of Report of Birth from PSA, (b) original and 2 photocopies of Identification	As needed: (a) PSA, (b) Bureau of Immigration, or (c) Department of Foreign Affairs	



Certificate from Bureau or Immigration, or (c) 2 photocopies of Philippine passport, original to be presented	
11. If non-Filipino, <u>all of the following</u> : (a) 2 photocopies of birth certificate and passport, original to be presented, (b) original and 1 photocopy of Study Permit from Office of International Linkages Diliman (OILD) Study in UPD , and (c) original and 1 photocopy of Student Visa	(a) Concerned government agency in the student's country, (b) UP Office of International Linkages, (c) Department of Foreign Affairs
12. If birth surname has changed because of marriage: original and 1 photocopy of marriage certificate	PSA or its counterpart
13. Permit to transfer if within Diliman	College from where student came from
14. If from school whose medium of instruction is not English: an Official TOEFL or IELTS Score Report must be submitted.	TOEFL/IELTS organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get instructions for incoming graduate students from CMu GO and accomplish forms, or visit https://our.upd.edu.ph/files/announcement/ONLINE-SUBMISSION-OF-REQS-FOR-UAS-FIRST-SEMESTER-2020-2021.pdf	1. Orient and issue admission information/checklist containing instructions to incoming students (via email if needed).	None	5 Minutes	<i>Staff/Releasing Personnel</i> Graduate Office
2. Consult/email your adviser and complete Program of Study Program of Study blank template.docx .	2. Advise student (via email, if necessary).	None	30 Minutes	<i>Adviser/Department Head (MM) or Adviser/GPC (PhD)</i>



<p>3. Have your medical examination and come back for the medical certificate (If not possible, accomplish Pre-enrollment Health Assessment Committee 2020 and wait for the compliance certificate in your email).</p>	<p>3. Examine the student. Release/email medical certificate.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Nurse/Physician, Releasing Personnel</i> UP Health Service</p>
<p>4. Present/show all original requirements to CMu GO for checking (If not possible, submit via email).</p>	<p>4. Check the student's documents. Retain photocopies of the following for file: (a) medical certificate, (b) proof of citizenship, (c) college credentials, (d) clearance, if applicable, (e) TOEFL/IELTS score report, if applicable. Issue/email college referral slip.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Staff/Releasing Personnel</i> Graduate Office</p>
<p>5. Submit college referral slip and all original and hard copy of documents to get the University Admission Slip (UAS) and temporary Computerized Registration System (CRS) password at the Office of the University Registrar (OUR). If not possible, email</p>	<p>5. Receive and review documents. Issue the UAS and CRS password (via email to the Graduate Office if necessary).</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Receiving/Releasing Personnel</i> Admissions Section, Office of the University Registrar (OUR)</p>



documents to the CMu GO who will forward documents to OUR.				
6. Submit the UAS and college copy of student directory to CMu GO.	6. Receive the UAS and file in student jacket (or email these to the student if needed). Remind the student about registration period.	None	5 Minutes	Receiving Personnel/Staff Graduate Office
TOTAL:		None	1 Day, 1 Hour	

12. Application for Reading Language Exam

The student should apply in the semester immediately prior to the semester in which the Comprehensive Examination is to be taken.

Office or Division:	College of Music (CMu) - Graduate Office (GO)			
Classification :	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	PhD students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduate Exams Application Form		https://music.upd.edu.ph/current-students-downloadable-forms.html or GO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult /email your adviser/GPC as to which language you should be tested in. *You must be	1. Determine specific language contingent upon the individual academic research of the student and update	None	15 Minutes	Adviser/GPC/Graduate Committee Graduate Office



enrolled or “in residence” to take the exam.	the student (via email if needed).			
2. Fill out the Graduate Exams application form and submit/email to the CMu GO for review.	2. Receive application. Evaluate the student’s records. Get approval of the adviser/GPC to finalize exam details. Contact available examiner & update student (via email if necessary).	None	5 Days	Receiving Personnel, Student Records Evaluator (SRE) Graduate Office
3. Take the exam (via Zoom if necessary).	3. Administer exam (via Zoom if necessary). Photocopy/scan answer & save file.	None	3 Hours	Staff Graduate Office
4. Wait for the result or follow up (via email if necessary).	4. Submit exam answer and result form to examiner for checking. Get the result and update student (via email if necessary).	None	5 Days	Staff Graduate Office Examiner College of Arts and Letters
5. If you “pass,” apply for comprehensive exams next semester. If you “fail,” schedule retake and “pass exam to continue the program of studies.”	5. Inform/email student about the result. If rating is “fail,” inform student & GPC, and schedule retake in coordination with the examiner.	None	5 Minutes	Staff Graduate Office
TOTAL:		None	10 Days, 3 Hours, 20 Minutes	



13. Application for Comprehensive Examinations

The student should apply after 1) completing the course work; 2) obtaining a Cumulative Weighted Average Grade of “2.00” for MM/ “1.75” for PhD or better; and 3) satisfying the foreign language requirement, if any (Reading language examination for PhD only).

Office or Division:	College of Music (CMu) - Graduate Office (GO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduate Exams Application Form		https://music.upd.edu.ph/current-students-downloadable-forms.html or GO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email accomplished application form for the Graduate Exams (must be taken and successfully completed at the latest at the end of the following semester after all coursework has been completed). *You must be enrolled or “in residence” to take the exam.	1. Receive application form. Evaluate student’s records. Get approval of the adviser and GPC. Finalize exam details, update student, and contact examiners via email.	None	7 Days	Receiving Personnel, SRE, Adviser/GPC Graduate Office
2. Take the comprehensive examinations (via Zoom if necessary).	2. Administer exams (via Zoom if necessary). Photocopy/scan answers & save files.	None	5 Days	Staff Graduate Office Examiners Graduate Committee
3. Wait for the results in your email.	3. Submit/email answers and result forms to examiners for checking. Get the results,	None	8 Days	Staff Graduate Office Examiners Graduate Committee



	prepare the report, and update/email the student and adviser.			
4. If you “pass,” apply for thesis/proposal defense for the next semester. If you “fail,” take second examination allowed within one (1) year after the first examination. (<i>Failure to pass second examination shall permanently bar you from the MM/PhD program</i>).	4. If rating is “pass,” inform/email student. If “fail”, inform/email student & adviser/GPC, and schedule exam retake date in coordination with the examiner/s.	None	5 Minutes	Staff Graduate Office
TOTAL:		None	20 Days, 5 Minutes	

14. Application for Thesis/Dissertation Proposal Defense

The student should apply after passing the compre exams (and reading language exam, for PhD only) and getting the endorsement of his/her adviser.

Office or Division:	College of Music (CMu) - Graduate Office (GO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduate Exams Application Form		https://music.upd.edu.ph/current-students-downloadable-forms.html or GO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email topic proposal to	1.1. Receive application form and review	None	5 Days	Receiving Personnel, SRE, GPC



thesis/dissertation committee at least 2 weeks before the target defense. Submit/email the Graduate Exams application form with a copy of the topic proposal to GO.	student records. 1.2.Get formal approval/signature of the adviser and GPC (via email if needed). 2.3.Release/email memo on thesis/dissertation committee appointment and final schedule of oral defense. 2.4.Update/email student.			Graduate Office
2. Take the topic proposal defense (via Zoom if necessary). Wait for the result.	2. Prepare form and secure approval/signatures of the committee members (via email if needed).	None	2 Hours	Staff, Thesis/Dissertation Committee, GPC Graduate Office
3. If you “pass,” apply for thesis/dissertation defense when ready. If you “fail,” follow recommendations of the committee members.	3. Inform/email and orient the student about the succeeding steps.	None	5 Minutes	Staff Graduate Office
TOTAL:		None	5 Days, 2 Hours, 5 Minutes	

15. Application for Thesis/Dissertation Defense

The student should apply after getting the endorsement of his/her adviser/committee.

Office or Division:	College of Music (CMu) Graduate Office (GO)
Classification:	Complex



Type of Transaction	Government to Citizen			
Who may avail:	CMu graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduate Exams Application Form		https://music.upd.edu.ph/current-students-downloadable-forms.html or GO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email completed draft of thesis/dissertation to each panelist at least 2 weeks before the target defense. Submit/email the Graduate Exams application form to GO.	1.1 Receive application form and review student records. 1.2. Get formal approval/signature of the adviser and GPC. 1.3. Release/email memo to thesis/dissertation panel with final schedule of oral defense. Update/email student.	None	5 Days	<i>Receiving Personnel, SRE</i> Graduate Office
2. Take the oral defense (via Zoom if necessary). Wait for the result.	2. Prepare/email form and secure approval/signatures of the panelists.	None	2 Hours	<i>Staff, Thesis/dissertation panelists, GPC</i> Graduate Office
3. Consult and take note of the important reminders and deadlines.	3. Inform/email and orient the student about the succeeding steps, especially the deadlines.	None	5 Minutes	<i>Staff</i> Graduate Office
TOTAL:		None	5 Days, 2 Hours, 5 Minutes	



	<p>1.4. The AS coordinates with/emails the College Secretary's Office administrative staff for room schedule.</p> <p>1.5. The AS contacts/emails the enlistment officers.</p> <p>1.6. The AS prepares the teacher's folder per department, application forms, announcements , and logistics for enrollment.</p> <p>1.7. The AS asks and gives/emails the details to the College layout artist to layout the announcement/poster for enrollment</p> <p>1.8. The AS post the announcement in the UPCMEP Facebook webpage and UP College of Music website.</p>			<p><i>Receiving Personnel/ Program Coordinator</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel/</i></p>
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				<p><i>Layout Artist</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office/ Office of the Dean</p>
TOTAL:		None	2 Weeks	

17. Registration and Assessment of Fees for Lessons in Extension Program (Non-UP and UP students)

The enlistment officers/assessors/Program Coordinator/Special Collecting Officer (SCO) are in-charged during the registration. The enlistment officers enroll the students in the lessons they choose. The assessors/Program Coordinator assess their tuition fees. The SCO collects the tuition fees.

Office or Division:	UP College of Music Extension Program (UPCMEP)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Private Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application form 2. Google form		UP College of Music Extension Program (UPCMEP)	



<p>3. New Student Sheet 4. Queue Numbers 5. ID picture 6. Own Instrument 7. Payments</p>	<p>UP College of Music Extension Program (UPCMEP) Facebook webpage (https://www.facebook.com/UPCMEP) UP College of Music Extension Program (UPCMEP) UP College of Music Extension Program (UPCMEP) Student Student Student</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The clients fill out two copies of the UPCMEP application form.</p>	<p>1. The AS assists the clients and tells them to proceed to the enlistment officers.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Receiving Personnel</i> Extension Program Office</p>
<p>2. The new applicants sign in the New Students sheet.</p>	<p>2. The AS acknowledges and double checks what they have signed.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Receiving Personnel</i> Extension Program Office</p>
<p>3. They get queue numbers and wait for their numbers to be called.</p>	<p>3.1. The enlistment officers call/receive their numbers and enlist them in the lessons they choose. 3.2. The AS asks for their contact details via email for those enrolling in classes</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Enlistment Officers</i> Extension Program Office <i>Receiving Personnel</i> Extension Program Office</p>



	(needs to satisfy minimum number to open).			
4. The clients fill out and submit the properly accomplished Google form.	<p>4.1. The enlistment officers enlist them in the lessons they choose online.</p> <p>4.2. The PC supervises the enlistment officers during registration online.</p>	None	1 Day	<p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Program Coordinator</i> Extension Program Office</p>
5. The clients submit documents for those availing discounts: Appointment and ID of UP Diliman faculty, Person with Disability (PWD) card, Senior Citizen card.	<p>5.1. The AS assesses their fees and asks them to submit/email the documents for discount.</p> <p>5.2. The AS prepares the summary of registration and sends via UP official email</p>	None	4 Hours	<p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i></p>



	account to the other AS.			Extension Program Office
6.The clients check their email for their billing statement (BS) and payment procedure.	6. The AS prepares the BS and email the BS and payment procedure to the clients via UP official email account.	None	15 Minutes	<i>Receiving Personnel</i> Extension Program Office
7. They pay their fees at Counter A.	7. The Special Collecting Officer (SCO) collects their payment and 2 copies of the application form and she issues the official receipt (OR).	Please refer to the table below	10 Minutes	<i>Special Collecting Officer</i> Office of the Dean
8.They pay their tuition fees: Using the Landbank Link Biz, Online Bank Transfer (UPD Landbank Acct via Pesonet) or Over-the-Counter Transactions and Bank Transfer (pay the bill through Landbank of the Philippines – UP Diliman Campus Branch) and email their proof	8.1. The SCO checks their proof of payment and billing statement in the UP official email account, and acknowledges their payment via email. 8.3. The SCO and the PC	Please refer to the table below.	4 Hours	<i>Special Collecting Officer</i> Office of the Dean



of payment to the SCO.	tally the collection online. 8.4. The SCO and AS deposit the collection to the Office of the Cashier			<i>Special Collecting Officer</i> Office of the Dean/ <i>Program Coordinator</i> Extension Program Office <i>Special Collecting Officer</i> Office of the Dean/ <i>Receiving Personnel</i> Extension Program Office
TOTAL:		Please refer to the table below.	2 Days, 1 Hour, 15 Minutes	

Lessons	Rates
Individual lessons: 12 lessons, 1 hour per week;	PHP 13,200.00
Individual lessons: 12 lessons, 30 mins per week	PHP 6,600.00
Baby Ballet	PHP 5,640.00
Children's Ballet	PHP 8,460.00
Creative Music Experiences for Children	PHP 5,640.00
Choral Conducting	PHP 6,600.00
Choral Singing	PHP 5,640.00
Music Theory for Adults	PHP 8,460.00
Reading Solfege	PHP 5,640.00
Individual online lessons: per 1 hour	PHP 800.00
Individual online lessons: per 30 Minutes	PHP 400.00

18. Continuing Education for Music Teachers (CEMT)

This post baccalaureate summer certificate program is a three-summer program designed to address the need for music teachers to enhance their musical growth and teaching competencies. Such growth will have an impact in the quality of music teaching and learning across the country. A certificate of completion will be given at the end of the program to participants who have completed the three levels of learning.

Office or Division:	UP College of Music Extension Program (UPCMEP)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen



Who may avail:	Public and Private Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transcript of Records		School of Participant		
2. Curriculum Vitae		Participant		
3. Certificate of Employment		Employer of Participant		
4. Own Instrument		Participant		
5. Payments		Participant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicants inquire online or over the phone	1. The AS answers their queries and asks them to come on the day of enrollment.	None	10 Minutes	<i>Receiving Personnel</i> Extension Program Office
2. The applicants submit/email their transcript of records, curriculum vitae, and certificate of employment.	2. The AS acknowledges their email and collates their documents	None	1 Day	<i>Receiving Personnel</i> Extension Program Office
3. The applicants give their solo performance to the AS.	3. The AS assigns/emails their teachers for their class and solo performance in consultation with the Chair of the Music Education Department.	None	4 Days	<i>Receiving Personnel</i> Extension Program Office/ <i>Extension Teachers</i> Extension Program/ <i>Chairs</i> Music Education Department
4. The applicants register on the day of enrollment.	4.1. The AS enrolls them in the course and assesses their fees. 4.2. The AS gives/emails them their class and solo instrument	None	10 Minutes	<i>Receiving Personnel</i> Extension Program Office <i>Receiving Personnel</i> Extension Program Office



	instruction schedule.			
5. They proceed to the SCO for payments.	5. The SCO gives/emails back a copy of their application form with "paid" stamp and issues official receipts (ORs).	PHP 12,500.00	10 Minutes	<i>Special Collecting Officer</i> Office of the Dean
6. After their lessons for 4 weeks, they: 6.1. Need to fill out the Student Evaluation of Teaching (SET) 6.2. Need to perform in the Culminating Activity 6.3. Wait for their grades to be released	6.1. The AS acknowledges, collects, and tallies the SET 6.2. The AS prepares venue, instruments, program, and certificates for their Culminating Activity 6.3. The AS prepares their grades and notifies/emails them if their grades are ready.	None	1 Week	<i>Receiving Personnel</i> Extension Program Office <i>Receiving Personnel</i> Extension Program Office <i>Receiving Personnel</i> Extension Program Office
	TOTAL:	PHP 12,500.00	2 Weeks, 30 Minutes	



19. Preparation for Rehearsals and Recitals

At the end of the semester, students are given a chance to show their musical skills during the recitals. There will be a rehearsals before the recitals. Teachers give their rehearsal and recital schedule and repertoire to the Extension Program Office staff.

Office or Division:	UP College of Music Extension Program (UPCMEP)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPCMEP Teachers and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Availability of Mini Hall and Abelardo Hall Auditorium (AHA) 2. Recital Schedule from Teachers		Office of the Dean UPCMEP Teachers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The teachers give their preferred rehearsal and recital schedule.	1.1. The AS schedules the rehearsal and recital dates and venues (Mini Hall and Abelardo Hall). 1.2. For approval of the PC and resolution if there is conflict. 1.3. The AS looks for accompanists. 1.4. The AS informs/emails the teachers their final rehearsal and	None	1 Week	<i>Receiving Personnel</i> Extension Program Office Program Coordinator Extension Program Office <i>Receiving Personnel</i> Extension Program Office



	the certificates after their recital.			<i>Extension Teachers</i> Extension Program Office
TOTAL:		None	2 Weeks, 2 Days	

20. Application for Scholarships

Students of the UP College of Music who are enrolled during the semester may apply for scholarships, provided that they meet the requirements set for each scholarship. There are two scholarships given by the UP College of Music: UPCMEP Merit Scholarship and Music X Special Living Allowance Subsidy.

Office or Division:	UP College of Music Extension Program (UPCMEP)		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	UP College of Music Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form	UP College of Music Extension Program (UPCMEP) Online: via official UP email account		
2. Curriculum Vitae with Picture	Student		
3. Application Letter	Student		
4. Recommendation Letter from the Department Chairperson	Department Chairperson		
5. Endorsement Letter from the Adviser or Professor	Adviser or Professor		



<p>6. Transcript of Records (TOR) or True Copy of Grades (TCG)/ Grades from CRS</p> <p>7. Form 5</p>	<p>Office of the University Registrar/Office of the College Secretary/CRS</p> <p>Student</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The students inquire about scholarships at the UPCMEP office.</p>	<p>1.1. The AS asks/emails them to wait for the announcement in the College and UPCMEP website/bulletin boards.</p> <p>1.2. The AS gives/emails them the application form.</p> <p>1.3. The AS prepares the announcement done by the PC and posts it in the bulletin boards/on the website.</p> <p>1.4. The PC through the Dean requests via email for the disbursement of P600,000 annual scholarship from the UPCMEP trust account.</p>	<p>None</p>	<p>2 Weeks</p>	<p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Receiving Personnel/ Program Coordinator</i> Extension Program Office</p> <p><i>Program Coordinator</i></p>



				<p>Extension Program Office/ <i>Dean</i></p> <p>Office of the Dean/ <i>UP Diliman Chancellor</i></p> <p>Office of the Chancellor</p>
<p>2. The students inquire about scholarships in the official UP email account or Facebook Messenger webpage (https://www.facebook.com/UPCMEP)</p>	<p>2.1. The AS asks/emails them to wait for the announcement or poster in the UPCMEP Facebook webpage or UP College of Music website ((https://music.upd.edu.ph/extension.html))</p> <p>2.2. The AS asks/emails the details to the College layout artist to layout the poster.</p> <p>2.3. The AS posts the announcement in the UPCMEP Facebook webpage or the College administrative staff in the UP College of Music website (https://music.upd.edu.ph/extension.html).</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel/ Program Coordinator</i></p> <p>Extension Program Office</p> <p><i>Receiving Personnel</i></p> <p>Extension Program Office/ <i>Layout Artist</i></p> <p>Administrative Office</p> <p><i>Receiving Personnel</i></p> <p>Extension Program Office/ <i>Administrative Personnel</i></p> <p>Dean's Office</p>



3.The students ask for the application form via official UP email account	3. The AS emails the application form to the students via official UP email account.	None	10 Minutes	<i>Receiving Personnel</i> Extension Program Office
4. The students fill out the application form and submit it together with the attached documents like ID picture, endorsement letter from their respective department chair and recommendation letter from the adviser or professor for new applicants, grades from previous semesters, curriculum vitae, and original form 5 and submit it to the administrative office.	4.1. The AS acknowledges and receives the application form and attached documents and tells them to wait for the notification of the result of the deliberation. 4.2. The AS collates the completed application documents of students and forwards them to the PC who is also the Co-Chair of the UPCM Scholarship Committee. The screening will be done by the	None	2 Days	<i>Receiving Personnel</i> Extension Program Office <i>Receiving Personnel</i> <i>UPCMu Scholarship Committee</i> College of Music



	<p>UPCMu Scholarship Committee in the UPCMEP office.</p>			
<p>5. The students fill out the application form and submit it together with the attached documents like ID picture, recommendation letter from their respective department chair and endorsement letter from the adviser of professor for new applicants, grades from previous semesters, curriculum vitae, and original form 5 and email them to the AS via official UP email account.</p>	<p>5.1. The AS acknowledges via official UP email account and collates the completed application documents of students, puts them in a folder, uploads in the Google Drive and shares it with the UPCMu Scholarship Committee.</p> <p>5.2. The screening will be done by the Scholarship Committee via Zoom.</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Receiving Personnel Extension Program Office</i></p> <p><i>Scholarship Committee</i></p>



				Extension Program Office
6. Receives confirmation for deliberation	6. The AS contacts/ emails the students for the result of the deliberation.	None	4 Hours	<i>Receiving Personnel</i> Extension Program Office
TOTAL:		None	2 Weeks, 4 Days, 10 Minutes	

21. Application for Teaching Position at the Extension Program

Graduated students from the UP College of Music are welcome to apply for a teaching position provided that there is a need for a teacher in the department. They submit the necessary documents and the Extension Office staff processes their application.

Office or Division:	UP College of Music Extension Program (UPCMEP)		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	UP College of Music (UPCMu) Teachers and/or Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Curriculum Vitae with Picture		Applicant	
2. Letter of Intent		Applicant	
3. Endorsement Letter from the Department Chair		Department Chair	
4. Transcript of Records		Applicant	
5. Notarial fee		Applicant	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1. The teachers/graduates apply for a teaching position at the UPCMEP</p> <p>1.1.1. Write a letter of intent to their department Chair/s</p> <p>1.1.2. Submit attached documents</p> <p>1.2. The teachers/graduates apply for a teaching position at the UPCMEP online.</p> <p>1.2.1. Write a letter of intent to their department Chair/s and send it to an official UP email account.</p> <p>1.2.2. Submit attached documents to an official UP email account.</p>	<p>1.1. The Chair/s endorse/s to the PC for approval online</p> <p>1.2. For approval of the College Executive Board (CEB) via Zoom meeting</p> <p>1.3. For approval of the Dean via email</p> <p>1.4. The Chair/s endorse/s to the PC for approval via an official UP email account</p> <p>1.5. For approval of the College Executive Board (CEB) during the CEB Meeting online.</p> <p>1.6. For approval of the Dean during the CEB Meeting online.</p>	<p>None</p>	<p>1 Week</p>	<p><i>Receiving Personnel</i> Extension Program Office</p> <p><i>Chairs of 8 Departments</i> Conducting & Chorale Ensemble; Music Ed; Strings & Chamber Music; Winds & Perc; Compo & Theory; Piano & Keyboard; Musicology; Voice, Music Theatre & Dance</p> <p><i>Dean</i> Office of the Dean</p> <p><i>Chairs of 8 Departments</i> Conducting & Chorale Ensemble; Music Ed; Strings & Chamber Music; Winds & Perc; Compo & Theory; Piano & Keyboard; Musicology; Voice, Music Theatre & Dance/</p> <p><i>Program Coordinator</i> Extension Program</p> <p><i>Chairs of 8 Departments</i> Conducting & Chorale Ensemble; Music Ed; Strings & Chamber Music; Winds & Perc; Compo & Theory; Piano & Keyboard; Musicology; Voice, Music Theatre & Dance</p>



				<p style="text-align: center;"><i>Dean</i> Office of the Dean</p>
<p>2.1. The teachers sign their contract of services.</p> <p>2.2. The teachers sign the office memorandum.</p> <p>2.3. The teachers e-sign their contract of services.</p> <p>2.4. The teachers e-sign the office memorandum</p>	<p>2.1. The AS acknowledges and accepts the contract of services for NUP faculty (and office memorandum for full-time and faculty and lecturers).</p> <p>2.2. The Chairs, PC, and the Dean sign the contract of services online.</p> <p>2.3. The Dean signs the office memorandum.</p> <p>2.4. The Chairs and PC affix their e-signature in the contract of services. The Dean</p>	<p>None</p>	<p>2 Days</p>	<p style="text-align: center;"><i>Receiving Personnel</i> Extension Program Office</p> <p style="text-align: center;"><i>Chairs of 8 Departments</i> Conducting & Chorale Ensemble; Music Ed; Strings & Chamber Music; Winds & Perc; Compo & Theory; Piano & Keyboard; Musicology; Voice, Music Theatre & Dance/ <i>Program Coordinator</i> Extension Program/ <i>Dean</i> Office of the Dean</p> <p style="text-align: center;"><i>Dean</i> Office of the Dean</p> <p style="text-align: center;"><i>Chairs of 8 Departments</i> Conducting & Chorale Ensemble; Music Ed; Strings & Chamber Music; Winds & Perc; Compo & Theory; Piano & Keyboard; Musicology;</p>



	<p>affixes his wet signature.</p> <p>2.5. The Dean affixes his wet signature in the office memorandum</p>			<p>Voice, Music Theatre & Dance/ <i>Program Coordinator</i> Extension Program/ <i>Dean</i> Office of the Dean</p> <p><i>Dean</i> Office of the Dean</p>
<p>3. The teachers pay for the notarial fee.</p>	<p>3. The AS acknowledges their payment and prints the contracts and gives them to the College messenger and he delivers them to the Notary Public to be notarized.</p>	<p>PHP 150.00 Notarial fee</p>	<p>2 Hours</p>	<p><i>Receiving Personnel</i> Extension Program Office/ <i>Messenger</i> Administrative Office/ <i>Notary Public</i></p>
<p>4. The teachers wait for their contracts to be released.</p>	<p>4. The AS follows up their contracts and prepares the budget projection attachment and sends the contract of services together with it to the UP Diliman Accounting Office for</p>	<p>None</p>	<p>1 Week</p>	<p><i>Releasing/Receiving Personnel</i> Extension Program Office/ <i>Messenger</i> Administrative Office/ <i>Receiving Personnel</i> UP Diliman Accounting Office</p>



	budget clearance c/o of the messenger			
TOTAL:		PHP 150.00	2 Weeks, 2 Days, 2 Hours	

22. Application of Non-UP (NUP) Administrative Staff

There are several offices of the UP College of Music and the NUP administrative staff are essential workers. Anyone can apply for the administrative staff position provided that they meet the requirements set by the Civil Service Commission and there is a need to fill up the position. They submit the necessary documents and the Extension Office staff processes their application.

Office or Division:	UP College of Music Extension Program (UPCMEP)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPCMEP Support Staff and/or Prospects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Vitae with Picture 2. Letter of Intent 3. Transcript of Records 4. Diploma 4. Contract (Certificate of Services) 5. Notarial fee		Support Staff/Prospects Support Staff/Prospects School of the Support Staff/Prospects School of the Support Staff/Prospects UP College of Music Extension Program (UPCMEP) Support Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. The support staff/prospects submit the necessary documents	1.1. The AS acknowledges and prepares the budget projection attachments re appointments	None	1 Day	<i>Receiving Personnel</i> Extension Program Office



<p>1.2. The support staff/prospects sign their contracts.</p>	<p>of support staff.</p> <p>1.2. The heads of Music Library, Extension Program Office, Office of the College Secretary, and Administrative Office will write/email a letter to the Dean for appointment and/or renewal of contract of staff.</p> <p>1.3. The section head and the PC sign the contracts.</p> <p>1.4. For final approval and signature of the Dean</p> <p>1.5. The AS follows up the status.</p>	<p>None</p>	<p>4 Days</p>	<p><i>Section Heads</i></p> <p>Extension Program Office</p> <p>Administrative Office</p> <p>College Secretary's Office</p> <p>Music Library</p> <p><i>Section Heads</i></p> <p>Extension Program Office</p> <p>Administrative Office</p> <p>College Secretary's Office</p> <p>Music Library/ <i>Program Coordinator</i></p> <p>Extension Program Office/ <i>Dean</i></p>
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				Office the Dean <i>Receiving Personnel</i> Extension Program Office
2. The support staff/prospects pay for the notarial fee.	<p>2.1. The AS acknowledges their payment, prints the contracts, and gives the contracts to the College messenger and he delivers them to the Notary Public to be notarized.</p> <p>2.2. The AS acknowledges their payment via GCash, prints the contracts, and gives the contracts to the College messenger and he delivers them to the Notary Public to be notarized.</p>	PHP 150.00 Notarial fee	2 Hours	<i>Receiving Personnel</i> Extension Program Office/ <i>Messenger</i> Administrative Office <i>Receiving Personnel</i> Extension Program Office/ <i>Messenger</i> Administrative Office



3. The support staff/prospects wait for their contracts to be released	<p>3.1. The AS sends the contracts and attached budget projection to the to the UP Diliman Accounting Office for budget clearance c/o of the messenger.</p> <p>3.2. The AS advises them the minute their contracts are budget cleared</p>	None	1 Week	<p><i>Releasing/Receiving Personnel</i> Extension Program Office</p> <p><i>Releasing/Receiving Personnel</i> Extension Program Office</p>
TOTAL:		PHP 150.00	2 Weeks, 2 Hours	

23. Preregistration and Registration of Workshops

Aside from the regular lessons, the Extension Program also offers workshops, at least twice a year. There is a preregistration and registration before the workshops. The students fill out the Google form for their profile, then they enroll during the registration at the office.

Office or Division:	UP College of Music Extension Program (UPCMEP)		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	Private Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Information Sheet		Generated from the Google form	



2. Google form		Google (https://www.facebook.com/UPCMEP)		
3. Payment		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicants preregister online by filling up the Google form.	1. The AS acknowledges their preregistration online, collects their data/personal information, and emails them the enrollment dates and location of the UPCMEP office.	None	1 Week	<i>Receiving Personnel</i> Extension Program Office
2. They enroll at Annex 106.	2. The AS enlists the participants in the workshop/s and assesses their fees.	None	10 minutes	<i>Receiving Personnel</i> Extension Program Office
3. They proceed to the SCO for payments.	3. The SCO accepts their payments and 2 copies of their application form. She returns 1 copy with "paid" stamp and	PHP 5,640.00	10 minutes	<i>Special Collecting Officer</i> Office of the Dean



	issues official receipt.			
	TOTAL:	PHP 5,640.00	1 Week, 20 Minutes	



Management and Economics Cluster



Asian Institute of Tourism (AIT)

External Service



1. Process Application for Practicum / Pre-Practicum Training

The Practicum Program (Tour 109: Travel Industry Practices) is the on-the-job training component of the BS Tourism Program which aims to expose students to the real-world corporate setting and professional life through hands-on training in selected partner establishments.

Office or Division:	Office of the Institute Secretary (OIS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	AIT students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Practicum 2. Pre-practicum Seminar kit 3. Application Form for Tour 109		Office of the Institute Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished Application Form for Practicum	1.1. Receive fully accomplished Application Form for Practicum 1.2. List and inform students who will take the Pre-practicum seminar	None	1 Day	<i>Student Records Evaluator</i> Office of the Institute Secretary



2. Pay Pre-practicum fee	2. Received Pre-practicum fee	PHP 200.00	5 Minutes	<i>Division of Tourism Research and Extension Services (DTRES) Staff</i>
3. Attend the Pre-Practicum Seminar	3. Conduct Pre-Practicum seminar	None	1 Day	AIT Room
4. Submit Application for Admission to Tour 109	4. Collect and process application for Admission to Tour 109	None	1 Day	<i>Office of the Institute Secretary</i> Student Records Evaluator
5. Go to faculty coordinators for counselling	5. Counsel students	None	1 Day	<i>AIT Faculty Room</i>
6. Meet with respective faculty coordinator	6. Conduct a meeting with selected students	None	1 Day	<i>AIT Faculty Room</i>
TOTAL:		PHP 200.00	5 Days, 5 Minutes	



2. Process Request for Room and Equipment Reservations

Room reservation is available to all clients who need a room for their activities, seminars, trainings, meetings.

Office or Division:	Office of the Division of Tourism Research and Extension Services (DTRES)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	AIT students, AIT Organizations, UP Organizations, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Institute Secretary, indicating the activity, date/s requested, duration of the activity, equipment to be used and other requests		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the Institute Secretary (OIS) indicating details needed - AIT students free of charge - Non-AIT students/ clients to pay for fee	1.1 Accept request letter and fully accomplished request form 1.2. Check the availability of the room and or equipment 1.3. Put Available/ Not Available as Remark/s 1.4. Forward request to the Institute Secretary for Approval.	None	1 Day	<i>OIS Staff</i> Office of the Institute Secretary
2. Receive notification on the status of request.	2. Notify client on status of request.	None	1 Day	<i>OIS Staff</i> Office of the Institute Secretary



3. Non-AIT students/clients: Pay corresponding fee to (DTRES)	3. Receive payment and issue receipt.	Please see table below	5 Minutes	<i>Division of Tourism Research and Extension Services (DTRES) Staff</i>
TOTAL:		Varies	2 Days, 5 Minutes	

AIT Room and Equipment Use with Rental Rates as of January 2019

Room / Equipment	Rate
Seminar Room	PHP 3,000.00 for the first 3 hours, additional PHP 1,200.00/ hour for the succeeding hours.
Audio Visual Room	PHP 6,000.00 for the first 3 hours, additional PHP 1,200.00/ hour for the succeeding hours
Classroom	PHP 8,000.00 for the first 3 hours, additional PHP 1,200.00/ hour for the succeeding hours
LCD Projector	PHP 240.00/ hour



National College of Public Administration and Governance (NCPAG)

External Services



1. Respond to inquiries

Respond to inquiries through email/social media account

Office or Division:	Center for Policy and Executive Development (CPED)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about CPED and/or its services	2. Give Necessary Information to the Client.	None	10 Minutes	<i>Receiving Personnel</i>
TOTAL:		Varies	10 inutes	

2. Extension services

Extension services for gov't agencies, public officials, private institutions, NGOs, academic institutions, etc.: training programs/workshops, client satisfaction surveys, among others

Office or Division:	Center for Policy and Executive Development (CPED)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Terms of Reference (ToR), Memorandum of Agreement (MOA), and/or Contract of Service		Requesting Party		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about CPED extension services	1. Email template of ToR	None	10 Minutes	REPS CPED
2. Submit filled out ToR	2. Set a meeting to discuss submitted ToR and come to an agreement	None	5 Days	REPS (Project Coordinator) CPED
3. Confirm agreements and terms	3. Draft MOA	None	10 Days	REPS (Project Coordinator) CPED
4. Finalize and process MOA	4. Process MOA	None	30 Days	Legal Office Both Parties
5. Issues Notice to Proceed	5. Proceed with project	must be stipulated in the contract or as agreed upon	must be stipulated in the contract or as agreed upon	REPS (Project Coordinator) CPED
TOTAL:		Varies	45 Days, 10 Minutes	

Remark: Minimum processing time estimated by Agency only, does not take into account processing time of client and time stipulated in the contract or as agreed upon.

3. Research services

Research services for gov't agencies, public officials, private institutions, academic institutions, etc.

Office or Division:	Center for Policy and Executive Development (CPED)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen, Government to Government, Government to Business
Who may avail:	General Public



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Terms of Reference (ToR), Memorandum of Agreement (MOA), and/or Contract of Service		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about CPED research services	1. Email template of ToR	None	10 Minutes	REPS CPED
2. Submit filled out ToR	2. Set a meeting to discuss submitted ToR and come to an agreement	None	5 Days	REPS (Project Coordinator) CPED
3. Confirm agreements and terms	3. Draft MOA	None	10 Days	REPS (Project Coordinator) CPED
4. Finalize and process MOA	4. Process MOA	None	30 Days	Legal Office Both Parties
5. Issues Notice to Proceed	5. Proceed with project	must be stipulated in the contract or as agreed upon	must be stipulated in the contract or as agreed upon	REPS (Project Coordinator) CPED
TOTAL:		Varies	45 Days, 10 Minutes	

Remark: Minimum processing time estimated by Agency only, does not take into account processing time of client and time stipulated in the contract or as agreed upon.



4. Sale of Books & Publications

The Sale of Books and Publications are open to all clients, students or professionals

Office or Division:	Publications Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Select Titles of Book/Publication	1. Prepare the Selected Titles of the Client		10 Minutes	<i>Publications Circulations Asst.</i>
2. Pay fees as billed	2. Receive Payment and issue receipt	Please refer to the table of fees below	5 Minutes	<i>Publications Circulations Asst.</i>
TOTAL:		Varies	15 Minutes	

List of Book/Publication Rates as of NOVEMBER 4 2019

Title	Author	Price
Corruption and Implementation: Case Studies in Philippine Public Administration. 2009 (283pp), Paperbound	Vicente Chua Reyes, Jr.	Php 350.00
Fifty Years of Public Administration Education in the Philippines: The UP—NCPAG at the Forefront (A Coffee Table Book) 2002 (94pp), Hardbound	Proserpina Domingo-Tapales	US \$ 30.00 (including postage); Php 850.00
Introduction to Public Administration in the Philippines: A Reader. 2015 (486pp), 3rd Edition	Danilo dela Rosa Reyes,	Php 550.00



Volume I Paper Bound	Proserpina D. Tapales, Ma. Oliva Z. Domingo and Maria Fe Villamejor- Mendoza	
The Political Economy of Regulation in the Philippines Power Industry: the Case of the Electric Power Industry Reform Act. 2010 (395pp). Paperbound	Baylon, Minerva S.	Php 400.00
Regulation, Privatization and Public Sector Reform. 2006 (238pp). Paperbound	Paul Cook and Ma. Fe V. Mendoza (eds.)	Php 300.00
Local Government in the Philippines: A Book of Readings Volume II: Current Issues in Governance. 1998 (497pp), Paperbound	Proserpina Domingo- Tapales, Jocelyn C. Cuaresma and Wilhelmina L. Cabo (eds.)	Php 400.00
Title	Author	Price
Local Government in the Philippines: A Book of Readings Volume III: Concepts and Practices in Decentralization	Proserpina Domingo- Tapales, Alex B. Brillantes, Jr.	Php 550.00
Management Policy Formulation: The Generics Act of 1998. 2002 (175pp), Softbound	Edna Estifania A. Co	Php 275.00
Slum Upgrading and Urban Renewal of the National Government Center. 2009 (116pp), Paperbound	Rolyn B. Francisco	Php 150.00
Politics of Plunder: the Philippines Under Marcos (2nd Edition with an Epilogue). 1999 (278pp) Hardbound	Belinda A. Aquino Belinda A. Aquino	Php 400.00 50% OFF
Politics of Plunder: the Philippines Under Marcos (2nd Edition with an Epilogue). 1999 (278pp) Softbound	Belinda A. Aquino Belinda A. Aquino	Php 250.00 50% OFF
Book of Readings on Primary Health Care. 1998 Revised Edition. (218pp), Paperbound	Victoria A. Bautista and Eleanor E. Nicolas	Php 180.00 BUY 1 TAKE 1
Forging Community-Managed Primary Health Care. (Co- Published with the Department of Health). 2nd Printing. 1998 (168pp), Paperbound	Victoria A. Bautista, Ma. Concepcion P. Alfiler and Eleanor E. Nicolas	Php 150.00 BUY 1 TAKE
Innovations and Excellence: Understanding Local	Alex B. Brillantes, Jr.	Php 250.00



Government in the Philippines. 2003 (162pp), Paperbound		
Alternative Views and Assessments of the Macapagal-Arroyo Presidency and Administration: Record and Legacy (2001-2004). 2004 (636pp), Hardbound	Jose V. Abueva, Victoria A. Bautista, Proserpina Domingo-Tapales, Ma. Oliva Z. Domingo and Eleanor E. Nicolas (eds.)	Php 400.00
Alternative Views and Assessments of the Macapagal-Arroyo Presidency and Administration: Record and Legacy (2001-2004). 2004 (636pp), Softbound	Jose V. Abueva, Victoria A. Bautista, Proserpina Domingo-Tapales, Ma. Oliva Z. Domingo and Eleanor E. Nicolas (eds.)	Php 300.00
Community Participation in World Vision Kusog Baga Program: Survey Results. 2003 (157pp), [Co-published with the Center for Policy and Executive Development (CPED)]	Victoria A. Bautista and Juvy Lizette M. Gervacio	Php 155.00
Filipino Nationalism: Various Meanings, Constant and changing Goals, Continuing Relevance. 1999 (956pp), Hardbound	Jose V. Abueva (ed.)	Php 800.00
Filipino Nationalism: Various Meanings, Constant and changing Goals, Continuing Relevance. 1999 (956pp), Softbound	Jose V. Abueva (ed.)	Php 500.00
Mobilizing for Active Citizenship: Lessons from Indonesia, Nepal and the Philippines. 2005 (120pp), Softbound	Ledivina V. Cariño	Php 250.00
Presidential Plunder: The Quest for the Marcos III-Gotten Wealth. 2000 (435pp), Softbound	Jovito R. Salonga	Php 500.00
Reinventing U.P. as the National University: Learning for Truth, Leadership and Social Transformation. 2008 (615pp), Hardbound	Jose V. Abueva	Php 700.00
Reinventing U.P. as the National University: Learning for Truth, Leadership and Social Transformation. 2008 (615pp), Softbound	Jose V. Abueva	Php 500.00
Social Justice and Human Rights in the Philippines. 2003 (920pp), Hardbound	Alberto T. Muyot (ed.) Alberto T. Muyot (ed.)	Php 800.00



Social Justice and Human Rights in the Philippines. 2003 (920pp), Softbound	Alberto T. Muyot (ed.) Alberto T. Muyot (ed.)	Php 500.00
Title	Author	Price
The Aquino Presidency and Administration (1986-1992): Contemporary Assessments and “The Judgement of History?” Volume 2: 1st U.P. Public Lectures. 1993 (509pp), Hardbound	Jose V. Abueva and Emerlinda R. Roman (eds.) Jose V. Abueva and Emerlinda R. Roman (eds.)	Php 300.00
The Aquino Presidency and Administration (1986-1992): Contemporary Assessments and “The Judgement of History?” Volume 2: 1st U.P. Public Lectures. 1993 (509pp), Softbound	Jose V. Abueva and Emerlinda R. Roman (eds.) Jose V. Abueva and Emerlinda R. Roman (eds.)	Php 200.00
The Book on Economic Development: Issues, Problems and Progress in Filipino Economic Development. 2012 (617), Hardbound	Felipe M. Medalla (ed.) Felipe M. Medalla (ed.)	Php 1000.00
The Book on Economic Development: Issues, Problems and Progress in Filipino Economic Development. 2012 (617), Softbound	Felipe M. Medalla (ed.) Felipe M. Medalla (ed.)	Php 800.00
The Civil Service Commission and the Commission on Audit: Self assessments and Alternative Views and Assessments (2001-2004), 2004 (107pp), Hardbound	Ma. Oliva Z. Domingo	Php 150.00
The Civil Service Commission and the Commission on Audit: Self assessments and Alternative Views and Assessments (2001-2004), 2004 (107pp), Softbound	Ma. Oliva Z. Domingo	Php 100.00
The Filipino Press and Media: Democracy and Development. 2001 (252pp), Hardbound	Luis V. Teodoro and Melinda de Jesus (eds.) Luis V. Teodoro and Melinda de Jesus (eds.)	Php 200.00
The Filipino Press and Media: Democracy and Development. 2001 (252pp), Softbound	Luis V. Teodoro and Melinda de Jesus (eds.) Luis V. Teodoro and Melinda de Jesus (eds.)	Php 150.00
The Leadership and Governance of Constitutional Commissions Self Assessments and Alternative Views and Assessments (2004-2007). 2009 (149pp), Hardbound	Ma. Oliva Z. Domingo	Php 200.00



The Macapagal-Arroyo Presidency and Administration (2001-2010). 2014 (511pp), Hardbound	Jose V. Abueva, Oscar M. Alfonso, Erwin A. Alampay, Maria Faina L. Diola, Ma. Oliva Z. Domingo and Eleanor E. Nicolas (eds.)	Php 400.00
The Macapagal-Arroyo Presidency and Administration (2001-2010). 2014 (511pp), Softbound	Jose V. Abueva, Oscar M. Alfonso, Erwin A. Alampay, Maria Faina L. Diola, Ma. Oliva Z. Domingo and Eleanor E. Nicolas (eds.)	Php 300.00
The Making of the Filipino Nation and Republic. 1998 (1,050.pp), Hardbound	Jose V. Abueva (ed.)	Php 800.00
The Making of the Filipino Nation and Republic. 1998 (1,050.pp), Softbound	Jose V. Abueva (ed.)	Php 500.00
The Post-EDSA Constitutional Commissions (1986-1992): Self-Assessments and External Views and Assessments. Volume 4: 1st U.P. Public Lectures. 1998 (189pp), Hardbound	Jose V. Abueva and Emerlinda R. Roman (eds.)	Php 200.00
The Post-EDSA Constitutional Commissions (1986-1992): Self-Assessments and External Views and Assessments. Volume 4: 1st U.P. Public Lectures. 1998 (189pp), Softbound	Jose V. Abueva and Emerlinda R. Roman (eds.)	Php 150.00
The Ramos Presidency and Administration: Contemporary Views and Assessments (1992-1998). 2006 (538pp), Hardbound	Jose V. Abueva, Ma. Concepcion P. Alfiler, Ma. Oliva Z. Domingo and Eleanor E. Nicolas	Php 450.00
Title	Author	Price
The Ramos Presidency and Administration: Contemporary Views and Assessments (1992-1998). 2006 (538pp), Softbound	Jose V. Abueva, Ma. Concepcion P. Alfiler, Ma. Oliva Z. Domingo and Eleanor E. Nicolas	Php 350.00
What They Contribute: Case Studies on the Impact of Nonprofit Organizations. 2007 (388pp), Hardbound	Ledivina V. Cariño and Dolores D. Gaffud (eds.)	Php 500.00



Sourcebook 1: Perspective and Approaches in Local Government Resource Management. 2007 (473pp), Softbound	Alex B. Brillantes, Jr., Jose N. Endriga and Joel V. Mangahas (eds.)	Php 500.00
Sourcebook 4: Selected Case Studies on Strengthening Local Government Resource Management. 2007 (72pp), Softbound	Alex B. Brillantes, Jr., Joel V. Mangahas and Jose P. Tabbada (eds.)	Php 250.00
Civic Action Against Corruption: Citizen Participation in Anti-Corruption Efforts. Series No. 3 May 2006 (59pp), Paperbound	Ma. Oliva Z. Domingo (ed.)	Php 60.00
Does Regulation Matter? An Assessment of its Effects, Impacts and Challenges in Serving Public Interest. Series No. 6. March 2008 (80pp), Paperbound	Minerva S. Baylon and Maria Fe V. Mendoza (eds.)	Php 100.00
Trade and Human Terms: Makatao Pa Ba? Series No. 7. March 2008 (109pp), Paperbound	Minerva S. Baylon and Maria Fe V. Mendoza (eds.)	Php 120.00
The Challenges and Prospects of Sustainable Mining in the Philippines. Series No. 8, March 2008 (72pp), Paperbound	Maria Fe V. Mendoza and Allan Grand A. Sobrepeña	Php 100.00
Shepherding Reforms in Access to Justice and Participation on the Disadvantaged Sectors, Series No. 9, March 2008 (53pp), Paperbound	Minerva S. Baylon and Maria Fe V. Mendoza (eds.)	Php 100.00
Fostering Democratic Governance: Sustaining the Gains and Learning from Pains. No. 10 May 2008 (46pp), Paperbound	Minerva S. Baylon and Maria Fe V. Mendoza (eds.)	Php 90.00
The American and Philippines Administrative Traditions: Profiling Contexts: Parallelisms, and Contrasts. Series No. 11. February 2011 (66pp), Paperbound	Danilo R. Reyes	Php 130.00
President ERAP: A Sociopolitical and Cultural Biography of Joseph Ejercito Estrada (Volume I: Facing the Challenge of EDSA II) 2006 (494pp) Hardbound	Zeus A. Salazar	Php 900.00
President ERAP: A Sociopolitical and Cultural Biography of Joseph Ejercito Estrada (Volume I: Facing the Challenge of EDSA II) 2006 (494pp) Softbound	Zeus A. Salazar	Php 650.00
Rule of law in Public Administration: The Philippine Local Government Urban Poor Resettlement and Housing Program. Policy Issue Brief No. 2, December 2011.	Edna Estifania A. Co, Maria Faina L. Diola, Crinezza Veil Mendoza, Elanor E. Nicolas	Php 200.00



Paperbound	and Dan A. Saguil	
The Quest for a Federal Republic. The PDP Laban Model of Philippine Federalism 1.0, Softbound	Jonathan E. Malaya	Php 500.00
The Moro Armed Struggle in the Philippines: The Nonviolent Autonomy Alternative	Macapando A. Muslim	Php 450.00
The 2018 Bangsamoro Organic Law in the Philippines: Solving the Mindanao Conflict with Autonomy Plus Compensatory Justice. (Hardbound)	Macapando A. Muslim	Php 550.00
The 2018 Bangsamoro Organic Law in the Philippines: Solving the Mindanao Conflict with Autonomy Plus Compensatory Justice. (Softbound)	Macapando A. Muslim	Php 450.00

5. Answers phone/email Inquiries

Answering questions regarding the availability of a certain book/publication via phone or e-mail inquiries.

Office or Division:	Publications Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email Inquiry / Phone Inquiry		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about Books or Publications	1. Give Necessary Information to the Client.	None	10 Minutes	<i>Publications Circulations Asst.</i>
TOTAL:		Varies	10 Minutes	



6. Process Request for Room Reservation

Office or Division:	NCPAG Administrative Services			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	UP-NCPAG Student Organizations, UP Organizations, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Dean/Supervising Administrative Officer indicating the activity, date/s requested, duration of the activity, equipment to be used and other requests.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the Dean/Supervising Administrative Officer indicating all the required information. UP funded organizations are given 17% discount on room rates.	1. Receive request letter 1.1 Check the availability of the room on specified date/s 1.2 Forward to the Supervising Administrative Officer for approval.	Please refer to the table of fees below	15 Minutes	<i>Administrative Services Staff</i>
2. Pay fees as billed	2. Receive Payment and issue acknowledgment receipt Remit payment to the UP Diliman Cash Office		10 Minutes 1 Hour	<i>Administrative Services Staff</i>



TOTAL:	Varies	1 Hour, 25 Minutes	
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ROOM USE AND RENTAL RATES AS OF JANUARY 1, 2019

Room	Category	Area (sqm)	Capacity (pax)	Min. no. of hours	Regular Rate	
					Regular Rate	Rate (UP Funded Organizations)
Room 201	Class	434	30	8	4,200.00	3,500.00
Room 301	Class	78.75	100	8	7,200.00	6,000.00
Room 305	Class	57	50	8	4,200.00	3,500.00
Room 306	Class	57	50	8	4,200.00	3,500.00
Room 307	Class	109.25	70	8	7,200.00	6,000.00
Room 308	Class	57	50	8	4,200.00	3,500.00
Room 309	Class	57	50	8	4,200.00	3,500.00
Audio Visual Room	Class	146.4	100	8	7,200.00	6,000.00
Case Room	Class	180.5	80	8	18,000.00	15,000.00
Assembly Hall	Function Room	146	300	8	18,000.00	15,000.00
International Center for Public Administration	Function Room	434	350	8	54,000.00	45,000.00



EQUIPMENT RATES

Equipment	Rate
LCD	1,500.00

7. Respond to inquiries

Respond to inquiries through email

Office or Division:	NCPAG Administrative Services			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about room reservations	1. Give Necessary Information to the Client.	None	10 Minutes	<i>Administrative Services Staff</i>
TOTAL:		Varies	10 Minutes	

8. Respond to inquiries

Respond to inquiries through email/social media account

Office or Division:	Center for Leadership, Citizenship and Democracy (CLCD)
Classification:	Simple



Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about CLCD and/or its services	2. Give Necessary Information to the Client.	None	10 Minutes	<i>Receiving Personnel</i>
TOTAL:		Varies	10 Minutes	

9. Extension services

Extension services for gov't agencies, public officials, private institutions, NGOs, academic institutions, etc.: training programs/workshops, client satisfaction surveys, among others

Office or Division:	Center for Leadership, Citizenship and Democracy (CLCD)
Classification:	Highly Technical



Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Terms of Reference (ToR), Memorandum of Agreement (MOA), and/or Contract of Service		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about CLCD extension services	1. Email template of ToR	None	10 Minutes	REPS CLCD
2. Submit filled out ToR	2. Set a meeting to discuss submitted ToR and come to an agreement	None	10 Days	REPS (Project Coordinator) CLCD
3. Confirm agreements and terms	3. Draft MOA	None	10 Days	REPS (Project Coordinator) CLCD
4. Finalize and process MOA	4. Process MOA	None	30 Days	Legal Office Both Parties



5. Issues Notice to Proceed	5. Proceed with project	must be stipulated in the contract or as agreed upon	must be stipulated in the contract or as agreed upon	REPS (Project Coordinator) CLCD
TOTAL:		Varies	50 Days, 10 Minutes	

Remark: Minimum processing time estimated by Agency only, does not take into account processing time of client and time stipulated in the contract or as agreed upon.

10. Research services

Research services for gov't agencies, public officials, private institutions, academic institutions, etc.

Office or Division:	Center for Leadership, Citizenship and Democracy (CLCD)	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen, Government to Government, Government to Business	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Terms of Reference (ToR), Memorandum of Agreement (MOA), and/or Contract of Service	Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about CLCD research services	1. Email template of ToR	None	10 Minutes	REPS CLCD
2. Submit filled out ToR	2. Set a meeting to discuss submitted ToR and come to an agreement	None	10 Days	REPS (Project Coordinator) CLCD
3. Confirm agreements and terms	3. Draft MOA	None	10 Days	REPS (Project Coordinator) CLCD
4. Finalize and process MOA	4. Process MOA	None	30 Days	Legal Office Both Parties
5. Issues Notice to Proceed	5. Proceed with project	must be stipulated in the contract or as agreed upon	must be stipulated in the contract or as agreed upon	REPS (Project Coordinator) CLCD
TOTAL:		Varies	50 Days, 10 Minutes	



11. Respond to inquiries

Respond to inquiries through email/social media account

Office or Division:	Center for Local and Regional Governance (CLRG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about CLRG and/or its services	1.1. Give necessary information to the Client.	None	10 Minutes	<i>CLRG Staff</i>
TOTAL:		None	10 inutes	

12. Training and Extension services

Training and Extension services for government agencies, public officials, private institutions, NGOs, academic institutions, etc.: training programs/workshops, client satisfaction surveys, among others

Office or Division:	Center for Local and Regional Governance (CLRG)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter, Terms of Reference (ToR), Memorandum of Agreement (MOA), and/or Contract of Service, Sanggunian Resolution (for Local Government Units)		Requesting Party		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about CLRG extension services	1.1. Email template of ToR	None	10 Minutes	REPS CLRG
2. Submit filled out ToR	2.1. Set a meeting to discuss submitted ToR and come to an agreement	None	5 Days	REPS (Project Coordinator) CLRG
3. Confirm agreements and terms	3.1. Draft MOA	None	10 Days	REPS (Project Coordinator) CLRG
4. Finalize and process MOA with complete documentation	4.1. Process MOA	None	30 Days	Legal Office Both Parties
5. Issues Notice to Proceed	a. Proceed with project	must be stipulated in the contract or as agreed upon	must be stipulated in the contract or as agreed upon	REPS (Project Coordinator) CLRG
TOTAL:		Varies	45 Days, 10 Minutes	

Remark: Minimum processing time estimated by Agency only, does not take into account processing time of client and time stipulated in the contract or as agreed upon.



13. Research services

Research services for government agencies, public officials, private institutions, academic institutions, etc.

Office or Division:	Center for Local and Regional Governance (CLRG)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter, Terms of Reference (ToR), Memorandum of Agreement (MOA), and/or Contract of Service Sanggunian Resolution (for Local Government Units)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about CLRG research services	1.1. Email template of ToR	None	10 Minutes	REPS CLRG
2. Submit filled out ToR	2.1. Set a meeting to discuss submitted ToR/Proposal and come to an agreement	None	4 Days	REPS (Project Coordinator) CLRG
3. Confirm agreements and terms	3.1. Draft MOA	None	10 Days	REPS (Project Coordinator) CLRG
4. Finalize and process MOA with	4.1. Process MOA	None	30 Days	Legal Office Both Parties



complete documentation				
5. Issues Notice to Proceed	5.1. Proceed with project	must be stipulated in the contract or as agreed upon	must be stipulated in the contract or as agreed upon	REPS (Project Coordinator) CLRG
TOTAL:		Varies	45 Days, 10 Minutes	

Remark: Minimum processing time estimated by Agency only, does not take into account processing time of client and time stipulated in the contract or as agreed upon.

14. Reply to email inquiries about admission and other student matters

The inquiries are mostly about student matters from admission to graduation. Some inquiries include processes in compliance to University policies.

Office or Division:	Center for Public Administration and Governance Education (CPAGE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen/probable student, Government to Government			
Who may avail:	Any person wanting to learn about NCPAG and its programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Inquiry from our CPAGE email		CPAGE EMAIL (upncpagcpage@yahoo.com.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client post a letter of inquiry at upncpagcpage@yahoo.com.ph	1. CPAGE to post a reply at once	None	30 minutes	<i>Staff Officer of the Day in charge of monitoring daily emails</i>
TOTAL:		None	30 Minutes	



15. Maintenance, updating and storage of all active and inactive student's Records

This task includes upkeep of all student data from admission to graduation, from the preparation of Student Record Jacket (Form10) to storage of these jackets which contains all pertinent documents from admission, registration and enrollment in courses to graduation.

Office or Division:	Center for Public Administration and Government Education (CPAGE)			
Classification:	Highly Technical			
Type of Transaction:	Government to Student			
Who may avail:	All admitted students under the NCPAG degree programs undergraduate (BPA) and graduate (Dip PM, MPA, and DPA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 10 (Student Record Jacket) 2. Student Checklists Folder		Rm 103 CPAGE Office NCPAG Bldg		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits to CPAGE all processed requirements for admission	1. CPAGE staff accepts and keeps admission documents	None	7 Days processing time for all newly admitted students	<i>Administrative Assistant II</i>
	2. Evaluate completeness of student's records.	None	4 Days	<i>Student Records Evaluator</i>
	3. Preparation of Form 10	None	7 Days for all newly admitted students	<i>Administrative Assistant II</i>
	4. Stores these Form 10 in the designated filing cabinets with access only to authorized employees	None	7 Days for all newly admitted students	<i>Administrative Assistant II</i>
TOTAL:		None	25 Days	



School of Labor and Industrial Relations (SOLAIR)

External Service



1. Provide rental services for use of space / venue / accommodation facility

The School provides accommodation facility, room and venue with corresponding rental rates open for all clients.

Office or Division:	SOLAIR – Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Request letter or		Requesting party		
2. Properly accomplished reservation form		Office of the Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a reservation for use of space / venue/ accommodation facility	1. Check the availability of facility/venue	None	5 Minutes	Senior Administrative Assistant I / Administrative Assistant III Office of the Dean
2. For Accommodation facility: Accomplished a reservation form or may confirm reservation by phone	2. For Accommodation facility: Accept the reservation form and confirm room reservation.	None	3 Minutes	Senior Administrative Assistant I Office of the Dean
For use of space/venue: Submit a request letter addressed to the Dean	For use of space/venue: Receive request letter for approval of the Dean		1 Day	Administrative Assistant III Office of the Dean
3. Received the approved request	3. Release the approved request		2 Minutes	Administrative Assistant III Office of the Dean



4. Pay to the SOLAIR Collecting Officer	4. Accept payment and issue official receipt	Refer to the table of rates below	5 Minutes	Special Collecting Officer
TOTAL			Accommodation: 15 Minutes Space/Venue: 1 Day	

TABLE OF RATES: SOLAIR FACILITIES

VENUE / SPACE FACILITY	CAPACITY (PAX)	RATE (WHOLE DAY)	RATE (HALF-DAY)	UP RATE	
				(WHOLE DAY)	(HALF-DAY)
AUDITORIUM	100-150	13500	8950	9450	6265
ROOM 201	30-40	5100	3400	3570	2380
ROOM 202	15-20	2500	1400	1750	980
ROOM 203	25-30	2800	1700	1960	1190
ROOM 204	15-20	2500	1400	1750	980
ROOM 105 - CONFERENCE ROOM	10-15	2500	1400	1750	980
ROOM 106	10	1200	800	840	560
ROOM 2 - ANNEX	10-15	1200	800	840	560
ROOM 3 - ANNEX	10-15	1200	800	840	560
ROOM 4 - ANNEX	10-15	1200	800	840	560
ROOM 5 - ANNEX	10-15	1200	800	840	560
ROOM 6 - ANNEX	10-15	1200	800	840	560
ROOM 7 - ANNEX	10-15	2200	1300	1540	910
ROOM 8 - ANNEX	15-20	1200	800	840	560
ROOM 9 - ANNEX	15-20	1200	800	840	560
ROOM 10 - ANNEX	40-50	6000	3500	4200	2450
ROOM 11 - ANNEX	25-30	3000	1800	2100	1260
ROOM 12 - ANNEX	30-35	4000	2200	2800	1540
ROOM 14 - ANNEX	25-30	3500	1800	2450	1260
SOCIAL HALL	25-30	4000	2200	2800	1540
BONIFACIO HALL	10-12	1200	800	840	560
MEZZANINE		monthly rate per BCO advice P 54,331.39	na	na	Na
Additional:		* plus 10% excess charge /hr	* plus 20% excess charge /hr		



Sound system					
Auditorium		650	350	650	350
Classroom		350	200	350	200

30 % discount for UP Offices/Units/Colleges

LODGING FACILITY	CAPACITY (PAX)	DAILY RATE	MONTHLY RATE
ROOM 1 - DORM	2 pax	600/head	7000/head
ROOM 2 - DORM	3 pax	500/head	7000/head
ROOM 3 - DORM	2 pax	500/head	7000/head
ROOM 4 - DORM	3 pax	500/head	7000/head
ROOM 5 - DORM	3 pax	500/head	7000/head
ROOM 6 - DORM	2 pax	600/head	7000/head
ROOM 7 - DORM	3 pax	300/head	5000/head
ROOM 8 - DORM	3 pax	300/head	5000/head
ROOM 9 - DORM	3 pax	300/head	5000/head
ROOM 10 - DORM	3 pax	500/head	7000/head
ROOM 11 - DORM	3 pax	500/head	7000/head
ROOM 12 - DORM	3 pax	500/head	7000/head
ROOM 13 - DORM	3 pax	500/head	7000/head
ROOM 14 - DORM	3 pax	500/head	7000/head
ROOM 15 - DORM	3 pax	500/head	7000/head
EXTENSION ROOM	4 pax	500/head	7000/head

Discounts for venue not applicable for lodging facility

2. Conduct of Institutional Training Programs

The School provides training programs such as WILL Class, Certificate Course in IRHRM & Management Development Program open to all clients with corresponding seminar fee.

Office or Division:	SOLAIR Tri-Center	
Classification:	Simple	
Type of Transaction:	Government to Citizen, Government to Government, Government to Business	
Who may avail:	All clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished registration form		Administrative Office
2. Seminar fee		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish registration form via google forms or through email	1.1. Accept registration. Participants will automatically receive a confirmation email.	None	5 Minutes	<i>Administrative Assistant III</i> Administrative Office
	1.2. Send electronic billing statement	None	15 Minutes	<i>Administrative Assistant III</i> Administrative Office
2. Pay seminar fee to the Collecting Officer. On the day payment is also accommodated. a. WILL Class b. Certificate Course in IRHRM c. Management Development Program	2. Collect seminar fee and issue corresponding receipt	PHP 9,000.00 PHP 30,00.00 PHP 25,000.00	5 Minutes	<i>Special Collecting Officer</i> Administrative Office
TOTAL		Varies	25 Minutes	

3. Process Request for Resource Person and Consultancy Services

The School provides assistance to requests for a resource person in various engagement, social issue, forum, training etc. and other consultancy services.

Office or Division:	SOLAIR
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Government, Government to Business
Who may avail:	All clients
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request letter	Dean's Office



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the Dean	1.1. Receive letter of request for approval of the Dean	None	3 Minutes	<i>Secretary of the Dean</i>
	1.2. Evaluate nature of request if part of the extension agenda/activity of the School.	None	1 Day	<i>Dean</i>
	1.3. Refer to the person concerned	None	1 Day	<i>Dean</i>
2. Receive response	2. Respond to the request	None	1 Day	<i>Dean</i>
TOTAL		None	3 Days, 3 Minutes	



School of Urban and Regional Planning (SURP)

External Service



1. Process Request for Customized Training

These are training programs for government agencies, local government units, civil society organizations, and/or private institutions that seek capacity building through undergoing training programs especially designed for the needs of their organization.

Office or Division:	School of Urban and Regional Planning - Training and Extension Services Division (SURP-TESD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Government agencies, local government units, civil society organizations, private institutions, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Dean thru the Director for Training and Extension Services, indicating the technical assistance needed, preferred date of conduct, duration of the activity		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the Dean thru the TESD Director. The letter shall include the training needs of the target participants as well as the expected number of participants who will undergo the training.	1.1. Receive request letter. 1.2. Prepare a proposal to the requesting party highlighting the scope, schedule and estimated budget to conduct the program.	It depends on the agreement of the parties.	10 Days	<i>TESD Staff</i> Training and Extension Services Division
2. Attend meeting with the School of Urban and Regional Planning - Training and Extension Services Division (SURP-TESD)	2.1. Conduct a meeting to further discuss the contents of the training modules and the proposed budget for the training, among others.	None	2 Hours	<i>TESD Director and Staff</i> Training and Extension Services Division
	2.2. Prepare a written agreement for	None	2 Days	<i>TESD Staff</i> Training and Extension Services Division



	signature by both parties.			
	2.3. Signed agreement by both parties shall be notarized.	None	1 Day	TESD Staff Training and Extension Services Division
	2.4. Send billing statement to client.	None	2 Days	TESD Staff Training and Extension Services Division
3. Pay fees as billed	3. Receive Payment and issue receipt	None	10 Minutes	TESD Staff Training and Extension Services Division
TOTAL:		Varies depending on the agreement	15 Days, 2 Hours, and 10 Minutes	

2. Application for Regular Training Programs

These are training programs available to the general public.

Office or Division:	School of Urban and Regional Planning - Training and Extension Services Division (SURP-TESD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Employees of government agencies, local government units, civil society organizations, private institutions, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form (thru online registration) 2. Deposit Slip of Registration Fee or Down payment		The registration link will be provided once application to the training program is open.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Pay the down payment or the full registration fee	1. Receive payment and issue receipt	For the basic course (ABC in URP): PHP 15,000.00 For the specialized training programs (e.g. PLEX, SCOUT): PHP 20,000.00	10 Minutes	<i>TESD Staff/ Cashier Training and Extension Services Division</i>
2. Register Online (the proof of payment is required in the registration portal)	2. Registrant's details will automatically be included in the official list of trainees.	None	5 Minutes	<i>TESD Staff Training and Extension Services Division</i>
TOTAL:		Varies	15 Minutes	



UP Diliman Extension Program in Pampanga (UPDEPP)

External Services



1. Issuance of Certificate of Good Moral Character

Certificate of Good Moral Character is issued to currently enrolled students of UPDEPP who may need them in applications for employment, internships, scholarships, and other similar purposes.

Office or Division:	UPDEPP Admission, Registration, Records Management & Scholarships Office (ARRMAS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any currently enrolled UPDEPP Undergraduate or Graduate Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (SRF)		ARRMAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished service request form to ARRMAS Staff	1.1. Receive accomplished service request form from client	None	5 Minutes	ARRMAS Staff ARRMAS
	1.2. Evaluate scholastic record of student since first to latest enrolment	None	5 Minutes	Student Records Evaluator
	1.3. Generate and print Certificate of Good Moral Character	None	8 Minutes	ARRMAS Staff ARRMAS
	1.4. Sign generated Certificate of Good Moral Character	None	2 Minutes	Program Secretary
TOTAL:		None	20 Minutes	



2. Issuance of College Clearance

College Clearance is usually issued to UPDEPP students who have been conferred with their undergraduate and/or graduate degrees as a prerequisite in securing the University Clearance.

Office or Division:	UPDEPP Admission, Registration, Records Management & Scholarships Office (ARRMAS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any UPDEPP student who have been conferred with degree			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (SRF)		ARRMAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished service request form to ARRMAS Staff	1.1. Receive accomplished service request form from client	None	1 Minute	ARRMAS Staff ARRMAS
	1.2. Evaluate scholastic record of student since first to latest enrolment	None	5 Minutes	Student Records Evaluator ARRMAS
	1.3. Issuance of College Clearance Form	None	1 Minute	ARRMAS Staff ARRMAS
	1.4. Routing of Signatures for Accountability Clearing a. Library b. ARRMAS c. Building & Property d. Cashier's Office e. Program Secretary or Deputy Director	None	15 Minutes	College Librarian; CRS Administrator; Building Administrator; Cashier; Program Secretary or Deputy Director ARRMAS
TOTAL:		None	22 Minutes	



3. Authentication of University Documents

This service is available for UPDEPP students who may need to have photocopies of their university documents authenticated for employment or for application for further studies.

Office or Division:	UPDEPP Admission, Registration, Records Management & Scholarships Office (ARRMAS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any former or current UPDEPP student who may need to have photocopies of their university documents verified and authenticated.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (SRF) <i>Authentication is limited to the following: Transcript of Records, Program Curriculum, and Course Syllabus</i>		ARRMAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished service request form to ARRMAS Staff	1.1. Receive accomplished service request form from client	None	5 Minutes	ARRMAS Staff ARRMAS
	1.2. Validate scholastic record of student since first to latest enrolment	None	5 Minutes	Student Records Evaluator ARRMAS
	1.3. Requested document will be reproduced (if needed), sealed, and signed	None	15 Minutes	Student Records Evaluator ARRMAS
TOTAL:		None	25 Minutes	



4. Scholarships Tagging

This service is available for UPDEPP students who may need to have photocopies of their university documents authenticated for employment or for application for further studies.

Office or Division:	UPDEPP Admission, Registration, Records Management & Scholarships Office (ARRMAS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any UPDEPP student who may need to have photocopies of their university documents verified and authenticated			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scholarship Grant document bearing the name of the student, period of coverage and terms of grant, issued by a Local Government Unit (LGU), Government Owned and Controlled Corporation (GOCC) or a private foundation with an existing Memorandum of Agreement with the University of the Philippines		To be provided by the scholarship grantee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit scholarship grant document to ARRMAS Staff	1.1. Receive scholarship grant document from client	None	1 Minute	ARRMAS Staff ARRMAS
	1.2. Validate scholarship grant document	None	5 Minutes	Student Records Evaluator ARRMAS
	1.3. Tag student under specific scholarship in the Computerized Registration System (CRS)	None	4 Minutes	ARRMAS Staff ARRMAS
TOTAL:		None	10 Minutes	



5. Processing of Student Loan Documents

This service is available for UPDEPP students who applied for Student Loan via Computerized Registration System (CRS). The Office of Scholarship and Grants (OSG) has a deputized staff in UPDEPP to initially screen and pre-approve submitted documents pertinent to loan requested.

Office or Division:	UPDEPP Admission, Registration, Records Management & Scholarships Office (ARRMAS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any UPDEPP student who wants to avail of the Student Loan to help finance part of their matriculation in the current semester or trimester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Student Loan Application via Computerized Registration System (CRS)		https://eppocrs.upd.edu.ph		
2. Photocopy of IDs of student loan applicant and declared co-debtor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished Student Loan application	1.1. Review student loan application submitted online	None	5 Minutes	ARRMAS Staff ARRMAS
	1.2. Approve or reject application submitted based on documents submitted by client, and eligibility requirements	None	1 Minute	ARRMAS Staff ARRMAS
2. Student loan applicant and declared co-debtor need to affix their signatures in the generated loan form	2.1. Generate and print a copy of the student loan form	None	3 Minutes	ARRMAS Staff ARRMAS
	2.2. Receive signed copy of student loan form and submit it to OSG	None	1 minute	ARRMAS Staff ARRMAS
TOTAL:		None	10 Minutes	



6. Processing of Documents for Release of Stipend from Socialized Tuition

This service is available for UPDEPP students who were granted Full Tuition Discount and Stipend under the Socialized Tuition (ST). The Office of Scholarship and Grants (OSG) has a deputized staff in UPDEPP to receive and forward documents required for stipend release.

Office or Division:	UPDEPP Admission, Registration, Records Management & Scholarships Office (ARRMAS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any current UPDEPP undergraduate student granted with Full Tuition Discount plus Stipend (FDS) under the Socialized Tuition System (ST)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student must have been assigned with FDS tag under ST by the OSG 2. Photocopy of latest Form 5 3. Photocopy of UP ID 4. Photocopy of Landbank ATM Card		https://sfa.up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student must check whether s/he has been tagged by OSG with FDS	1. Review ST application of student and verify whether FDS was tagged by OSG	None	2 Minutes	<i>ARRMAS Staff</i> ARRMAS
2. Submit photocopies of latest Form 5, UP ID, and Landbank ATM Card to ARRMAS Staff	2. Receive, collate photocopies of latest Form 5, UP ID, and Landbank ATM Card to ARRMAS Staff to be forwarded to OSG for subsequent processing	None	3 Minutes	<i>ARRMAS Staff</i> ARRMAS
TOTAL:		None	5 Minutes	



7. Process Request for Room Reservation

Room Reservation is available to all UPDEPP student organizations who may want to reserve rooms or campus facilities for their meetings, events, or activities.

Office or Division:	UPDEPP Admission, Registration, Records Management & Scholarships Office (ARRMAS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPDEPP Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Accomplished online form at UPDEPP Campus Activity Registration Interface (CARI) Online form will ask client to provide information regarding the details of the event or activity requiring room reservation. Online form will also require the requester to upload Adviser's Consent to verify whether the student organization has been permitted by their adviser to hold such event or activity</p>		<p>Online Form https://bit.ly/updepp-cari</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will be notified through e-mail once the Building Administrator has acted on the request	1. Building Administrator screens the CARI request form for initial approval or rejection. Comments given whenever applicable	None	1 Day	<i>UPDEPP Building Administrator ARRMAS</i>
2. The client will be notified through e-mail once the Student Relations Officer has acted on the request	2. Student Relations Officer approves or rejects the CARI request. Comments given whenever applicable	None	1 Day	<i>UPDEPP Student Relations Officer ARRMAS</i>
3. The client submits a printed copy of approved	3. ARRMAS receives copy of CARI approved	None	5 Minutes	<i>ARRMAS Staff ARRMAS</i>



CARI form to ARRMAS	by the SRO for filing			
TOTAL:		None	2 Days, 5 Minutes	



Science and Technology Cluster



College of Architecture (CA)

External Services



1. Rental

Rental of Rooms

Office or Division:	College of Architecture (UPCA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Government Agencies, LGU's, GOCC's, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Inquire over the phone (9818500 loc 3135) or email UPCA at upca_admin.upd.edu.ph	Step 1: Refer to the Building Administrator	None	1 Day	<i>Building Administrator</i>
	BA assists and present the rates to client/s	None		<i>Building Administrator</i>
	Special Collecting Officer issues Billing Statement	None		<i>Special Collecting Officer</i>
Step 2: Pay at any Land Bank thru bank transfer or over the counter, send Proof of Payment, and copy furnish the cashier's office or Pay Amount in the Administration Office	Step 2: Collecting Officer Issues Official Receipt	Refer to rates		<i>Special Collecting Officer</i>
TOTAL:		Varies*	1 Day	

*Please see rates



2. Publication

Selling of Books/ Publications

Office or Division:	College of Architecture (UPCA)			
Classification:	Simple			
Type of Transaction:	Government to Government/Government to Business			
Who may avail:	All Government Agencies, LGU's, GOCC's, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Inquire/request order over the phone (9818500 loc 3135) or email UPCA at upca_admin.upd.edu.ph	Step 1: Send Billing Statement		1 Day	<i>Special Collecting Officer</i>
Step 2: Pay at any Land Bank thru bank transfer or over the counter, send Proof of Payment, and copy furnish the cashier's office	Step 2: None	PHP450.00		
Step 3: The client will pick-up the book/s purchased at the UPCA Admin office	Step 3: Issue the Book Purchased	None		<i>Special Collecting Officer</i>
TOTAL:		PHP450.00	1 Day	



RENTAL RATES OF UPCA FACILITIES as of June 2019

Commercial			Official University Events			UPCA Organizations, Faculty, Students & Personnel		
Building 1			Building 1			Building 1		
MOFA (Capacity: 150 people)			MOFA (Capacity: 150 people)			MOFA (Capacity: 150 people)		
	Non-Aircon	With Aircon		Non-Aircon	With Aircon		Non-Aircon	With Aircon
First 4 hou	2,500.00	4,250.00	First 4 hou	2,000.00	3,400.00	First 4 hours	1,500.00	2,550.00
Succeeding	650.00	1,100.00	Succeeding	520.00	880.00	Succeeding Hour	390.00	660.00
8am - 5 pm	5,000.00	8,500.00	8am - 5 pm	4,000.00	6,800.00	8am - 5 pm Rate	3,000.00	5,100.00
Stage Area			Stage Area			Stage Area		
First 4 hou	2,500.00		First 4 hou	2,000.00		First 4 hours	1,500.00	
Succeeding	650.00		Succeeding	520.00		Succeeding Hour	390.00	
8am - 5 pm	5,000.00		8am - 5 pm	4,000.00		8am - 5 pm Rate	3,000.00	
Building 2			Building 2			Building 2		
Classrooms (Capacity: 35 people)			Classrooms (Capacity: 35 people)			Classrooms (Capacity: 35 people)		
	Non-Aircon	With Aircon		Non-Aircon	With Aircon		Non-Aircon	With Aircon
First 4 hou	1,200.00	2,000.00	First 4 hou	960.00	1,600.00	First 4 hours	720.00	1,200.00
Succeeding	300.00	500.00	Succeeding	240.00	400.00	Succeeding Hour	180.00	300.00
8am - 5 pm	2,400.00	4,000.00	8am - 5 pm	1,920.00	3,200.00	8am - 5 pm Rate	1,440.00	2,400.00
Atrium			Atrium			Atrium		
First 4 hou	2,000.00		First 4 hou	1,600.00		First 4 hours	1,200.00	
Succeeding	500.00		Succeeding	400.00		Succeeding Hour	300.00	
8am - 5 pm	4,000.00		8am - 5 pm	3,200.00		8am - 5 pm Rate	2,400.00	
Amphitheater			Amphitheater			Amphitheater		
First 4 hou	9,000.00		First 4 hou	7,200.00		First 4 hours	5,400.00	
Succeeding	2,250.00		Succeeding	1,800.00		Succeeding Hour	1,350.00	
8am - 5 pm	18,000.00		8am - 5 pm	14,400.00		8am - 5 pm Rate	10,800.00	

Note: Room capacity is based on theater style setup.

RENTAL RATES OF UPCA FACILITIES as of June 2019

Commercial		Official University Events		UPCA Organizations, Faculty, Students & Personnel	
Building 3		Building 3		Building 3	
Gallery		Gallery		Gallery	
First 4 hou	2,500.00	First 4 hou	2,000.00	First 4 hours	1,500.00
Succeeding	625.00	Succeeding	500.00	Succeeding Hour	375.00
8am - 5 pm	5,625.00	8am - 5 pm	4,500.00	8am - 5 pm Rate	3,375.00
Function Hall A Ground Floor (Capacity: Max 350 people)		Function Hall A Ground Floor (Capacity: Max 350 people)		Function Hall A Ground Floor (Capacity: Max 350 people)	
First 4 hou	9,200.00	First 4 hou	7,360.00	First 4 hours	5,520.00
Succeeding	2,300.00	Succeeding	1,840.00	Succeeding Hour	1,380.00
8am - 5 pm	20,700.00	8am - 5 pm	16,560.00	8am - 5 pm Rate	12,420.00
Faculty Lounge Ground Floor (Capacity: Max 200 people)		Faculty Lounge Ground Floor (Capacity: Max 200 people)		Faculty Lounge Ground Floor (Capacity: Max 200 people)	
First 4 hou	5,500.00	First 4 hou	4,400.00	First 4 hours	3,300.00
Succeeding	1,375.00	Succeeding	1,100.00	Succeeding Hour	825.00
8am - 5 pm	12,375.00	8am - 5 pm	9,900.00	8am - 5 pm Rate	7,425.00
Function Hall B Eighth Floor (Capacity: Max 260 people)		Function Hall B Eighth Floor (Capacity: Max 260 people)		Function Hall B Eighth Floor (Capacity: Max 260 people)	
First 4 hou	6,500.00	First 4 hou	5,200.00	First 4 hours	3,900.00
Succeeding	1,625.00	Succeeding	1,300.00	Succeeding Hour	975.00
8am - 5 pm	14,625.00	8am - 5 pm	11,700.00	8am - 5 pm Rate	8,775.00
8am - 5 pm	14,625.00	8am - 5 pm	11,700.00	8am - 5 pm Rate	8,775.00
Function Hall C Eighth Floor (Capacity: Max 144 people)		Function Hall C Eighth Floor (Capacity: Max 144 people)		Function Hall C Eighth Floor (Capacity: Max 144 people)	
First 4 hou	3,700.00	First 4 hou	2,960.00	First 4 hours	2,220.00
Succeeding	925.00	Succeeding	740.00	Succeeding Hour	555.00
8am - 5 pm	8,325.00	8am - 5 pm	6,660.00	8am - 5 pm Rate	4,995.00
8am - 5 pm	8,325.00	8am - 5 pm	6,660.00	8am - 5 pm Rate	4,995.00

Note: Room capacity is based on theater style setup.

Other Charges per 4-hour Block		Personnel Rates		Bond per day for Commercial and Official University	
Sound System (with 1 wired microphone/ stand /mixer)	2,000.00	If event is held after 5pm and/or during weekends, extra pay for personnel overtime (Building Administrator, Janitors & Guards) shall be charged. Rates will be based on current wage laws.		Classrooms	1,000.00
Additional microphone (wired cable)	150.00	Corkage		MOFA	2,000.00
Wireless microphone	250.00	Caterer's fee for food and drinks		Building 1 Stage Area	2,000.00
Fee to bring in Mobile Sound System	2,200.00	1,200.00/day		Amphitheater	3,000.00
LCD Projector	1,000.00	Other Charges per 8-hour Block		Building 2 Atrium	2,000.00
LCD Monitor	1,000.00	Steel Easel (8)		Amphitheater	2,000.00
Projector Screen	400.00	4 x 8 Wood Board (4)		Bldg 3 Gallery	3,000.00
IWATA Aircooler	400.00	Tripod Steel Stand (8)		Bldg 3 Function Hall A	3,000.00
Spotlights (each)	1,500.00	3-Layer Bleacher (Black)		Bldg 3 Faculty Lounge	2,000.00
Electricity for equipment brought in (LCD, TV, etc.)	Dependent on wattage of equipment	Monoblock Chair		Bldg 3 Function Hall B	2,000.00
		Folding Long Plastic Table		Bldg 3 Function Hall C	2,000.00
		4 x 8 Wood Stage Platform		* To be refunded after the event less cost of damages, if any	
				Ingress/ Egress	
				25% of the rental rate per day	

Notes: UPCA Facilities may not be rented out for political events. University policies related to facilities use, including but not limited to liquor consumption, religious gatherings, etc.



College of Engineering (COE)



Department of Chemical Engineering (COE-DChE)

External Service



1. Request for Building Access (Non-UP/Visitors)

Accessing the DChE Building for non-UPD DChE affiliated visitors.

Office or Division:	Chemical Engineering Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Duly accomplished visitor authorization pass (Visitors must inform the employee that they will be visiting beforehand. Either the visitor, or host employee may file the request form.		Online: http://tiny.cc/DChEPostECQForms		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send accomplished visitor authorization pass a. email to joey.ocon@gmail.com and jddelrosario2@up.edu.ph cc, mpdeang@up.edu.ph and aaribalde@up.edu.ph	1.1 The request letter and purpose of visit is examined by the department administration for completeness 1.2 The letter is forwarded to the department chair for review 1.3 The department or assistant chair forwards the signed pass to the requesting party.	None	3 Days	<i>Department Administrative Committee</i> <i>Department/ Assistant Chair</i>
TOTAL:		None	3 Days	



2. Request to Work in Research Laboratories or Project Staff Entry during Office Hours

Use of laboratory facilities or project room shall be allowed only from 8:00 AM to 5:00 PM on Mondays to Fridays, excluding national and local holidays

Office or Division:	Chemical Engineering Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Duly accomplished laboratory authorization pass		Online: http://tiny.cc/DChEPostECQForms		
2) Approved Lab Form 1 (1 copy)		Room A202 Chemical Engineering Department or DChE webpage: http://dche.coe.upd.edu.ph/downloaded-forms-and-guidelines/		
3) Laboratory Form 3 (1 copy) – Experiment-based assessment form (updated)		Room A202 Chemical Engineering Department or DChE webpage: http://dche.coe.upd.edu.ph/downloaded-forms-and-guidelines/		
4) Laboratory Form 4a (1 copy) – Waste management plan (updated)		Room A202 Chemical Engineering Department or DChE webpage: http://dche.coe.upd.edu.ph/downloaded-forms-and-guidelines/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Laboratory Authorization Pass. The applicant must indicate in their request email who their buddy is when they are going to work in the laboratory a. email to joey.ocon@gmail.com and jddelrosario2@up.edu.ph cc,	1.1 Research adviser signs Laboratory Authorization Pass 1.2 DChE Pilot Plant Manager signs the authorization pass (if working in Pilot Plant) 1.3 HSE Officer reviews the approved Lab	None	3 Days	<i>Research Adviser/Laboratory Head/Project Head</i> <i>DChE Pilot Plant Manager</i> <i>HSE* Officer</i> <i>Department/ Assistant Chair</i>



itadolacion@up.edu.ph , mpdeang@up.edu.ph and aaribalde@up.edu.ph	Form 1 and signs the authorization pass and the updated Lab Forms 3 and 4a 1.4 The signed application form is forwarded to the department chair and assistant chair for review 1.5 The department or assistant chair forwards the signed pass to the requesting party			
TOTAL:		None	3 Days	

*Health, Safety, and Environment

3. Health Declaration Form

Health Declaration Form Submission prior to DChE Building Entry

Office or Division:	Chemical Engineering Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Accomplished Health Declaration Form		Online: http://tiny.cc/DChEPostECQForms or From DChE Lobby		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Print and fill-out Health declaration form or obtain a hard copy from DChE Guard prior to building entry	1.1 Security examines Health Declaration Form entries 1.2 Visitor temperature is scanned. If temperature is below 37.5°C, security will log entry 1.3 Form will be filed, and the visitor will be allowed to enter the building	None	5 Minutes	<i>Department Security Personnel</i>
TOTAL:		None	5 Minutes	

4. Request to be able to work in the laboratory

Request for use of laboratory facilities

Office or Division:	Chemical Engineering Department	
Classification:	Simple	
Type of Transaction:	Government to Citizens	
Who may avail:	UP Chemical Engineering Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1) Laboratory Form 1 (2 copies) – Laboratory use permit	Room A202 Chemical Engineering Department or DChE webpage: http://dche.coe.upd.edu.ph/downloaded-forms-and-guidelines/	
2) Laboratory Form 3 (1 copy) – Experiment-based risk assessment form	Room A202 Chemical Engineering Department or DChE webpage: http://dche.coe.upd.edu.ph/downloaded-forms-and-guidelines/	
3) Laboratory Form 4a (1 copy) – Waste management plan	Room A202 Chemical Engineering Department or DChE webpage: http://dche.coe.upd.edu.ph/downloaded-forms-and-guidelines/	



4) Personal Accident Insurance (1 copy, life insurance not allowed)				
5) Waiver	Room A202 Chemical Engineering Department or DChE webpage: http://dche.coe.upd.edu.ph/downloaded-forms-and-guidelines/			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish required forms a. email to research adviser, joey.ocon@gmail.com and iddelrosario2@up.edu.ph cc, itadolacion@up.edu.ph , and aaribalde@up.edu.ph	1.1 Research adviser signs Lab Forms 1, 3, and 4a 1.2 DChE Pilot Plant Manager signs the Lab Form 1 if working in Pilot Plant 1.3 HSE Officer reviews and signs the Lab Forms 1, 3 and 4a 1.4 The signed application form is forwarded to the Admin Office (Room A202) for record-keeping	None	3 Days	<i>Research Adviser</i> <i>HSE* Officer</i> <i>Pilot Plant Manager/ Laboratory Head</i> <i>Administrative Staff</i>
2. Receive processed request forms from the Admin Office (Room A202)	2.1 Administrative assistant logs approved requests	None	20 Minutes	<i>Administrative Assistant</i> Room A202
TOTAL:		None	3 Days and 20 Minutes	

*Health, Safety, and Environment



5. Request to use analytical equipment (UP Undergraduate Students)

Request to use analytical equipment for UP Undergraduate Students

Office or Division:	Chemical Engineering Department (Chemical Engineering Analytical Laboratory)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	UP undergraduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) CEAL Form 1 – Request to use analytical Equipment (one request form per equipment)		CEAL FORM 001 (Reservation Form): bit.ly/CEALFORM001		
2) CEAL Form 002 – Billing Form – Equipment Rental		CEAL FORM 002 (Project Entry Form): bit.ly/CEALFORM002		
3) Photocopy of Official Receipt (OR)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished CEAL Form 1 with proper endorsement from adviser	1.1 Receive Document	None	1 Day	<i>University Researcher/ Precision Instrument Technician</i> Pilot Plant Room D101
2. Schedule use of equipment with REPS/Staff/Faculty who will assist	2.1 Assess samples to be tested. 2.2 Faculty schedules day of use 2.3 Sign form with the agreed upon schedule	None	Pause Clock (Estimated time is 3 working days)	<i>Designated REPS/Staff/Faculty</i> DChE
3. Go to Room D101 to set/record schedule of use	3.1 Recommend approval to CEAL Head	None	1 Day	<i>University Researcher/ Precision Instrument Technician</i> Pilot Plant Room D101
4. Submit to Room A202 for CEAL Head approval/disapproval	4.1 Approve/disapprove request	None	3 Days	<i>CEAL Head</i> Room C305-306



5. Use analytical equipment on scheduled day	5.1 REPS/Staff/Faculty assists the student	None	Pause Clock (This is dependent on the sample of the client)	<i>Designated REPS/Staff/Faculty</i> DChE
6. Get billing – CEAL Form 002 from Room D101	6.1 Bill actual number of hours of use of analytical equipment (see 'Table of Rates')	None	1 Day	<i>University Researcher</i> Pilot Plant Room D101
7. Client or representative pays at the UP Cashier's Office	7.1 Receiving Personnel accepts payment and issues official receipt	According to chart rates	1 Day	<i>Receiving Personnel</i> Cashier's Office
8. Submit photocopy of Official Receipt	8.1 Receive & record payment 8.2 Give CD results	None	1 Day	<i>University Researcher</i> Pilot Plant Room D101
TOTAL:		According to chart rates	8 Days	

TABLE OF RATES*

EQUIPMENT	Equipment Rental (per hour) 1 hr minimum	Testing Services	Sample Preparation
Bomb Calorimeter	PHP 1,300.00	PHP 1,800.00/ Dry sample	PHP 500.00/sample (drying)
Differential Scanning Calorimeter (DSC)	PHP 2,600.00	PHP 3,800.00/ Dry sample	PHP 500.00/sample (drying)
DSC Set of Pans & Lids	PHP P700.00/set	PHP 700.00/set	None
FTIR (Fourier-transform infrared) Spectrometer	PHP 2,500.00	PHP 2,500.00/sample	None
SEM (Scanning Electron Microscope)	PHP 3,500.00	PHP 3,500.00/sample	None



Ion Sputter for SEM samples	PHP 1,600.00/run	PHP 1,600.00/run	None
UTM (Universal Testing Machine)	PHP 2,600.00	PHP 1,500.00/sample	PHP 500.00/sample (cutting of samples)
UV/Vis (Ultraviolet/Visible Spectrometer)	PHP 2,000.00	PHP 2,000.00/sample	None
AAS (Atomic Absorption Spectrometer)	PHP 2,000.00	PHP 1,500.00 per sample per element	None
GC TCD (Gas Chromatograph - Thermal Conductivity Detector)	PHP 2,000.00	PHP 2,000.00/sample	None
HPLC	PHP 1,000.00	PHP 2,000.00/sample	None
Ion Chromatograph	PHP 2,000.00	PHP 2,500.00/sample	None
Gravimetric Oven	PHP 250.00	PHP 500.00/hour	None
Shaking Incubator	PHP 500.00	PHP 500.00/hour	None
Muffle Furnace	PHP 350.00	PHP 550.00/hour	None
Centrifuge, Small	PHP 500.00	PHP 500.00/hour	None
Centrifuge, Big	PHP 750.00	PHP 750.00/hour	None
Deionized Water	PHP 50.00/liter	PHP 50.00/liter	None
Ultrapure Water	PHP 200.00/liter	PHP 200.00/liter	None
*Rates are subject to change upon approval.			



6. Request to use analytical equipment (UP Graduate Students & UP ERDT Graduate Scholars)

Request to use analytical equipment for UP Graduate Students & UP ERDT Graduate Scholars

Office or Division:	Chemical Engineering Department (Chemical Engineering Analytical Laboratory)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	1. UP Graduate Students 2. UP ERDT Graduate Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) CEAL Form 1 – Request to use analytical Equipment (one request form per equipment)		CEAL FORM 001 (Reservation Form): bit.ly/CEALFORM001		
2) CEAL Form 002 – Billing Form – Equipment Rental		CEAL FORM 002 (Project Entry Form): bit.ly/CEALFORM002		
3) Statement of Billing		Email of the requestor		
4) Photocopy of Official Receipt (OR)		UP Cashier's Office		
5) Approved Research Grant Budget Letter		ERDT Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished CEAL Form 1 with proper endorsement from adviser and Submit “Approved Research Grant Budget” letter (ERDT Scholars)	1.1 Receive form and letter 1.2 Recommend approval to CEAL Head	None	1 Day	<i>University Researcher/ Precision Instrument Technician</i> Pilot Plant Room D101
2. Schedule use of equipment with REPS/Staff/Faculty who will assist	2.1 Assess/ evaluate samples 2.2 Faculty schedules day of use 2.3 Sign form with the agreed upon schedule	None	1 Day	<i>Designated REPS/Staff/Faculty</i> DChE



3. Submit to Room A202 for CEAL Head approval	3.1 Approve/disapprove request	None	3 Days	CEAL Head Room C305-306
4. Use analytical equipment on scheduled day	4.1 Faculty assists the student	None	Pause-Clock	REPS/Staff/Faculty DChE
5. Re-schedule with faculty if needed to use equipment again (ERDT Scholars)	5.1 Record re-schedule of equipment use	None	1 Day	University Researcher/ Precision Instrument Technician Pilot Plant Room D101
6. Get Billing – CEAL Form 002 from Room D101	6.1 Bill actual number of hours of use of analytical equipment	None	1 Day	University Researcher Pilot Plant Room D101
7. Ask to prepare billing if finished with use of all equipment (ERDT Scholars)	7.1 Compiles all record of use of scholar 7.2 Make “Statement of Billing” (See ‘Table of Rates’)	None	1 Day	University Researcher Pilot Plant Room D101
8. Submit “Statement of Billing” to ERDT Office (ERDT Scholars)	8.1 ERDT Office processes payment	None	Pause-Clock	Receiving Personnel ERDT Office
9. Scholar submits approved DV (ERDT Scholars)	9.1 Receive & record DV payment	According to chart rates	Pause-Clock	University Researcher Pilot Plant Room D101
10. Pay at the UP Cashier’s Office	10.1 Receiving Personnel accepts payment and issues official receipt	According to chart rates	Pause-Clock	Receiving Personnel Cashier’s Office
11. Submit photocopy of Official Receipt	11.1 Receive & record payment	None	Pause-Clock	University Researcher Pilot Plant Room D101



	11.2 Give CD results			
12. Submit accomplished CEAL Form –1 with proper endorsement from adviser and Submit “Approved Research Grant Budget” letter (ERDT Scholars)	12.1 Receive form and letter 12.2 Recommend approval to CEAL Head	None	1 Day	University Researcher/ Precision Instrument Technician Pilot Plant Room D101
TOTAL:		According to chart rates	8 Days	

TABLE OF RATES*

EQUIPMENT	Equipment Rental (per hour) 1 hr minimum	Testing Services	Sample Preparation
Bomb Calorimeter	PHP 1,300.00	PHP 1,800.00/ Dry sample	PHP 500.00/sample (drying)
Differential Scanning Calorimeter (DSC)	PHP 2,600.00	PHP 3,800.00/ Dry sample	PHP 500.00/sample (drying)
DSC Set of Pans & Lids	PHP 700.00/set	PHP 700.00/set	None
FTIR (Fourier-transform infrared) Spectrometer	PHP 2,500.00	PHP 2,500.00/sample	None
SEM (Scanning Electron Microscope)	PHP 3,500.00	PHP 3,500.00/sample	None
Ion Sputter for SEM samples	PHP 1,600.00/run	PHP 1,600.00/run	None
UTM (Universal Testing Machine)	PHP 2,600.00	PHP 1,500.00/sample	PHP 500.00/sample (cutting of samples)
UV/Vis (Ultraviolet/Visible Spectrometer)	PHP 2,000.00	PHP 2,000.00/sample	None
AAS (Atomic Absorption Spectrometer)	PHP 2,000.00	PHP 1,500.00 per sample per element	None



GC TCD (Gas Chromatograph - Thermal Conductivity Detector)	PHP 2,000.00	PHP 2,000.00/sample	None
HPLC	PHP 1,000.00	PHP 2,000.00/sample	None
Ion Chromatograph	PHP 2,000.00	PHP 2,500.00/sample	None
Gravimetric Oven	PHP 250.00	PHP 500.00/hour	None
Shaking Incubator	PHP 500.00	PHP 500.00/hour	None
Muffle Furnace	PHP 350.00	PHP 550.00/hour	None
Centrifuge, Small	PHP 500.00	PHP 500.00/hour	None
Centrifuge, Big	PHP 750.00	PHP 750.00/hour	None
Deionized Water	PHP 50.00/liter	PHP 50.00/liter	None
Ultrapure Water	PHP 200.00/liter	PHP 200.00/liter	None

*Rates are subject to change upon approval.



7. Request to use analytical equipment (Non-UP Students)

Request to use analytical equipment for Non-UP Students

Office or Division:	Chemical Engineering Department (Chemical Engineering Analytical Laboratory)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Non-UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) CEAL Form 1 – Request to use analytical Equipment (one request form per equipment)		CEAL FORM 001 (Reservation Form): bit.ly/CEALFORM001		
2) CEAL Form 002 – Billing Form – Equipment Rental		CEAL FORM 002 (Project Entry Form): bit.ly/CEALFORM002		
3) Statement of Billing		Email of the requester		
4) Photocopy of Official Receipt (OR)		UP Cashier's Office		
5) Approved Research Grant Budget Letter		ERDT Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished CEAL Form 1 with proper endorsement from adviser and Submit "Approved Research Grant Budget" letter (ERDT Scholars)	1.1 Receive form and letter 1.2 Recommend approval to CEAL Head	None	1 Day	<i>University Researcher/ Precision Instrument Technician</i> Pilot Plant Room D101
2. Schedule use of equipment with REPS/Staff/Faculty who will assist	2.1 Assess/ evaluate samples 2.2 Faculty schedules day of use 2.3 Sign form with the agreed upon schedule	None	Pause-Clock (Estimated time is 3 working days)	<i>Designated REPS/Staff/Faculty</i> DChE



3. Submit to Room A202 for CEAL Head approval	3.1 Approve/disapprove request	None	3 Days	CEAL Head Room C305-306
4. Use analytical equipment on scheduled day	4.1 Faculty assists the student	None	Pause-clock	REPS/Staff/Faculty DChE
5. Re-schedule with faculty if needed to use equipment again (ERDT Scholars)	5.1 Record re-schedule of equipment use.	None	1 Day	University Researcher/ Precision Instrument Technician Pilot Plant Room D101
6. Get Billing – CEAL Form 002 from Room D101	6.1 Bill actual number of hours of use of analytical equipment	None	1 Day	University Researcher Pilot Plant Room D101
7. Ask to prepare billing if finished with use of all equipment (ERDT Scholars)	7.1 Compiles all record of use of scholar 7.2 Make “Statement of Billing” (See ‘Table of Rates’)	None	1 Day	University Researcher Pilot Plant Room D101
8. Submit “Statement of Billing” to ERDT Office (ERDT Scholars)	8.1 ERDT Office processes payment	None	Pause-Clock	Receiving Personnel ERDT Office
9. Scholar submits approved DV (ERDT Scholars)	9.1 Receive & record DV payment	According to chart rates	1 Day	University Researcher Pilot Plant Room D101
10. Pay at the UP Cashier’s Office	10.1 Receiving Personnel accepts payment and issues official receipt	According to chart rates	Pause-Clock	Receiving Personnel Cashier’s Office
11. Submit photocopy of Official Receipt	11.1 Receive & record payment	None	1 Day	University Researcher Pilot Plant Room D101



	11.2 Give results	CD		
TOTAL:			According to chart rates	9 Days

TABLE OF RATES*

EQUIPMENT	Equipment Rental (per hour) 1 hr minimum	Testing Services	Sample Preparation
Bomb Calorimeter	PHP 1,300.00	PHP 1,800.00/ Dry sample	PHP 500.00/sample (drying)
Differential Scanning Calorimeter (DSC)	PHP 2,600.00	PHP 3,800.00/ Dry sample	PHP 500.00/sample (drying)
DSC , Set of Pans & Lids	PHP 700.00/set	PHP 700.00/set	None
FTIR (Fourier-transform infrared) Spectrometer	PHP 2,500.00	PHP 2,500.00/sample	None
SEM (Scanning Electron Microscope)	PHP 3,500.00	PHP 3,500.00/sample	None
Ion Sputter for SEM samples	PHP 1,600.00/run	PHP 1,600.00/run	None
UTM (Universal Testing Machine)	PHP 2,600.00	PHP 1,500.00/sample	PHP 500.00/sample (cutting of samples)
UV/Vis (Ultraviolet/ Visible Spectrometer)	PHP 2,000.00	PHP 2,000.00/sample	None
AAS (Atomic Absorption Spectrometer)	PHP 2,000.00	PHP 1,500.00 per sample per element	None
GC TCD (Gas Chromatograph - Thermal Conductivity Detector)	PHP 2,000.00	PHP 2,000.00/sample	None
HPLC	PHP 1,000.00	PHP 2,000.00/sample	None
Ion Chromatograph	PHP 2,000.00	PHP 2,500.00/sample	None
Gravimetric Oven	PHP 250.00	PHP 500.00/hour	None
Shaking Incubator	PHP 500.00	PHP 500.00/hour	None
Muffle Furnace	PHP 350.00	PHP 550.00/hour	None
Centrifuge, Small	PHP 500.00	PHP 500.00/hour	None



Centrifuge, Big	PHP 750.00	PHP 750.00/hour	None
Deionized Water	PHP 50.00/liter	PHP 50.00/liter	None
Ultrapure Water	PHP 200.00/liter	PHP 200.00/liter	None
*Rates are subject to change upon approval.			

8. Request for CEAL Testing Services (Non-UP Students)

Request for CEAL Testing Services by Non-UP Students

Office or Division:	Chemical Engineering Department (Chemical Engineering Analytical Laboratory)			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	Non-UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) CEAL Form 2 – Project Entry Form		CEAL FORM 002 (Project Entry Form): bit.ly/CEALFORM002		
2) CEAL Form 003 – Billing Form – Testing Services		Email of Requestor		
3) Photocopy of Official Receipt (OR)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Fills-up CEAL Form 2 – Project Entry Form	1.1 Assess samples if it can be tested in the Lab 1.2 Advises the client on what services will be done to the samples	According to chart rates	3 Days	<i>University Researcher</i> Pilot Plant Room D101
2 Client pays at the UP Cashier's Office	2.1 Bills the client depending on what equipment will be used.	According to chart rates	1 Day	<i>University Researcher</i> Pilot Plant Room D101



	(See 'Table of Rates')			
3 Clients submit photocopy of official receipt	3.1 Receive & record payment	None	1 Day	<i>University Researcher</i> Pilot Plant Room D101
4 Clients wait for test to be performed and completed	4.1 Test is conducted/performed	None	Pause-clock (Estimated time is dependent on clients' sample)	<i>DChE</i> <i>REPS/Staff/Faculty</i>
5 Client gets/receives official results	5.1 Give official result of testing	None	1 Day	<i>University Researcher</i> Pilot Plant Room D101
TOTAL:		According to chart rates	6 Days	

TABLE OF RATES*

EQUIPMENT	Equipment Rental (per hour) 1 hr minimum	Testing Services	Sample Preparation
Bomb Calorimeter	PHP 1,300.00	PHP 1,800.00/ Dry sample	PHP 500.00/sample (drying)
Differential Scanning Calorimeter (DSC)	PHP 2,600.00	PHP 3,800.00/ Dry sample	PHP 500.00/sample (drying)
DSC Set of Pans & Lids	PHP 700.00/set	PHP 700.00/set	None
FTIR (Fourier-transform infrared) Spectrometer	PHP 2,500.00	PHP 2,500.00/sample	None
SEM (Scanning Electron Microscope)	PHP 3,500.00	PHP 3,500.00/sample	None
Ion Sputter for SEM samples	PHP 1,600.00/run	PHP 1,600.00/run	None
UTM (Universal Testing Machine)	PHP 2,600.00	PHP 1,500.00/sample	PHP 500.00/sample (cutting of samples)



UV/Vis (Ultraviolet/ Visible Spectrometer)	PHP 2,000.00	PHP 2,000.00/sample	None
AAS (Atomic Absorption Spectrometer)	PHP 2,000.00	PHP 1,500.00 per sample per element	None
GC TCD (Gas Chromatograph - Thermal Conductivity Detector)	PHP 2,000.00	PHP 2,000.00/sample	None
HPLC	PHP 1,000.00	PHP 2,000.00/sample	None
Ion Chromatograph	PHP 2,000.00	PHP 2,500.00/sample	None
Gravimetric Oven	PHP 250.00	PHP 500.00/hour	None
Shaking Incubator	PHP 500.00	PHP 500.00/hour	None
Muffle Furnace	PHP 350.00	PHP 550.00/hour	None
Centrifuge, Small	PHP 500.00	PHP 500.00/hour	None
Centrifuge, Big	PHP 750.00	PHP 750.00/hour	None
Deionized Water	PHP 50.00/liter	PHP 50.00/liter	None
Ultrapure Water	PHP 200.00/liter	PHP 200.00/liter	None
*Rates are subject to change upon approval.			

9. Request for CEAL Testing Services (Non-UP Person & Industries)

Request for CEAL Testing Services by Non-UP Person & Industries

Office or Division:	Chemical Engineering Department (Chemical Engineering Analytical Laboratory)		
Classification:	Complex		
Type of Transaction:	Government to Citizens		
Who may avail:	1 Non-UP Person 2 Industries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1) CEAL Form 2 – Project Entry Form		CEAL FORM 002 (Project Entry Form): bit.ly/CEALFORM002	
2) CEAL Form 003 – Billing Form – Testing Services		Email of Requestor	



3) Photocopy of Official Receipt (OR)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Fills-up CEAL Form 2 – Project Entry Form	1.1 Assess samples if it can be tested in the Lab 1.2 Advises the client on what services will be done to the samples	According to chart rates	3 Days	<i>University Researcher</i> Pilot Plant Room D101
2 Client pays at the UP Cashier's Office	2.1 Bills the client depending on what equipment will be used. (See 'Table of Rates')	According to chart rates	1 Day	<i>University Researcher</i> Pilot Plant Room D101
3 Clients submit photocopy of official receipt	3.1 Receive & record payment	None	1 Day	<i>University Researcher</i> Pilot Plant Room D101
4 Clients wait for test to be performed and completed	4.1 Test is conducted/performed by	None	Pause-clock (Estimated time is dependent on clients' sample)	<i>DChE</i> <i>REPS/Staff/Faculty</i>
5 Client gets/receives Official Results	5.1 Give Official Result of testing	None	1 Day	<i>University Researcher</i> Pilot Plant Room D101
TOTAL:		According to chart rates	6 Days	



TABLE OF RATES*

EQUIPMENT	Equipment Rental (per hour) 1 hr minimum	Testing Services	Sample Preparation
Bomb Calorimeter	PHP 1,300.00	PHP 1,800.00/ Dry sample	PHP 500.00/sample (drying)
Differential Scanning Calorimeter (DSC)	PHP 2,600.00	PHP 3,800.00/ Dry sample	PHP 500.00/sample (drying)
DSC , Set of Pans & Lids	PHP 700.00/set	PHP 700.00/set	None
FTIR (Fourier-transform infrared) Spectrometer	PHP 2,500.00	PHP 2,500.00/sample	None
SEM (Scanning Electron Microscope)	PHP 3,500.00	PHP 3,500.00/sample	None
Ion Sputter for SEM samples	PHP 1,600.00/run	PHP 1,600.00/run	None
UTM (Universal Testing Machine)	PHP 2,600.00	PHP 1,500.00/sample	PHP 500.00/sample (cutting of samples)
UV/Vis (Ultraviolet/ Visible Spectrometer)	PHP 2,000.00	PHP 2,000.00/sample	None
AAS (Atomic Absorption Spectrometer)	PHP 2,000.00	PHP 1,500.00 per sample per element	None
GC TCD (Gas Chromatograph - Thermal Conductivity Detector)	PHP 2,000.00	PHP 2,000.00/sample	None
HPLC	PHP 1,000.00	PHP 2,000.00/sample	None
Ion Chromatograph	PHP 2,000.00	PHP 2,500.00/sample	None
Gravimetric Oven	PHP 250.00	PHP 500.00/hour	None
Shaking Incubator	PHP 500.00	PHP 500.00/hour	None
Muffle Furnace	PHP 350.00	PHP 550.00/hour	None
Centrifuge, Small	PHP 500.00	PHP 500.00/hour	None
Centrifuge, Big	PHP 750.00	PHP 750.00/hour	None
Deionized Water	PHP 50.00/liter	PHP 50.00/liter	None
Ultrapure Water	PHP 200.00/liter	PHP 200.00/liter	None
*Rates are subject to change upon approval.			



10. Request for Hazardous Waste Disposal

Request for hazardous waste disposal

Office or Division:	DChE Health, Safety and Environment (HSE) Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	DChE Students/ Faculty/ Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Hazardous Waste ID Form (yellow form)		Chemical Engineering Pilot Plant, Room D101		
2) Billing Form - Hazardous Waste Disposal Fee		Chemical Engineering Pilot Plant, Room D101		
3) Photocopy of Official Receipt (OR)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Hazardous Waste ID Form (yellow paper)	1.1 Lab personnel gives ID label to student/faculty/researcher 1.2 Lab personnel gives appropriate container for the hazardous waste generated 1.3 Lab personnel records the number of containers given out in Supplies Logbook	None	20 Minutes	<i>Laboratory Personnel</i> Pilot Plant Room D101
2. Bring Hazardous Waste ID Form to HSE Officer for signature	2.1 HSE Officer assesses if the label in the Hazardous Waste ID Form is correct 2.2 HSE Officer signs the	None	10 Minutes	<i>HSE Officer</i> DChE



	Hazardous Waste ID Form			
3. Bring the labeled hazardous waste to DChE Pilot Plant	3.1 Lab personnel weighs the hazardous waste (including the container) 3.2 Lab personnel records the weight of hazardous waste (including the container) in Laboratory Waste Logbook 3.3 University Researcher bills the client using Hazardous Waste Billing Form Rate: 80.00/kg hazardous waste	None	30 Minutes	<i>Laboratory Personnel, University Researcher</i> Pilot Plant Room D101
4. Client or representative pays at the UP Cashier's Office	4.1 Receiving Personnel accepts payment and issues official receipt	Amount billed	Pause Clock	<i>Receiving Personnel</i> Cashier's Office
5. Submit photocopy of official receipt	5.1 University Researcher receives and records the payment	None	10 Minutes	<i>University Researcher</i> Pilot Plant Room D101
TOTAL:		According to amount billed	70 Minutes	



Department of Mechanical Engineering (COE-ME)



Type of Service: External or Internal

1. Request for the use of ME Shop and Fabrication Facility Services

The facility familiarizes the students to both conventional and modern manufacturing and machining processes, which will be useful in formulating engineering solutions to industry operations. This is also a venue for both students and researchers to build prototypes and test, evaluate and implement theoretical ideas and system designs

Office or Division:	Department of Mechanical Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	Students, Government Agencies & Business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form or letter of Request 2. Materials for service/fabricated		ME Shop/Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the request form or gives the letter of request	1.1 Reviews the test request and discuss the terms and conditions	None	30 Minutes	Chairman Mechanical Engineering Or Faculty in Charge Mechanical Engineering
	1.2 Evaluates the letter request / checks the availability of the facility	None	1 Day	Chairman Mechanical Engineering Or Faculty in Charge Mechanical Engineering
	1.3 Inform the client of the availability of the facility and the staff that does the work	None	1 Day	Chairman Mechanical Engineering Or Faculty in Charge



				Mechanical Engineering
2. Gives the materials for service /fabricated	2.1 Does the fabrication/repair work required by the client	None	20 Days	Shop Staff ME Shop and Fabrication Facility
3. Goes to Cashier office to pay for the service done	3.1 Finishes the repair work	25,000	1 Day	Faculty in Charge Mechanical Engineering Or Shop Staff ME Shop and Fabrication Facility
TOTAL:		25,000	23 Days, 30 Minutes	

Type of Service: External or Internal

2. Request for the use of Vehicle Research and Testing Laboratory Services

This facility was set up in line with the passage of the Biofuels Act, making one of center's primary functions is to conduct performance tests on alternative fuels. The laboratory can also assess available fuel-saving and emission-reducing products and devices. In addition to testing, the VRTL is also being used for undergraduate instruction and graduate research of the UP Department of Mechanical Engineering (DME)

Office or Division:	Department of Mechanical Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	Students, Government Agencies & Business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Vehicle Research and Testing Laboratory/Department		
2. Materials required Testing		Vehicle Research and Testing Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for testing	1.1 Receives the letter request and discuss the	None	1 Day	Laboratory Head Mechanical Engineering Or



	requirements for the test			<i>Receiving Personnel</i> Vehicle Research and Testing Laboratory
	1.2 Approves the request and sets a date and informs the client	None	30 Minutes	<i>Laboratory Head</i> Mechanical Engineering Or <i>Receiving Personnel</i> Vehicle Research and Testing Laboratory
2.Brings Materials for Testing	2.1 Begins the test	None	20 Days	<i>Test Personnel</i> Vehicle Research and Testing Laboratory
	2.2 Collation of test result	None	5 Days	<i>Laboratory Head</i> Mechanical Engineering
3.Goes to the Cashier Office to pay for the test done	3.1 Test result given to client	PHP30,000	1 Day	<i>Laboratory Head</i> Mechanical Engineering
TOTAL:		PHP30,000	27 Days, 30 Minutes	

Type of Service: External or Internal

3. Request for Educational Tour/Field Trip/Benchmarking

This activity showcase the Departments facilities and laboratories that will be useful for instruction, research, and mechanical engineering services to provide technical expertise to industry develop new knowledge and undertake progressive research and development that will contribute to the industrial development of the students and nation

Office or Division:	Department of Mechanical Engineering
Classification:	Simple



Type of Transaction:	Government to Citizen/ Government to Business			
Who may avail:	Students, Business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to unit head		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for educational tour / fieldtrip	1.1 Receives the letter request and examines the completeness of the attached requirements	None	3 Days	<i>Chairman</i> Mechanical Engineering
	1.2 Evaluates the letter request / checks the availability of Faculty In Charge for the Tour Approves the request and sets a date	None	1 Day	<i>Chairman</i> Mechanical Engineering
	1.3 Record action of the department and inform the client	None	1 Day	<i>Administrative Assistant IV</i> Mechanical Engineering
TOTAL:		None	5 Days	



**Department of Mining, Metallurgical and Materials
Engineering
(COE-DMMME)**

External Services



1. Thermogravimetric Analysis Testing

An analytical technique used to measure the amount and rate of change in the mass of a material in a controlled atmosphere over time as temperature increases.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Request Form Student Discount Form (if client is a student) Original (for verification purposes) and Photocopy of Validated Student ID (if client is a student) Samples/Specimens for Testing Authorization Letter to Retrieve Results (if applicable) and ID of Client and Representative (for verification purposes) 		MRCF		
		MRCF		
		Client		
		Client		
		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher II (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Validated Student ID	2.1 UR retrieves Student Discount Form	None	10 minutes	<i>University Researcher II</i>



	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>University Researcher II/ Precision and Instrument Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	<i>University Researcher II</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and Authorization letter (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	<i>AO/University Researcher II</i>



TOTAL:		14 days 2 hours and 10 minutes	
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Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Thermogravimetric Analyzer (per sample)	TGA	Non-Metallic solid samples (bulk, powder)	Php2200	Php2900

2. Fourier Transform Infrared (FTIR) Testing

An analytical technique used to provide identity, quality or consistency, and components of organic materials. It works by harnessing the resulting spectrum from the infrared radiated sample.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing		Client		
5. Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss	None	30 minutes	<i>University Researcher II</i>



	terms and conditions with the client			
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Validated Student ID	2.1 UR retrieves Student Discount Form	None	10 minutes	University Researcher II
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	University Researcher II
	3.2 Issues Billing Statement		10 minutes	AO
4 Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision Instrument Technician
	4.3 Retrieve raw data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
5. Client retrieves test result. (For Client who	5.1 Collect Proof of Payment and	None	10 minutes	AO



sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	authorization (if applicable)			
	5.2 Release test result to client		30 minutes	AO/University Researcher II
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Fourier Transform Infrared (FTIR) (per sample)	Transmission Mode	Organic Materials (powder)	Php2100	Php2550
	Reflectance Mode (ATR)	Bulk organic materials	Php 1700	Php 2100
	Liquid Transmission	Liquid organic substances	Php 2350	Php 2900

3. Coupled Evolved Gas Analysis (TG-IR) Testing

This technique combines Fourier Transform Infrared Spectroscopy with Thermogravimetric Analysis. The evolved gas from the sample in TGA is transferred to an IR cell for analysis. This technique is applicable to samples in bulk or powder form.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering	
Classification:	Highly Technical	
Type of Transaction:	Government to Government, Government to Citizen, Government to Business	
Who may avail:	Students, Government agencies and business/Industry	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Request Form 2. Student Discount Form (if client is a student) 3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student) 4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		MRCF MRCF Client Client Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II	
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Validated Student ID	2.1 UR retrieves Student Discount Form	None	10 minutes	University Researcher II	
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO	
3. Submits samples/specimen	3.1 Receives samples/specimens from clients and inspects samples	None	10 minutes	University Researcher II	
	3.2 Issues Billing Statement		10 minutes	AO	
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office	



	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>University Researcher II/ Precision Instrument Technician</i>
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	<i>University Researcher II</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	<i>AO/University Researcher II</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Coupled TG-IR (per sample)	Evolved Gas Analysis	Non-metallic solid samples (bulk, powder)	Php6950	Php 8500



4. Dynamic Thermomechanical Analyzer (DTMA) Test

An analytical technique used for determining viscoelastic behavior of materials. Samples are subjected to sinusoidal stress while the resulting strain is measured.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR retrieves Student Discount Form	None	10 minutes	<i>University Researcher II</i>



	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>University Researcher II/ Precision Instrument Technician</i>
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4days	<i>University Researcher II</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO



representative)				
	5.2 Release test result to client		30 minutes	AO/University Researcher II
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Dynamic Thermomechanical Analyzer (per sample)	DTMA Tests from ambient conditions	Polymer/Polymer Composites	Php1900	Php2550

5. FE-SEM Imaging Testing (Imaging and Morphological Analysis)

Nano-imaging technique in which samples are bombarded with electrons from a field emission gun. Resulting interaction between the electrons and the materials is recorded by a detector and converted to image.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews	None	30 minutes	University Researcher II



	test request and discuss terms and conditions with the client			
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>University Researcher II/ Precision Instrument Technician</i>
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4days	<i>University Researcher II</i>



5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	AO/University Researcher II
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Field-Emission Scanning Electron Microscope (FE-SEM) (per sample)	FE-SEM Imaging and Morphological Analysis	Dry Samples	Php5200	Php6950

6. FE-SEM with Energy Dispersive X-ray Spectrophotometer

Analytical technique used to provide the elemental spectrum of a material in an area. Using an Energy Dispersive X-ray Spectrophotometer attached to FE-SEM, the interaction between electrons and the material in an area is recorded and converted to elemental signals.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering	
Classification:	Highly Technical	
Type of Transaction:	Government to Government, Government to Citizen, Government to Business	
Who may avail:	Students, Government agencies and business/Industry	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form	MRCF MRCF	



2. Student Discount Form (if client is a student) 3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student) 4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client			
		Client			
		Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II	
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher III/ AO	
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO	
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	University Researcher II	
	3.2 Issues Billing Statement		10 minutes	AO	
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office	
	4.2 Prepare samples and		10 days	University Researcher II/	



	conduct testing on scheduled testing date			<i>Precision Instrument Technician</i>
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	<i>University Researcher II</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	<i>AO/University Researcher II</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
FE-SEM with Energy Dispersive X-ray Spectrophotometer (FESEM-EDX) (per sample)	Spectrum Observation	Dry Samples	Php6400	Php 8450
	Line Scan		Php 6600	Php 8650
	Elemental Mapping		Php 6800	Php 8850



7. Ion Sputter Coating

Coating technique in which a non-conducting material is sputter coated with a conducting material. This is usually employed to materials prior to scanning electron microscopy.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher III/ AO</i>
	2.2 Enters test request in the Testing Log and		10 minutes	AO



	schedules testing date			
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepares samples and conducts coating procedure		30 minutes	<i>University Researcher II/ Precision Instrument Technician</i>
5. Client retrieves processed sample. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release of processed sample		30 minutes	<i>University Researcher II</i>
TOTAL:			2 hours and 40 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Ion Sputter Coater (per run)	Pt Coating	Dry Samples	Php 500	Php 650



8. Brunauer-Emmett-Teller (BET) Surface Area and Porosity Analyzer

This is an analytical technique making use of a gas adsorbent to determine the material's specific surface area and porosity.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher III/ AO</i>
	2.2 Enters test request in the Testing Log and		10 minutes	AO



	schedules testing date			
3. Submits samples/ specimen	4.2 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>University Researcher III/ Precision Instrument Technician</i>
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	<i>University Researcher II</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	<i>AO/University Researcher II</i>



TOTAL:		14 days, 2 hours, and 10 minutes	
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Equipment/Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Brunauer-Emmet-Teller Surface Area and Porosity Analyzer (per sample)	Surface Area Measurement	Mesoporous Samples	Php5250	Php 6500
	Surface Area and Porosity Measurement		Php 5500	Php 6750
	Surface Area and Porosity Measurement	Micropore Samples	Php 6300	Php 7700

9. Particle Size Analysis via Dynamic Light Scattering

This technique uses light scattering measurements to determine the size distribution of the particles in the sample suspension. The test is applicable for particles whose expected sizes are less than 12 microns.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	University Researcher II
	3.2 Issues Billing Statement		10 minutes	AO
4 Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision Instrument Technician
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or		4 days	University Researcher II



	Certificate of Service Completion				
5	Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
		5.2 Release test result to client		30 minutes	AO/University Researcher II
TOTAL:				14 days, 2 hours, and 10 minutes	

Equipment/Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Particle Size Analyzer (per sample)	Particle Size Analysis via Dynamic Light Scattering	Powder samples	Php 1600	Php 1900

10. IRHD Hardness Test

This is a spring load macrohardness measurement technique for soft polymers (plastics and elastomers). The reading reports values in the Shore A scale.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
Classification:	Highly Technical



Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing		Client		
Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>



	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>University Researcher II/ Precision Instrument Technician</i>
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	<i>University Researcher II</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	<i>AO/University Researcher II</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
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IRHD Hardness Tester (per sample)	IRHD Hardness Test	Vulcanized Rubber Buttons	Php 450	Php 550
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11. Shore A Hardness Test

This is a spring load macrohardness measurement technique for soft polymers (plastics and elastomers). The reading reports values in the Shore A scale.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>



photocopy of Student Validated ID				
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>University Researcher II/ Precision Instrument Technician</i>
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	<i>University Researcher II</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO



representative)				
	5.2 Release test result to client		30 minutes	AO/University Researcher II
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Shore A Hardness Tester (per sample)	IRHD Hardness Test	Vulcanized Rubber Buttons	Php 450	Php 550

12. Cure Test (Rubber Process Analyzer)

This is an analysis technique specific for rubber compounds that determines the vulcanization and curing behavior of compounded rubber. The technique makes use of a rotorless oscillating die and the test is performed at the target curing temperature.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering	
Classification:	Highly Technical	
Type of Transaction:	Government to Government, Government to Citizen, Government to Business	
Who may avail:	Students, Government agencies and business/Industry	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form		MRCF
2. Student Discount Form (if client is a student)		MRCF
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	University Researcher II
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision Instrument Technician
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II



5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	AO/University Researcher II
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Rubber Process Analyzer (per sample)	Cure Test	Pre-vulcanized and vulcanized rubber	Php 1400	Php 1900

13. Mooney Viscosity Measurement

The Mooney Viscometer is a rotary viscometer designed specifically for uncured rubber. This characterizes the processability and pre vulcanization characteristics of (usually) uncured rubber compounds following ASTM D1646, before it undergoes further processing.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business



Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing		Client		
Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO



4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>University Researcher II/ Precision Instrument Technician</i>
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	<i>University Researcher II</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	<i>AO/University Researcher II</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Mooney Viscometer (per sample)	Mooney Viscosity Measurement	Pre-vulcanized rubber	Php 950	Php 1200



14. Mooney Stress Relaxation Test

This is another analytical technique following ASTM D1646 making use of the Mooney Viscometer to characterize both the elastic and viscous response of rubbers and rubber compounds. Information obtained from this test can be correlated to the rubber structure characteristics such as molecular weight distribution, chain branching, and gel content.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>



	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>University Researcher II/ Precision Instrument Technician</i>
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	<i>University Researcher II</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO



	5.2 Release test result to client		30 minutes	AO/University Researcher II
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Mooney Viscometer (per sample)	Mooney Stress Relaxation Test	Pre-vulcanized rubber	Php 950	Php 1200

15. Tensile Test

This is an analytical technique commonly used to characterize a material's mechanical properties such as strength and stiffness (modulus). Specifically shaped samples are subjected to uniform tension to characterize its mechanical response, and this is processed to determine key mechanical properties when the material is subjected to tension.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering	
Classification:	Highly Technical	
Type of Transaction:	Government to Government, Government to Citizen, Government to Business	
Who may avail:	Students, Government agencies and business/Industry	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form		MRCF
2. Student Discount Form (if client is a student)		MRCF
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client
4. Samples/Specimens for Testing		Client
Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	University Researcher II
	3.2 Issues Billing Statement		10 minutes	AO
4 Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision Instrument Technician
	4.3 Retrieve date, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II



5	Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
		Release test result to client		30 minutes	AO/University Researcher II
		TOTAL:		14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Sample Type	Non-UP Student Rate	Standard Rate
Universal Testing Machine (UTM) (per sample)	Tensile Test	Solid samples (according to standard specifications)	Php 490	Php 700

16. Sample Preparation

Size reduction of materials such as ore or rock using jaw crushers and roll crushers

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	Students, Government agencies and business/Industry



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing		Client		
Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	University Researcher II
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office



	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Sample Preparation (per kilogram)	Crushing	Php 305	Php 345	Php 435	Php 435
	Grinding	Php 221	Php 252	Php 315	Php 315
	Dry Sieve	Php 27	Php 252	Php 45	Php 45



17. Sieve Analysis

Particle size distribution analysis using ASTM standard sieves

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO



3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	<i>AO</i>
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	<i>AO</i>
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>
TOTAL:			14 days, 2 hours, and 10 minutes	



Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Sieve Analysis (per fraction per kilogram)	Dry, Fine	Php 49	Php 48	Php 70	Php 70
	Wet, Coarse	Php 42	Php 48	Php 60	Php 60
	Wet, Fine	Php 60	Php 48	Php 85	Php 85

18. Gravity Concentration - Tabling

Gravity Separation test using shaking table to separate the valuable and non-valuable minerals by their difference in specific gravity.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO



Student Validated ID				
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/specimen	3.1 Receives samples/specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO



	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Gravity Concentration	Tabling	Php252	Php68	Php 360	Php 360

19. Flotation Tests

Concentration test using froth to float hydrophobic minerals to separate them from the slurry. Normally used for separation of sulphide mineral concentration.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and	None	30 minutes	<i>University Researcher II</i>



	discuss terms and conditions with the client			
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4 Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5 Client retrieves test result. (For Client who sends	5.1 Collect Proof of Payment and	None	10 minutes	AO



a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	authorization (if applicable)			
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Floatation (per test)	Bulk Floatation	Php 294	Php 588	Php 420	Php 420
	Differential Floatation	Php 515	Php 588	Php 735	Php 735

20. Calcination

Furnace heating of samples using controlled temperature.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering	
Classification:	Highly Technical	
Type of Transaction:	Government to Government, Government to Citizen, Government to Business	
Who may avail:	Students, Government agencies and business/Industry	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form		MRCF
2. Student Discount Form (if client is a student)		MRCF
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	University Researcher II
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	Faculty in Charge/ Laboratory Technician
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or		4 days	Faculty in Charge



	Certificate of Service Completion, if applicable			
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Calcination (up to...)	800°C (per sample)	Php 371	Php 520	Php 530	Php 530
	1050°C (one sample only)	Php 515		Php 735	Php 735
	1050°C (per sample)	Php 441	Php 504	Php 630	Php 630

21. Zeta Meter Testing

Zeta potential measurement testing indicates the stability of particles dispersed in a medium.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	Students, Government agencies and business/Industry



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	University Researcher II
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office



	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision Instrument Technician
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	Faculty in Charge
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Zeta Meter (per sample)	Zeta Meter	Php 385	Php 440	Php 550	Php 550

22. Atomic Absorption Spectroscopy (AAS)

Elemental analysis of liquid samples

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
Classification:	Highly Technical



Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing		Client		
Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher III/ AO</i>
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO



4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client		30 minutes	<i>Faculty in Charge</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Atomic Absorption Spectroscopy	Total Assay (Digestion)	Php 280	Php 320	Php 400	Php 400
	<i>Digestion PF</i>	Php 140	Php 160	Php 200	Php 200
	Testing	Php 210	Php 240	Php 300	Php 300
	<i>Testing PF</i>	Php 140	Php 160	Php 200	Php 200



23. Proximate Analysis

Quantitative determination of the % moisture content, ash content, amount of volatile matter and fixed carbon of carbonaceous material using heating furnace

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Student Discount Form (if client is a student) 3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student) 4. Samples/Specimens for Testing 5. Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		MRCF	MRCF	
		Client		
		Client		
		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>
	2.2 Enters test request in the Testing		10 minutes	AO



	Log and schedules testing date			
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4 Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5 Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge</i>



TOTAL:		14 days, 2 hours, and 10 minutes	
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Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Proximate Analysis	Proximate Analysis	Php 1260	Php 1440	Php 1800	Php 1800

24. Density Measurement

Determination of the density of materials by gravimetric or volumetric methods.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing		Client		
5. Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>



out Student Discount Form and photocopy of Student Validated ID				
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	5.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
6. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client	6.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO



and representative)				
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Density Measurement	Density	Php 330	Php 1440	Php 500	Php 500
	<i>Density PF</i>	Php 175	Php 1440	Php 250	Php 250

25. Rubber Aging

This involves the use of a heating chamber (e.g. a muffle furnace) to artificially accelerate the ageing process of rubber test specimens. This procedure is typically part of a rubber testing procedure required for specifying the quality of rubber compounds and products.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering	
Classification:	Highly Technical	
Type of Transaction:	Government to Government, Government to Citizen, Government to Business	
Who may avail:	Students, Government agencies and business/Industry	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form		MRCF
2. Student Discount Form (if client is a student)		MRCF
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	University Researcher II
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	DMMME Collecting Officer/UP Cashier's Office
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	UR II/ Laboratory Technician
	4.3 Retrieve data, update records and draft report.		4 days	UR II



	Prepare report of Analysis and/or Certificate of Service Completion, if applicable			
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result/ processed sample to client		30 minutes	<i>University Researcher II</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Rubber Aging (per sample)	Rubber Aging	Php35	Php40	Php50	Php50
	<i>Rubber Aging PF</i>	Php500/day	Php500/day	Php500/day	Php500/day

26. X-ray Fluorescence Spectrometer (XRF)

Non-destructive elemental analysis of materials using x-ray fluorescence.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	Students, Government agencies and business/Industry



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Request Form 2. Student Discount Form (if client is a student) 3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student) 4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		MRCF MRCF Client Client Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>	
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>	
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO	
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II/ Faculty in Charge</i>	
	3.2 Issues Billing Statement		10 minutes	AO	
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>	



	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release test result to client and processed sample, if applicable		30 minutes	<i>AO/University Researcher II</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
XRF (per sample)	XRF	Php800	Php950	Php950	Php1250



27. Polishing

Metallographic sample preparation where the substrate surface is polished in a polishing wheel and alumina as abrasive material.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing		Client		
Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	University Researcher II
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	University Researcher II/ AO
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO



3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>



TOTAL:		14 days, 2 hours, and 10 minutes	
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Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Polishing	Polishing without Alumina	Php 330	Php 950	Php 500	Php 500
	Polishing with Alumina	Php 420	Php 950	Php 600	Php 600

28. Electro Spinning

Fiber fabrication method which uses electric force to draw charged threads of polymer with fiber diameters within nano range

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing		Client		
Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>



2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>Faculty in Charge/ University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results,	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO



representative should present authorization letter and copy of ID of client and representative)				
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Electro Spinning	Electro Spinning	Php1350	Php 440	Php 1500	Php 1750

29. Cyanidation – Bottle Roll

Bottle roll leaching using cyanide as reagent for gold dissolution.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering	
Classification:	Highly Technical	
Type of Transaction:	Government to Government, Government to Citizen, Government to Business	
Who may avail:	Students, Government agencies and business/Industry	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form		MRCF
2. Student Discount Form (if client is a student)		MRCF
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>Faculty in Charge/ University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or		4 days	<i>Faculty in Charge</i>



	Certificate of Service Completion, if applicable			
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Cyanidation	Bottle-Roll Cyanidation (per test)	Php1650	Php 588	Php 1500	Php 1500

30. Leaching Test

Dissolution of valuable content in materials using appropriate leaching reagents.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	Students, Government agencies and business/Industry



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Request Form 2. Student Discount Form (if client is a student) 3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student) 4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		MRCF MRCF Client Client Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>	
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>	
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO	
3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>Faculty in Charge/ University Researcher II</i>	
	Issues Billing Statement		10 minutes	AO	
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>	



	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>
TOTAL:			14 days, 2 hours, and 10 minutes	

Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Leaching	Leaching Test (3 trails)	Php21,000	Php24,000	Php32000	Php32000
	800°C (one sample only)	Php455		Php655	Php650



31. Settling

Sedimentation test to determine the settling rate of solids.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		MRCF		
2. Student Discount Form (if client is a student)		MRCF		
3. Original (for verification purposes) and photocopy of Validated Student ID (if client is a student)		Client		
4. Samples/Specimens for Testing Authorization Letter to Retrieve Results and ID of Client and Representative (if applicable)		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1. University Researcher (UR) reviews test request and discuss terms and conditions with the client	None	30 minutes	<i>University Researcher II</i>
2. If Client is a student, Client submits filled out Student Discount Form and photocopy of Student Validated ID	2.1 UR/AO retrieves Student Discount Form	None	10 minutes	<i>University Researcher II/ AO</i>
	2.2 Enters test request in the Testing Log and schedules testing date		10 minutes	AO



3. Submits samples/ specimen	3.1 Receives samples/ specimens from clients and inspects samples	None	10 minutes	<i>Faculty in Charge/ University Researcher II</i>
	3.2 Issues Billing Statement		10 minutes	AO
4. Client pays the testing fee	4.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	4.2 Prepare samples and conduct testing on scheduled testing date		10 days	<i>Faculty in Charge/ Laboratory Technician</i>
	4.3 Retrieve data, update records and draft report. Prepare report of Analysis and/or Certificate of Service Completion, if applicable		4 days	<i>Faculty in Charge</i>
5. Client retrieves test result. (For Client who sends a representative to retrieve test results, representative should present authorization letter and copy of ID of client and representative)	5.1 Collect Proof of Payment and authorization (if applicable)	None	10 minutes	AO
	5.2 Release report and/or processed sample		30 minutes	<i>Faculty in Charge/ Laboratory Technician</i>



TOTAL:		14 days, 2 hours, and 10 minutes	
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Equipment/ Service	Test	Non-UP Student	UP Project	Base	Industry
Settling	Settling	Php63	Php72	Php90	Php90

32. Lobby, Room Use and Facilities Rental

Rental of the lobby and rooms within the Department for academic and student activities

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		DMMME Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1.1 Receives filled up request form		10 minutes	<i>Administrative Assistant</i>
	1.2 Checks availability of facilities/ room to be rented. If available, books request		10 minutes	<i>Administrative Assistant</i>
	1.3 Issues Billing Statement		10 minutes	<i>Administrative Assistant</i>
2. Client pays the rental fee	2.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	2.2 Issues Official Receipt		10 minutes	<i>Administrative Assistant</i>



TOTAL:		1 hour	
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Facilities to be rented			Rates				
Room Capacity	Type	Rooms	DMMME Org, MMM CC, Student Council	Other UP Organizations		Others	
30	Aircon, 1 Bay	Ostrea, 305, 306, 307, 308	PhP 170/hr	PhP 450 1 st 2 hrs	PhP 200/hr (succeeding hrs)	PhP 550 1 st 2 hrs	PhP 250/hr (succeeding hrs)
60	Aircon 2 Bay	Fluor, MW1, MW2, 301, 302	PhP 270/hr	PhP 650 1 st 2 hrs	PhP 300/hr (succeeding hrs)	PhP 800 1 st 2 hrs	PhP 375/hr (succeeding hrs)
DMMME Lobby		Exhibit Rate (provide own panel board)	PhP 10/hr	PhP 15/hr		PhP 20/hr	
		Stall Rate (2.0 sqm per stall)	PhP 300/ day	PhP 400/day		PhP 500/day	

Maintenance Fees	After Office Hours	Saturdays	Holidays and Sundays
Janitor	PhP 78/hr	PhP 90/hr	PhP 120/hr
Electrician	PhP 104/hr	PhP 120/hr	PhP 160/hr

33. Audio-Video Equipment Rental

Rental of audio-video equipment for use within the Department premises.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering		
Classification:	Simple		
Type of Transaction:	Government to Government, Government to Citizen, Government to Business		
Who may avail:	Students, Government agencies and business/Industry		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Form		DMMME Admin Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Request Form	1.1 Receives filled up request form		10 minutes	<i>Administrative Assistant</i>
	1.2 Check availability of facilities/ room to be rented. If available, books request		10 minutes	<i>Administrative Assistant</i>
	1.3 Issues Billing Statement		10 minutes	<i>Administrative Assistant</i>
2. Client pays the rental fee	2.1 Process Payment of Client	Refer to Table of Rates Below	20 minutes	<i>DMMME Collecting Officer/UP Cashier's Office</i>
	2.2 Issues Official Receipt		10 minutes	<i>Administrative Assistant</i>
TOTAL:			1 hour	

Equipment Fees	DMMME Projector	DMMME Audio	Own Projector	Own Laptop	Own Electric	Own TV 21"	Own TV 25"	Other owned equipment
DMMME Org, MMM CC, Student	PhP 400/ hr	PhP 200/ hr	PhP 150/ hr	PhP 20/ hr	PhP 8/ hr	PhP20/ hr	PhP 40/ hr	Submit wattage rating
Others	PhP 600/ hr	PhP 300/ hr	PhP 225/ hr	PhP 30/ hr	PhP 12/ hr	PhP 30/ hr	PhP 60/ hr	

Maintenance Fees	After Office Hours	Saturdays	Holidays and Sundays
Janitor	PhP 78/hr	PhP 90/hr	PhP 120/hr
Electrician	PhP 104/hr	PhP 120/hr	PhP 160/hr



College of Home Economics (CHE)

External Services



1. Approval of request for Tour, visit or interview (Common Spaces in the College)

Request of other institutions or individuals for the official tour, visit, or interview in the College.

Office or Division:	College of Home Economics			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizens (External Client: Department/Institute to College)			
Who may avail:	Government, Institutions, Private, or Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Dean with appropriate endorsement from the requesting party.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the Office of the Dean at least 5 working Days before the scheduled tour or visit.	1.1 Receiving staff reviews and evaluates the appropriateness of the request	None	1 Day	Office of the Dean Receiving Staff
	1.2 Staff checks the availability of the facility and/or spaces	None	1 Day	Office of the Dean Receiving Staff
	1.3 Releases the approval for the request	None	1 Day	Office of the Dean Receiving Staff
TOTAL:		None	3 Days	



2. Qualifying Examinations for Doctor of Philosophy (PhD) Students

Processing of Qualifying Exams for Graduate Students applying for PhD Program after completing the specified core courses in their respective programs.

Office or Division:	College of Home Economics			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (External Client: College to Students)			
Who may avail:	PhD students who are at least one year in the program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CHE GForm 5 2. CHE GForm6 3. CHE GForm 7 Forms can be requested to checollegesecretary.updiliman@up.edu.ph		Office of the Graduate Studies/ Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student applies for Qualifying Examination via courier or email (CHE GForm 05)	1.1 Program Adviser endorses application	None	1 Day	OCS/OGS Receiving Staff
	1.2 OCS evaluates and certifies number of units completed and CWAG	None	3 Days	OCS Receiving Staff
	1.3 DGC Chair approves application	None	1 Day	OGS Receiving Staff,
	1.4 OGS Coordinator notes application of student		3 Days	OGS Receiving Staff
2. Student submits CHE GForm06 to DGC	2.1 OCS informs student to		1 Day	OCS Receiving Staff



	submit CHE GForm 06 to DGC.			
	2.2 Examination Panel constituted by the DGC as approved by the Dean administers exam		10 Days	Department Receiving Staff
	2.3 Program adviser fills up notifications of results form (CHE GForm 07)- if Fail or Pass.		2 Days	Program Adviser
	2.4 DGC informs students of results (e.g. retake, if necessary)		3 Days	OGS
TOTAL:		None	24 Days	

3. Comprehensive Examination for Students

Comprehensive examination for graduate students after completing all the course work in their respective program.

Office or Division:	College of Home Economics
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (External Client: College to Students)
Who may avail:	Graduating students of Graduate Programs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. CHE GForm 5 2. CHE GForm6 3. CHE GForm 7		Office of the Graduate Studies/ Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students applies for Comprehensive Examination (CHE GForm 05)	1.1 Program Adviser endorses application	None	1 Day	OCS/OGS Receiving Staff
	1.2 OCS evaluates and certifies number of units completed and CWAG	None	3 Days	OCS
	1.3 DGC Chair approves application	None	1 Day	OGS
	1.4 OGS Coordinator records application of student		3 Days	OGS
2. Student submits CHE GForm06 to DGC	2.1 OCS informs student		1 Day	OCS
	2.2 Examination Panel constituted by the DGC as approved by the Dean administers exam		10 Days	Department ReceivingStaff
	2.3 Program adviser fills up notifications		2 Days	Program Adviser



	of results form (CHE GForm 07), if Fail or Pass.			
	2.4 DGC informs students of results (e.g. retake if necessary)		3 Days	OGS
TOTAL:		None	24 Days	

4. Research consultation and/or materials

Interview or consultation regarding clothing and other related costume and clothing researches and expertise.

Office or Division:	CHE Costume Museum			
Classification:	Highly Technical			
Type of Transaction:	Government to Government; Government to Citizens (External Client: Department/Institute to Government, Institution, or Individuals)			
Who may avail:	Students, faculty and researchers within and outside UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Dean, with endorsement of the Department Chair of CTID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the Office of the Dean, cc Department Chair of CTID	1.1 Receives and evaluates the request	None	2 Days	Office of the Dean Receiving Staff
	1.2 Receives and evaluates the request	None	5 Days	CHE Costume Museum Staff
2. Confirms schedule of consultation	2.1 Issues approval of request	None	1 Day	



	2.2 Prepares research materials	None	10 Days	CHE Costume Museum Staff
TOTAL:		None	18 Days	

5. Lending of mannequins and other display modules

Request of students and other stakeholders in UP Diliman to use mannequins and other display modules.

Office or Division:	CHE Costume Museum			
Classification:	Simple			
Type of Transaction:	Government to Government (External Client: Department/Institute/Admin to Citizens)			
Who may avail:	Students, faculty and staff within UP Diliman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Equipment reservation form, and approved cover letter addressed to the Department Chair of CTID		CTID Department Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits cover letter, with duly accomplished equipment reservation form.	1.1 Receives and evaluates the request	None	2 Days	CTID Department Office
	1.2 Prepares mannequins and modules	None	1 Day	CHE Costume Museum Staff
TOTAL:		None	3 Days	

6. Guest speaker for a class, academic forum, exhibition, etc.

Request of students and other stakeholders to have resource speaker for a class, academic forum, exhibition, etc., from CHE Costume Museum

Office or Division:	CHE Costume Museum
Classification:	Complex
Type of Transaction:	Government to Citizen; Government to Business (External Client: Institutions or Individuals to College)
Who may avail:	Students, faculty and researchers within and outside the University



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Dean, with endorsement of the Department Chair of CTID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the Office of the Dean, cc Department Chair of CTID	1.1 Receives and evaluates the request	None	2 Days	Office of the Dean Receiving Staff
	1.2 Evaluates the request	None	5 Days	CHE Costume Museum Staff
	1.3 Issues approval for the request	None	1 Day	CHE Costume Museum Staff
TOTAL:		None	8 Days	

7. Invitation for Speaker/Facilitator from the FLCD Department Faculty

Request of students and other stakeholders to have a resource speaker from the Department of Family Life and Child Development.

Office or Division:	Department of Family Life and Child Development, College of Home Economics			
Classification:	Simple			
Type of Transaction:	Government to Business/Government to Citizen/Government to Government (External Client: Department to Citizens)			
Who may avail:	Professionals, Faculty Members, Staff, Students and any government institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the FLCD Chairperson with attention to the requested faculty member if applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the Admin Office of FLCD Department via an	1.1 Receives the	PHP 10,000	2 Days	FLCD Admin Office Receiving Staff



online email or hard copy	invitation/request letter			
	1.2 Sends an email of message regarding the approval of the invitation for a speaker		1 Day	
TOTAL:		PHP 10,000	3 Days	

8. Issuance of Certificate of Detailed Teaching Course Description

Request of students and alumni for certificate of detailed teaching course description for academic or employment purposes for local or abroad.

Office or Division:	Department of Family Life and Child Development, College of Home Economics
Classification:	Complex
Type of Transaction:	Government to Citizen (External Clients: Department to Students and Former Students)
Who may avail:	Students and Former Students of the Department

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the FLCD Chairperson with signature of requesting party sent online or in hard copy.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the Admin Office of FLCD Department.	1.1 Receives and evaluates the records of former faculty members/students	None	2 Days	FLCD Admin Office Receiving Staff
	1.2 Sends an email/message that the	None	1 Day	



	requested certificate is ready for pick up.			
2. Presents valid ID as a proof of Identity or authorization letter with signature and valid ID of requesting party together with valid ID of the person who will receive the requested certification.	2.1 Issues Certificate of Detailed Teaching Course Description signed by FLCD Chairperson	None	1 Day	
TOTAL:		None	4 Days	

9. Issuance of Requests for Certifications of former students studying/working abroad

Request for certification of students in relation to their application for scholarship, employment, or further studies.

Office or Division:	Department of Family Life and Child Development, College of Home Economics			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Clients: Department to Students and Former Students)			
Who may avail:	Former Students and Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the FLCD Chairperson with signature of requesting party sent online or in hard copy.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the Admin Office of FLCD Department.	1. Receives and evaluates the records of former faculty member/student.	None	2 days	FLCD Admin Office Receiving Staff



	2. Send an email/ message that the requested certificate is ready for pick up.	None	1 day	
2. Presents valid ID as a proof of Identity or authorization letter with signature and valid ID of requesting party, together with valid ID of the person who will receive the requested certification	2. Issues request certifications of formers student studying/working abroad signed by FLCDC Chairperson.	None	1 day	
TOTAL:		None	4 Days	

10. Issuance of Certification/Letter for Waiver of Pre-requisite Subject of Non-CHE Student

Request of students for Certification for Waiver of Pre-requisite Subject of Non-CHE Student

Office or Division:	Department of Family Life and Child Development, College of Home Economics			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Clients: Department to Citizens)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the FLCDC Chairperson with signature of requesting party.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the Admin Office of FLCDC Department via online or hard copy submission.	1. Receives and evaluates the records of the student.	None	2 days	FLCDC Admin Office Receiving Staff



	2. Sends an email/ message that the requested certificate is ready for pick up.	None	1 day	
2. Presents valid ID as a proof of Identity or authorization letter with signature and valid ID of requesting party together with valid ID of the person who will receive the requested certification.	Issues Certification/ Letter for Waiver of Pre-requisite Subject of Non-CHE Student signed by FLCD Chairperson	None	1 day	
TOTAL:		None	4 Days	

11. Request for Observation at the U.P. Child Development Center

Request of government agencies, LGUs, private institution, students and individuals to conduct an observation at classes in UP Child Development Center.

Office or Division:	UP Child Development Center (UPCDC)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen (External Client: Department to Public)			
Who may avail:	All government agencies, LGUs, private institution, students and individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Dean, through channels or attention to the Department Chairperson and Faculty-in-Charge of UPCDC.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request addressed to	1. Receives, approves,	None	3 Days	UP CDC Admin Office Receiving Staff



the Dean of the College of Home Economics with attention to the Department Chairperson of the FLCD Department via online or hard copy submission.	and sets schedule for the request letter and responds to the requesting party.			
TOTAL:		None	3 Days	

12. Application process for the Infant Development Program of UP Child Development Center

Processing of application to Infant Development Program (IDP) in UP Child Development Center

Office or Division:	UP Child Development Center (UPCDC)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (External Clients: Department to Citizens)			
Who may avail:	Parents of Infant Development Program applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. PSA Birth Certificate or Doctor's Certificate of Delivery Date 3. 1 by 1 Photo 4. Application Fee 5. Interview Sheet Form 6. For UP Dependent: Certificate of Employment (online application) https://upcdc.upd.edu.ph		1. UPCDC 2. Requesting party 3. Requesting Party 4. UP CDC 5. UP CDC 6. UP HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the online application form for UPCDC Infant Development Program	1.1 Reviews, checks, and approves the		1 Day	UP CDC Admin Office



applicants and uploads the required documents	submitted documents			
	1.2 Informs the applicants should there be additional documents needed			
	1.3 Issues payment order			
2.Proceeds to the cashier's office for the payment of the application fee		PhP 200.00	1 Day	UP Cashier's Office
3.Uploads the copy of the Official Receipt (OR) in the UPCDC website	3.1 Checks the uploaded OR and schedules an interview date for the applicants			UP CDC Admin Office
4. Attends the scheduled interview for the application	4.1 Conducts the interview and evaluates the results of the interview		15 Days	UP CDC Admin Office
	4.2 Sends an e-mail to the parents regarding the results of the admissions process			
TOTAL:		PhP 200.00	17 Days	



13. Application Process for 11-month-old to 5 years and 5-month-old children in the UP Child Development Center

Processing of application of 11-month-old to 5 years and 5-month-old children in UP Child Development Center.

Office or Division:	UP Child Development Center (UPCDC)
Classification:	Complex
Type of Transaction:	Government to Citizen (External Clients: Department to Citizens)
Who may avail:	Parents of UPCDC applicants (for children ages 11 months to 5 years and 5 months as of August)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form 2. PSA Birth Certificate 3. 1 by 1 Photo 4. Application Fee 5. For UP Dependent: Certificate of Employment (online application) https://upcdc.upd.edu.ph	1. UP CDC 2. Requesting Party 3. Requesting Party 4. UP CDC 5. UP HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the online application form for UPCDC (11 months to 5.5 years old) applicants online and uploads the necessary documents.	1.1 Reviews, evaluates, and approves the submitted documents.		1 Day	UP CDC Admin Office
	1.2 Informs the applicants should there be additional documents needed		1 Day	
	1.3 Issues payment order			
2. Proceeds to the UPD Cashier's Office for the		PhP 200.00	5 minutes	Cashier's Office



payment of the application fee				
3.Uploads the copy of the Official Receipt (OR) in the UPCDC website.	3.1 Checks the uploaded OR of the applicant.		1 Day	
	3.2 Informs the applicant of the completion of their application process.		1 Day	
	3.3 Sends an e-mail to the applicants regarding the results of the admission process.		1 Day	
TOTAL:		PhP 200.00	5 Days and 5 Minutes	

14. Enrollment Procedure of the U.P. Child Development Center

Enrollment of students to UP Child Development Center.

Office or Division:	UP Child Development Center (UPCDC)			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Department/ Institute to Citizen)			
Who may avail:	Parents of UPCDC accepted enrollees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Form		UP Child Development Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all necessary accomplished forms online.	1.1 Receives accomplished forms online			



2. Prints the payment order form.	2.1 Provides payment order form online NUP UP	PHP 15,540 PHP 5,290	1 Day	UP CDC Admin Office
3. Proceeds to the Cashier's Office for payment			5 minutes	UP Cashier's Office
4. Uploads a copy of the Official Receipt (OR) in the UPCDC website	Checks the uploaded OR of the applicant		4 Days	
	Informs the applicants regarding the completion of their application process			
	Sends an email to the applicants regarding the results of the admissions process			
TOTAL:		PhP 15,540.00	5 Days and 5 minutes	

15. Issuance of Certificate of Enrollment

Request of parents or guardians of students of UP Child Development Center to have a certificate of enrollment.

Office or Division:	UP Child Development Center (UPCDC)
Classification:	Simple



Type of Transaction:	Government to Citizen (External Client: Department/Institute to Citizens)			
Who may avail:	Parents or Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished UPCDC request form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished request form to the Admin Office of UPCDC/FLCD Department.	1.1 Receives and evaluates the records of student.	None	2 Days	FLCD Admin Office Receiving Staff
	1.2 Send an email/a message that the requested certificate is ready for pick up.	None	1 Day	
2. Presents valid ID as a proof of Identity or authorization letter with signature and valid ID of requesting party together with valid ID of the person who will receive the requested certification	2.1 Releases certificate requested upon claiming of the party or the authorized representative.	None	5 minutes	
TOTAL:		None	3 Days and 5 minutes	

16. Issuance of Certificate of Non-Issuance of Numeric Report Card

Request of parents of students of UP Child Development Center to have a certificate of a Non-Issuance of Numeric Report Card.

Office or Division:	UP Child Development Center (UPCDC)
Classification:	Simple
Type of Transaction:	Government to Citizen (External Client: Department/Institute to Citizen)



Who may avail:	Parents or Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished UPCDC request form		UP CDC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished request form to the Admin Office of UPCDC/FLCD Department.	1.Receives and evaluates the records of student	None	2 Days	FLCD Admin Office Receiving Staff
	2. Sends an email/ message that the requested certificate is ready for pick up.	None	1 Day	
2. Presents valid ID as a proof of Identity or authorization letter with signature and valid ID of requesting party together with valid ID of the person who will receive the requested certification	2. Releases certificate requested upon claiming of the party or the authorized representative	None	5 minutes	
TOTAL:		None	3 Days and 5 minutes	

17. Issuance of Certificate of Good Moral

Request of students or Parents to have certificate of Good Moral from UP Child Development Center.

Office or Division:	UP Child Development Center (UPCDC)
Classification:	Simple
Type of Transaction:	Government to Citizens (External Client: Department/Institute to Citizens)



Who may avail:	Students and Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished UPCDC request form		UP CDC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished request form to the Admin Office of UPCDC/FLCD Department.	1.1 Receives and evaluates the records of former faculty member/student.	None	2 Days	FLCD Admin Office Receiving Staff
	1.2 Send an email/message that the requested certificate is ready for pick up.	None	1 Day	
2. Presents valid ID as proof of Identity or authorization letter with signature and valid ID of requesting party together with valid ID of the person who will receive the requested certification	2. Releases certificate requested upon claiming of the party or the authorized representative.	None	5 minutes	
TOTAL:		None	3 Days and 5 minutes	



18. Request for Official Copy of the Narrative Report and Developmental Checklist

Request of Parents of students of UP Child Development Center for a official copy of their narrative report and developmental checklist.

Office or Division:	UP Child Development Center (UPCDC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Department/Institute to Citizens)			
Who may avail:	Parents or Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished UPCDC request form		UP CDC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form to the Admin Office of UPCDC/FLCD Department.	1.1 Receives and evaluates the records of student.	None	2 Days	FLCD Admin Office Receiving Staff
	1.2 Sends an email/ message that the requested document is ready for pick up.	None	1 Day	
2. Presents Valid ID as proof of Identity or Authorization letter with signature and valid ID of requesting party together with valid ID of the person who will receive the requested certification	2.1 Releases document requested upon claiming of the party or the authorized representative.	None	5 minutes	



TOTAL:	None	3 Days and 5 minutes	
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19. Approval of Request for Laboratory Equipment/Glassware

Request of students to borrow laboratory equipment/glassware from Department of Food Science and Nutrition.

Office or Division:	Department of Food Science and Nutrition, College of Home Economics			
Classification:	Simple			
Type of Transaction:	Government to Citizens (External Client: Department/Institute to Citizens)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form to use the Lab Equipment or Glassware		Department of Food Science and Nutrition: Laboratory Technicians		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the form to the Laboratory Technician.	Submits to the Department Chair for her action	None	2 Days	Office of the DFSN Chair Receiving Staff
TOTAL:		None	2 Days	

20. Canning Service

Canning service from Pilot Food Plant for individual, business, and other institutions.

Office or Division:	Pilot Food Plant, DFSN, CHE			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Pilot Food Plant to Citizen)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Packaging Service Form		Pilot Food Plant		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up Packaging Service Form (in duplicates) and submits food product to be canned	1.1 Pilot Plant staff signs Packaging Service form and endorses product to production staff for canning then issue claim stub for client	None	10 minutes	Food Tech I/Lab Tech for Production/Machine Operator
	1.2 Processes and can product		4 hours	
	1.3 Indicates number of cans and amount to be paid by client in the Packaging Service Form			
2. Presents claim stub when claiming product, pays canning service and signs packaging service form that were received	2.1 Gives duplicate Packaging Service form to client for payment to College cash office Per Can (regular schedule) (rush request)	PHP 75.00	5 minutes	Food Tech I/Lab Tech for Production/Machine Operator



		PHP 100.00		
	2.2 Upon payment by client, staff indicates receipt number in the Packaging service form then releases the canned product and a copy of the packaging service form to client.			
TOTAL:		PHP 75.00	4 hours and 15 minutes	

21. Vacuum Packing Service

Vacuum Packing Service from Pilot Food Plant for individual, business, and other institutions.

Office or Division:	Pilot Food Plant, DFSN, CHE			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Pilot Food Plant to Citizen)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request address to the Dean.		Pilot Food Plant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up Packaging Service Form (in duplicates) and	1.1 Pilot Plant staff signs Packaging Service form	None	10 minutes	Food Tech I/Lab Tech for Production/Machine Operator



submits food product to be canned	and endorses product to production staff for canning then issues claim stub for client			
	1.2 Processes can product		2 hours	
	1.3 Indicates number of cans and amount to be paid by client in the Packaging Service Form			
2. Presents claim stub for claiming product, pays canning service and signs packaging service form that products were received	2.1 Gives duplicate Packaging Service form to client for payment to College cash office Per Can (Regular Sched) (Rush)	PHP 45 PHP 60	5 minutes	
	2.2 Upon payment by client, staff indicates receipt number in the Packaging service form, then			



	releases the canned product and a copy of the packaging service form to client.			
TOTAL:		PHP 60	2 hours and 15 minutes	

22. Product Development Services

Research and Development (RnD) request on Product Development Services from Pilot Food Plant.

Office or Division:	Pilot Food Plant, DFSN, CHE			
Classification:	Highly Technical			
Type of Transaction:	Government to Business / Government to Government (External Client: other government agencies)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent addressed to the Dean through chedean.updiliman@up.edu.ph or upppfp@up.edu.ph		Letter of intent will be drafted by the client and sent to the Dean of the College (can be through email)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to the Dean of	1.1 Receives the letter of intent from	None	3 Days	Supervisor/Food Technologist I/Food Technologist II



the College through email	the Office of the Dean and schedules an online meeting with the client to discuss in detail the nature of the R&D request			
2. Attends a meeting online with the Supervisor of the Pilot Food Plant to discuss the nature of the request.	2.1 Records the details of the Product Development Request undertaken, including timeline and cost of the project.	None	N/A	Supervisor/Food Technologist I/Food Technologist II
	2.2 Drafts a Project Proposal that will describe the activities		7 days	
	2.3 Submits to the Faculty-in-Charge the draft of the proposal for approval.		7 days	
	2.4 Once approved by the Faculty-in-Charge, the Project Proposal is submitted to the Chair of the Department for Approval		7 days	



	2.5 Once approved, a meeting is scheduled to discuss the details of the proposal with the client		3 hours	
3. Attends the meeting on the discussion of the project proposal and upon agreement, pays the proposal fee and signs the contract for the commencement of the project.	3.1 Pilot Food Plant undertakes the product development project based on the agreed details of the contract. (60%)	PHP180,000	N/A	Supervisor/Food Technologist I/Food Technologist II
	3.2 Pilot Food Plant personnel produces different formulations in order to determine the optimal formulation		44 days	Supervisor/Food Technologist I
	3.3 Conducts physico-chemical tests appropriate for the product		14 days	Supervisor/Food Technologist II
	3.4 Conducts appropriate microbiological tests		14 days	Supervisor/Food Technologist II



	3.5 Conducts sensory Evaluation of the formulations		22 days	Supervisor/Food Technologist II
	3.6 Conducts proximate analysis to the optimum formulation to determine the macronutrient content			Supervisor/Food Technologist II
	3.7 Develops process manual for the product		22 days	Supervisor/Food Technologist I/Food Technologist II
4. Receives the manual and attends the technology transfer for the developed product	4.1 Submits process manual to the client. Conducts a technology transfer session to ensure client will be knowledgeable in producing the developed product	PHP120,000	7 days	
TOTAL:		PHP 300,000	147 Days and 3 hours	

23. Heat Penetration Services

Heat Penetration Service from Pilot Food Plant for individual, business, and other institutions

Office or Division:	Pilot Food Plant, DFSN, CHE
Classification:	Highly Technical



Type of Transaction:	Government to Business / Government to Government (External Client: other government agencies)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent addressed to the Dean		Letter of intent will be drafted by the client and sent to the Dean of the College (can be through email)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to the Dean of the College through email	1.1 The Pilot Food Plant receives the letter of intent from the Office of the Dean via email and sets a meeting with the client online or via phone to discuss in detail the nature of the RnD request	None	2 Days	Supervisor/Food Technologist I/Food Technologist II
2. Attends a meeting (online) with the Supervisor of the Pilot Food Plant to discuss the nature of the request.	2.1 Discusses with the client, details of the request for heat penetration services is discussed	None	3 hours	



	2.2 Sets a date of production for heat penetration test		1 day	
3. Brings raw materials for processing and heat penetration test	3.1. Conducts product processing and heat penetration test	None	14 Days	
	3.2 Prepares a report for the heat penetration test		1 day	
	3.3 Submits the report to the Department for approval by the Charge and the Department Chair		1 day	
	Requests the client for a meeting			
4. Attends the online meeting to discuss results of the heat penetration test (report) and pays the cost of the service.	4.1 Discusses heat penetration report with the client	PHP 25,000	3 hours	
	4.2 Prepares billing statement of			



	for the service rendered			
TOTAL:		PHP 25,000	19 Days and 6 hours	

24. Rental of Facilities and Equipment

Request for rental of facilities and equipment from the Pilot Food Plant.

Office or Division:	Pilot Food Plant, DFSN, CHE
Classification:	Complex
Type of Transaction:	Government to Business / Government to Government (External Client: Other government agencies)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent addressed to the Dean	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to the Dean of the College through email.	1.1 Pilot Food Plant receives the letter of intent from the Office of the Dean through email and schedules a meeting with the client to discuss in detail the nature of the request	None	1 Day	Office of the Dean or Supply Property & Maintenance Section Receiving Staff
2. Attends online meeting with the Supervisor of the Pilot Food Plant to discuss	2.1 Discusses the details of the activity	None	2 hrs	



the nature of the request	pertaining to rental of facilities/equipment through the online meeting.			
	2.2 Records the date for the rental of facility		1 hr	
3. Rents out the equipment/facility and pays rental fees	3.1 Assists the client in the operation of the equipment/facility (Maximum Amount)	PHP 100,000	3 Days	
	3.2 Prepares billing statement of for the service rendered			
TOTAL:		PHP 100,000	3 Days and 3 hours	

25. Food Quality and Safety Trainings

Request for trainings on food quality and safety from Pilot Food Plant.

Office or Division:	Pilot Food Plant, DFSN, CHE		
Classification:	Highly Technical		
Type of Transaction:	Government to Business / Government to Government (External Client: other government agencies)		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of intent addressed to the Dean		Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to the Dean of the College through email	1. The Pilot Food Plant receives the letter of intent from the Office of the Dean and schedules a meeting with the client to discuss in detail the nature of the request via call or email	None	2 Days	Office of the Dean or Supply Property & Maintenance Section Receiving Staff
2. Attends an online meeting with the Supervisor of the Pilot Food Plant to discuss the nature of the request	2.1 Discusses the details of the activity pertaining to the type of training needed	None	14 days	
	2.2 Drafts a project proposal for the details and cost of the training to be conducted			
3. Attends Meeting with PFP Supervisor to discuss details of the project proposal and signs the proposal and pay for the Service requested	3.1 Discusses project proposal with the client	None	1 Day	
	3.2 Records the date the training will			



	be conducted			
	3.3 Prepares a Billing Statement for the client			
4. Avails of the Training Requested	4.1 Conducts Training requested (may be done face to face or online)	PHP 50,000	3 Days	
TOTAL:		PHP 50,000	20 Days	

26. Quality Assurance Service

Quality assurance service for a company or institute producing food products.

Office or Division:	Pilot Food Plant			
Classification:	Highly Technical			
Type of Transaction:	Government to Business / Government to Government (External Client: Other government agencies)			
Who may avail:	Private Companies/Institutions, All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request/intent addressed to the CHE Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter of request to the CHE Dean through email.	1.1 Receives letter of request	None	1 Day	Office of the Dean Receiving Staff
2. Waits for the response of PFP to the request	2.1 Evaluates request for action of CHE Dean. Approved	None	2 Days	Office of the Dean Receiving



	request is forwarded to PFP, with FSN copy furnished			
3. Attends scheduled online appointment with PFP upon approval of request	3.1 Responds to request and schedules appointment with client for technical consultation through email	None	2 Days	Pilot Food Plant Supervisor
4. Signs the <i>conforme</i> upon agreeing to terms indicated in the proposal	4.1 Develops a proposal for quality assurance service specific to client needs	PHP 4,900	12 Days	Pilot Food Plant Supervisor/Quality Control Officer
5. Provides requirements agreed upon in the contract	5.1 Schedules the conduct of quality assurance service	PHP 19,600	3 Days	Pilot Food Plant Supervisor/Quality Control Officer
TOTAL:		PHP 24,500	20 Days	

27. Quality Assurance Service with GMP Assessment of 1 Site

Quality assurance service for a company or institute producing food products with Good Manufacturing Practices assessment of one production site.

Office or Division:	Pilot Food Plant
Classification:	Highly Technical
Type of Transaction:	Government to Business / Government to Government (External Client: other government agencies)
Who may avail:	Private Companies/Institutions, All Government Agencies, LGU's, GOCC's and other Government Instrumentalities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of request/intent addressed to the CHE Dean	Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter of request to the CHE Dean	1.1 Receives letter of request.	None	1 Day	Office of the Dean Receiving Staff
2. Waits for response of PFP to the request	2.1 Evaluates request for action of CHE Dean. Forwards approved request to PFP, copy- furnished the FSN	None	2 Days	Office of the Dean Receiving Staff
3. Attends scheduled online appointment with PFP upon approval of request	3.1 Responds to request and schedules appointment with client for technical consultation through email	None	2 Days	Pilot Food Plant Supervisor
4. Signs the <i>conforme</i> upon agreeing to terms indicated in the proposal	4.1 Develops a proposal for quality assurance service with GMP specific to client needs	PHP 7,500	12 Days	Pilot Food Plant Supervisor/Quality Control Officer
5. Provides requirements agreed upon in the contract	5.1 Schedules the conduct of quality assurance service with GMP assessment	PHP 30,000	3 Days	Pilot Food Plant Supervisor/Quality Control Officer
TOTAL:		PHP 37,500	20 Days	



28. Plant Layout Services

Companies or institutes seeking consultation or assistance in establishing a food plant layout.

Office or Division:	Pilot Food Plant			
Classification:	Highly Technical			
Type of Transaction:	Government to Business / Government to Government (External Client: Other government agencies)			
Who may avail:	Private Companies/Institutions, All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request/intent addressed to the CHE Dean		Requesting Party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter of request to the CHE Dean	1.1 Receives letter of request	None	1 Day	Office of the Dean Receiving Staff
2. Waits for response of PFP to the request	2.1 Evaluates request for action of CHE Dean. Forwards approved request to PFP, copy-furnished the DFSN	None	2 Days	Office of the Dean Receiving Staff
3. Receives notification and confirms scheduled technical consultation with PFP.	3.1 PFP receives approved request and notifies client for a scheduled technical consultation.	None	2 Days	Pilot Food Plant Supervisor
4. Attends scheduled technical consultation with PFP ^a . <i>^aTechnical consultations are</i>	4.1 Provides technical consultation and discusses project details with client ^a		1 Day	Pilot Food Plant Supervisor/Quality Control Officer



<p><i>preferably done online through teleconferencing. Client may also visit on-site following strict health protocols.</i></p>				
<p>5. Waits until project proposal is ready</p>	<p>5.1 Develops a project proposal for plant layout service specific to client needs. Seeks internal approval for the proposal.</p>		<p>3 Days</p>	<p>Pilot Food Plant Supervisor/Quality Control Officer</p>
<p>6. Receives and evaluates the project proposal. Signs <i>conforme</i> upon agreeing to proposal terms.</p>	<p>6.1 Sends project proposal to client for review and feedback. Receives signed client <i>conforme</i>.</p>	<p>PHP 1,500</p>		
<p>7. Sends downpayment agreed upon in the contract.</p>	<p>7.1 Receives downpayment and prepares project for implementation</p>	<p>PHP 21,600</p>		
<p>8. Provides requirements agreed upon in the contract.</p> <p>^a <i>Technical consultations are preferably done online through teleconferencing. Client may also visit on-site following strict health protocols.</i></p> <p>^b <i>Requires on-site visit of area assessed for plant layout. Strict health protocols must be followed.</i></p>	<p>8.1 Implement plant layout service^b</p>	<p>PHP 14,400</p>	<p>10 Days</p>	



TOTAL:	PHP 37,500	19 Days	
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29. Shelf-life testing

Shelf-life testing to determine expiration or best before dates for food products

Office or Division:	Pilot Food Plant			
Classification:	Multi-stage system			
Type of Transaction:	Government to Business / Government to Government (External Client: Other government agencies)			
Who may avail:	Private Companies/Institutions, All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request/intent addressed to the CHE Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter of request to the CHE Dean	1.1 Receives letter of request	None	1 Day	Office of the Dean Receiving Staff
2. Waits for response of PFP to the request	2.1 Evaluates request for action of CHE Dean. Forwards approved request to PFP, copy- furnished the DFSN.	None	2 Days	Office of the Dean Receiving Staff
3. Receives notification and confirms scheduled technical consultation with PFP.	3.1 PFP receives approved request and notifies client for a scheduled technical consultation.	None	2 Days	Pilot Food Plant Supervisor
4. Attends scheduled technical	4.1 Provides technical consultation and discuss project	None	12 Days	Pilot Food Plant Supervisor/Quality Control Officer



<p>consultation with PFP^a</p> <p>^a<i>Technical consultations are preferably done online through teleconferencing. Client may also visit on-site following strict health protocols.</i></p>	<p>details with client.^a</p>			
<p>5. Waits until project proposal is ready.</p>	<p>5.1 Develops a project proposal for shelf-life testing specific to product requested by client. Seeks internal approval for the proposal.</p>		<p>3 Days</p>	<p>Pilot Food Plant Supervisor/Quality Control Officer</p>
<p>6. Receives and evaluates the project proposal. Signs conforme upon agreeing to proposal terms.</p>	<p>6.1 Sends project proposal to client for review and feedback. Receives signed client conforme.</p>	<p>PHP 1,500</p>	<p>14 Days</p>	
<p>7. Send downpayment agreed upon in the contract.</p>	<p>7.1 Receives downpayment and prepares project for implementation</p>	<p>PHP 71,100</p>	<p>2 Days</p>	
<p>8. Provides requirements agreed upon in the contract</p>	<p>8.1 Conduct shelf-life testing</p>	<p>PHP 47,400</p>	<p>180^b Days</p>	



TOTAL:	PHP 120,000	216 Days <i>^bMaximum amount of time required to conduct shelf-life testing</i>	
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30. Commercial Sterility Testing

Commercial sterility testing for canned or bottled food products with an expected shelf-life of 6 months or more at ambient temperature

Office or Division:	Pilot Food Plant			
Classification:	Multi-stage System			
Type of Transaction:	Government to Business / Government to Government (External Client: Other government agencies)			
Who may avail:	Private Companies/Institutions, All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request/intent addressed to the CHE Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter of request to the CHE Dean	1.1 Receives letter of request	None	1 Day	Office of the Dean Receiving Staff
2. Waits for response of PFP to the request	2.1 Evaluates request for action of CHE Dean. Forwards approved request to PFP, copy- furnished DFSN	None	2 Days	Office of the Dean Receiving Staff
3. Receives notification and confirms scheduled technical consultation with PFP.	3.1 PFP receives approved request and notifies client for a scheduled	None	2 Days	Pilot Food Plant Supervisor



	technical consultation.			
<p>4. Attends scheduled technical consultation with PFP^a</p> <p>^a<i>Technical consultations are preferably done online through teleconferencing. Client may also visit on-site following strict health protocols.</i></p>	4.1 Provides technical consultation and discuss project details with client. ^a		12 Days	Pilot Food Plant Supervisor/Quality Control Officer
5. Waits until project proposal is ready.	5.1 Develops a project proposal for commercial sterility testing specific to product requested by client. Seeks internal approval for the proposal.	PHP 30,000	3 Days	Pilot Food Plant Supervisor/Quality Control Officer
6. Receives and evaluates the project proposal. Signs conforme upon agreeing to proposal terms.	6.1 Sends project proposal to client for review and feedback. Receives signed client conforme.	PHP 1,500	14 Days	
7. Send downpayment agreed upon in the contract.	7.1 Receives downpayment and prepares project for implementation.	PHP 21,600	2 Days	
8. Provides requirements agreed upon in the contract.	8.1 Conduct commercial sterility testing.	PHP 14,400	90 ^b Days	



TOTAL:	PHP 37,500	126 Days <i>^bMaximum amount of time required to conduct commercial sterility testing</i>	
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31. Internship

For students seeking internship at the Pilot Food Plant

Office or Division:	Pilot Food Plant
Classification:	Complex
Type of Transaction:	Government to Citizen / Government to Government (External Client: Public Schools, State Universities and Colleges)
Who may avail:	Students from public or private academic institutions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request/intent addressed to the CHE Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter of request to the CHE Dean	1.1 Receives letter of request	None	1 Day	Office of the Dean Receiving Staff
2. Waits for response of PFP to the request	2.1 Evaluates request for action of CHE Dean. Forwards approved request to PFP, copy-furnished DFSN	None	2 Days	Office of the Dean Receiving Staff
3. Attends scheduled appointment with PFP upon approval of request ^a <i>^aAppointment with client/s are preferably done online through teleconferencing.</i>	3.1 Responds to request and schedules appointment with client for briefing ^a	None	3 Days	Pilot Food Plant Supervisor



<i>Client/s may also visit on-site following strict health protocols</i>				
4. Comply with requirements discussed from the briefing and begin internship on the agreed schedule ^b ^b Client/s must strictly follow health protocols during internship activities	4.1 Sets schedule for internship activities w/ client	None	3 Days	Pilot Food Plant Supervisor
TOTAL:		None	9 Days	

32. Process Request letter or Invitation as Speaker/ Facilitator

Request to have a resource speaker or facilitator from Department of Hotel, Restaurant, & Institution Management.

Office or Division:	Department of Hotel, Restaurant, & Institution Management			
Classification:	Simple			
Type of Transaction:	Government to Government (External Client: Department/Institute to College)			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request address to the DHRIM Chairman with endorsement of the Faculty in Charge/Head of the Activity of the Department or Institute.		Department or Institute		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to Office of the Department Chairman	1.1 Receives letter of request or invitation	None	1 Day	DHRIM Admin Office Receiving Staff
	1.2 Responses to the		1 Day	



	request through e-mail, text message or phone call.			
TOTAL:		None	2 Days	

33. Issuance of Certification or documents from Department of Hotel, Restaurant, & Institution Management

Request of students and other parties for certification of documents from the Department of Hotel, Restaurant & Institution Management.

Office or Division:	Department of Hotel, Restaurant, & Institution Management			
Classification:	Simple			
Type of Transaction:	Government to Government (External Client: Department/Institute/Admin to Students)			
Who may avail:	Students of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to Department Chairman		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for certification or document to the Office of the Department Chairman	1.1 Receives Letter of request for certification or document	None	1 Day	DHRIM Admin Office Receiving Staff
	1.2 Secures approval of the Department Chairman for the requested document	None	1 Day	
	1.3 Informs the	None	1 Day	



	Requesting Party once the document is ready for pick up			
2. Presents Valid ID as proof of identity	2.1 Issues Certification/ document to the Student	None		
TOTAL:		None	3 Days	

34. Issuance of Certification for Language Proficiency Exam (LPE)

Request of graduating students for a certification of Language Proficiency Exam (LPE)

Office or Division:	Department of Hotel, Restaurant, & Institution Management			
Classification:	Highly technical			
Type of Transaction:	Government to Government (External Client: Department/Institute/Admin to Students)			
Who may avail:	Graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of identity as UP student (ID)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs up for the LPE	1.1 Posts announcement regarding the Schedule of Language Proficiency Exam and the deadline for signing up (60 days posting)		N/A	DHRIM Admin Office Receiving Staff
	1.2 Collates list of students who		1 Day	



	signed up for the examination			
	1.3 Forwards list to Department of European Languages (for European languages) and to Department of Linguistics (for Asian languages)		1 Day	
2. Settles bill at the Department that will conduct the examination	2.1 Updates students regarding the deadline of payment and the date of examination.	(For department of linguistics and European languages declaration only)	2 Days	
3. Takes Language Proficiency Examination	3.1 Waits for the result and certification from the department of linguistics and European languages (if the student passed or failed)		15 Days	
	3.2 Forwards copy of certification		1 Day	



	to Office of the College Secretary			
4. Receives copy of certification	4.1 Gives copy of certification to students who have taken the examination			
TOTAL:		None	20 Days	

35. Interview with HRIM Faculty of CHE

Request of students and other citizens to interview any faculty from Department of Hotel, Restaurant, & Institution Management.

Office or Division:	Department of Hotel, Restaurant, & Institution Management			
Classification:	Complex			
Type of Transaction:	Citizens to Government (External Client: Department to Institutions, students, and individuals)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to Dean and/or Department Chairman		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for interview to Department Secretary (for CHE students) and to Dean (for non-che students)	1.1 Receives request for interview with the HRIM Faculty	None	1 Day	DHRIM Admin Office Receiving Staff
	1.2 Forwards request to Department		1 Day	



	Chairman and Faculty			
	1.3 Evaluates request		2 Days	Department chairman and Faculty members
	1.4 Informs the Requesting Party regarding the decision of the faculty members		1 Day	
TOTAL:		None	5 Days	

36. Use Laboratory Equipment and Utensils/ Facilities

Request of students to use laboratory equipment and utensils/ facilities in the Department of Hotel, Restaurant & Institution Management.

Office or Division:	Department of Hotel, Restaurant, & Institution Management		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	<p>1. Internal Clients:</p> <p>a. DHRIM students, faculty, staff and alumni</p> <p>b. Other CHE students, faculty, staff and alumni</p> <p>2. External Clients:</p> <p>a. UP DilimanCommunity – UPD administration, students, faculty, staff</p> <p>b. General Public</p>		
CHECKLIST OF REQUIREMENTS		ACCOMPLISHED BY	
<p>1. Letter of Request to use laboratory facility addressed to:</p> <p>a. NIML Faculty in-Chargefor Internal Clients</p> <p>b. Department Chairman for External Clients; for endorsement to NIML FIC</p> <p>2. Request Form for NIML Use</p>		Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request Form for NIML Use from Laboratory Technician or DHRIM Secretary	Gives Request Form to the Requesting Party		1 Day	DHRIM Admin Office Receiving and/or Laboratory Technician
2. Fills up Request Form for NIML Use. Indicate if it is income generating and include the list of facilities, kitchen & dining service tools/ equipment to be rented.				
3. Have the form signed accordingly by: <ul style="list-style-type: none"> • Faculty/Person-in-charge of the activity • Faculty-in-charge with NIML Priority (to assure non conflict of activities/ schedules) • Faculty-in-charge of the NIML 				
4. Give the request to the Laboratory Technician to compute rental fee (if any) for the kitchen/dining service tools & eqpt and have it signed.	Receives the request and computes the rental fee for kitchen/ dining service tools & eqpt if any.			DHRIM Laboratory Technician
5. Submits the request to DHRIM Faculty in-Charge of NIML to compute the total fees.			1 day	



<p>(Space rental plus kitchen/dining service tools & eqpt rental)</p> <p>(NIML Space rental including utilities is based on the computation by SPMS)</p>				
<p>6. Submit the Request to the Office of the Department Chairman for approval.</p>	<p>Receives request, have it signed by Department Chairman and return to the requesting party.</p>			<p>DHRIM Admin Office Receiving</p>
<p>7. Pay at the Cash Disbursing Officer of the College.</p>		<p>Depending on the kitchen/ dining service tools & eqpt to be rented (Please see attached) and computation of SPMS for the space rental</p>		
<p>TOTAL:</p>			<p>2 Days</p>	



RENTAL FEE FOR NIML SERVICEWARE

As of March 2020

ITEM	DEPOSIT	PRICE/ RENTAL (per piece)
Oversize plate square	Php 75.00	Php 15.00
Oversize plate round	75.00	15.00
Dinner plate 10"	60.00	12.00
Salad plate	50.00	10.00
Bread and butter plate	30.00	6.00
Soup bowl with underliner	60.00	12.00
Ramekin big	40.00	8.00
Ramekin small	30.00	6.00
Black plate square	30.00	6.00
Congee bowl big	40-.00	8.00
Congee spoon	25.00	3.00
Dinner spoon	25.00	2.00
Dinner fork	25.00	2.00
Dinner knife	25.00	2.00
Dessert spoon	25.00	2.00
Dessert fork	25.00	2.00
Butter knife	25.00	2.00
Serving spoon	30.00	6.00
Serving fork	30.00	6.00
Soup ladle any size	30.00	6.00
Ice cream scoop any size	50.00	10.00
Bar tray rubber/ steal	80.00	16.00
Soup spoon	25.00	2.00
pitcher	60.00	12.00
Aluminum tray	40.00	8.00
Tier tray 3 layer	100.00	20.00
Tier tray metal with plate	100.00	20.00
Stainless bowl any size	50.00	10.00
Tongs	25.00	4.00
Water goblet	50.00	10.00



All purpose wine glass	70.00	14.00
Hi-ball (10 oz)	50.00	10.00
Hi-ball (8 oz)	35.00	7.00
Shot glass	20.00	4.00
Coffee percolator		300.00
Chafing dish rectangular		600.00
Chafing dish oval		600.00
Chafing dish square		350.00
Chafing dish round		350.00
Cooler ice chest	300.00	150.00
Coleman jug (5 gal)	200.00	100.00
Water jug blue (5 gal)	160.00	80.00

37. Catering quotations and proposals for clients

Request of private institutions and other UP units for catering quotations and proposals.

Office or Division:	Tearoom, College of Home Economics			
Classification:	Simple			
Type of Transaction:	Government to Private Institution or Government to Government (External Client: Department to Citizens)			
Who may avail:	Private institutions and other UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for quotation and or proposal from engager.		Tearoom		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a quotation and/or proposal either through written letter (email), phone call, or in person	1.1 Upon receipt of request form client, Tearoom supervisor drafts a quotation and/or proposal; and sends files to	None	2 Days	Tearoom Supervisor



	potential client			
TOTAL:		None	2 Days	

38. Orientation of student affiliates

Conduct of orientation to newly deployed student affiliates from BSHRIM and UPIS Students in the Tearoom.

Office or Division:	Tearoom			
Classification:	Simple			
Type of Transaction:	Government to Citizen or Government to Government (External Client: Department to Citizens (Students))			
Who may avail:	BS HRIM and UPIS students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For BS HRIM students, class list provided by the teacher- in- charge of the class 2. For UPIS students, letter of application/ intent and endorsement from the UPIS teacher-in-charge		1. CRS; file from the teachers 2. UPIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Whole class or group of student OJT schedules an appointment with Tearoom faculty-in-charge and Tearoom supervisor	1.1 Tearoom faculty-in-charge and Tearoom supervisor schedules a specific dayfor the orientation	None	2 Days	Tearoom faculty-in-charge and Tearoom supervisor
TOTAL:		None	2 Days	



39. Scheduling of student affiliates

Qualifying of BS HRIM and UPIS students for student affiliations or internship the Tearoom, College of Home Economics.

Office or Division:	Tearoom			
Classification:	Complex			
Type of Transaction:	Government to citizens (students) (External Client: Tearoom or Department to citizens.			
Who may avail:	BS HRIM and UPIS students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Qualifying exam for Tearoom affiliation (only for BS HRIM students) 2. Available schedule of students		1. Tearoom 2. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Each student of the BS HRIM program takes the qualifying exam for the affiliation	1.1 The Tearoom supervisor administers the qualifying exam to each of the BS HRIM students who will affiliate in the Tearoom	None	7 Days	Tearoom Supervisor
	1.2 The Tearoom supervisor provides each affiliate or OJT student a timecard for their perusal			
2. Each student OJT plots his affiliation time in the schedule sheet	2.1 The Tearoom supervisor makes the schedule			



	sheet available to the students and counter-checks the schedule plotted			
3. OJT/student affiliate fills out a timecard to be used each time he or she reports for duty				
TOTAL:		None	7 Days	

40. Monitoring of student affiliates

Monitoring of BHRIM and/r UPIS student affiliates through daily-time record by the Tearoom, College of Home Economics.

Office or Division:	Tearoom			
Classification:	Complex			
Type of Transaction:	Government to citizens (students) (External Client: Tearoom or Department to citizens.			
Who may avail:	BS HRIM and UPIS students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily time record or timecard for each student affiliate		Tearoom staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures timecard from the Tearoom supervisor	1.1 Tearoom supervisor or designated Tearoom staff countersigns each log-in and log-out of students reporting for duty	None	1 Day	Tearoom Supervisor and designated Tearoom staff



2. Logsin and out each time the student reports for duty	2.1 Tearoom staff members mentor the student affiliates			
3. Each student goes to assigned area and trains under a mentor for that area			1 Day	
TOTAL:		None	2 Days	

41. Evaluation of student affiliates

Evaluation of BHRIM and/or UPIS student affiliates by the Tearoom, College of Home Economics.

Office or Division:	Tearoom			
Classification:	Highly technical			
Type of Transaction:	Government to citizens (students) (External Client: Tearoom or Department to citizens.			
Who may avail:	BS HRIM and UPIS students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and countersigned timecard 2. Summary of attendance (per student) 3. Reflection paper 4. ID picture		1. Tearoom 2. Tearoom 3. Requesting Party 4. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Each student affiliate submits the accomplished timecard, summary of attendance, a reflection paper, and an ID picture to the Supervisor	1.1 The Tearoom supervisor evaluates each student affiliate based on his or her	None	14 Days	Tearoom Supervisor; Tearoom staff; Tearoom Faculty-in-Charge



	attendance and quality of work output based on the evaluation by each Tearoom staff who has mentored the student			
	1.2 The Tearoom Supervisor forwards the grades to the respective subject teachers and or school coordinator (for UPIS students)			
TOTAL:		None	14 Days	



College of Science (CS)

External Services



Computational Science Research Center (CSRC)

External Services



1. General Requests (Basic Requests)

Basic requests regarding Room Rentals

Office or Division:	Computational Science Research Center
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Students; Scientists; Mathematicians; Statisticians; All Government Agencies, LGU's, GOCC's and other Government Instrumentalities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. CSRC Service Desk Ticket / Email Request 2. Reservation Form 3 	<ol style="list-style-type: none"> 1. Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/ 2. CSRC Admin. Office; Online https://csrc.science.upd.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under a specific topic and submit online or visit the CSRC office. <p>If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff who is present, if</p>	<ol style="list-style-type: none"> 1. Review and receive accomplished form <p>A ServiceDesk System ticket confirmation email will be provided.</p>	None	1 Hour (for basic requests)	For Service Desk Help Topics under CSRC / Admin: <i>Administrative Officer</i> Administrative Section



needed. Otherwise, An email may be sent to staff.csrc@science.upd.edu.ph Provide details.				
2. Discussion of the nature and details of the request. An exchange of emails may be needed during the pandemic as office personnel may not be on site.	2. Checking of room availability and other equipment(s) An exchange of emails may be needed.	None	5 hours	<i>Administrative Officer / ICT Assistant</i> Administrative and Technical Section
	2.1. Checking/evaluation of software to be installed An exchange of emails may be needed.	None	1 Day	<i>Computer Programmer III</i> <i>ICT Assistant</i> Technical Section
	2.2. Preparation of quotation	Refer to the Table of Rates below	1 Hour	<i>Administrative Officer</i> Administrative Section
	2.3. Verification and approval or denial of the request	None	2 Days	<i>Program Director</i> Administrative Section
	2.4. Sending of quotation and guidelines for the use of CSRC facilities to client	None	30 Minutes	<i>Administrative Officer</i> Administrative Section
3. Ocular and confirmation of reservation	3. Wait for the ocular schedule and final	None	(Pause-clock)	<i>Requesting party</i>



	confirmation of room reservation			
	3.1. Issuance of Statement of Account after confirmation of reservation is received	Refer to the Statement of Account sent	30 Minutes	<i>Administrative Officer Administrative Section</i>
4. Payment of fees	4. Wait for the Official Receipt copy from the requesting party	Refer to the Official Receipt	(Pause-clock)	<i>Requesting party / Cashier UPD Cash Office</i>
5. Provision of needed software	5. Installation of required software. This may need to be scheduled as needed personnel(s) are advised to go to the office only once a week.	None	1 Day	<i>Requesting Party / ICT Assistant Technical Section</i>
	5.1. Testing of software installed. This may need to be scheduled as needed personnel(s) are advised to go to the office only once a week.	None	2 Days	<i>Requesting Party / ICT Assistant Technical Section</i>
	5.2. Provision of technical support to client	None	Duration of event	<i>Computer Programmer III / Senior Administrative Assistant II / ICT</i>



				Assistant Technical Section
TOTAL:		None	7 Days	

Table of Rates

Venue Rental		Amenities	Computer Lab 1	Classroom Lab 4	Open area	Teleconferencing room
			with computers (Capacity 40)	with tables and chairs (cap:60-80)	with tables and chairs and ceiling fans (cap:40-50)	(with internet connection, laptop and projector) (cap:20)
Block 1	8:00am - 12:00nn	Room with AC	PHP 3,800.00	PHP 3,600.00	PHP 1,500.00	PHP 2,500.00
	8:00am - 12:00nn	Projector	PHP 600.00	PHP 600.00	PHP 600.00	
	8:00am - 12:00nn	Own Projector	PHP 300.00	PHP 300.00	PHP 300.00	
	8:00am - 12:00nn	Sound system	PHP 400.00	PHP 400.00		
	8:00am - 12:00nn	Desktop Computer	PHP 4,800.00			
Block 2	1:00pm - 5:00pm	Room with AC	PHP 3,800.00	PHP 3,600.00	PHP 1,500.00	PHP 2,500.00
	1:00pm - 5:00pm	Projector	PHP 600.00	PHP 600.00	PHP 600.00	
	1:00pm - 5:00pm	Own Projector	PHP 300.00	PHP 300.00	PHP 300.00	
	1:00pm - 5:00pm	Sound sytem	PHP 400.00	PHP 400.00		



	1:00pm - 5:00pm	Desktop Computer	PHP 4,800.00			
Block 3	5:00pm - 8:00pm	Room with AC	PHP 3,420.00	PHP 3,240.00	PHP 1,350.00	PHP 2,250.00
	5:00pm - 8:00pm	Projector	PHP 540.00	PHP 540.00	PHP 540.00	
	5:00pm - 8:00pm	Own Projector	PHP 270.00	PHP 270.00	PHP 270.00	
	5:00pm - 8:00pm	Sound system	PHP 360.00	PHP 360.00		
	5:00pm - 8:00pm	Desktop Computer	PHP 4,320.00			
Technical and utility services	5:00pm - 8:00pm		PHP 1,250.00 / time block	PHP 1,250.00 / time block	PHP 1,250.00 / time block	PHP 1,250.00 / time block

** Prices may change without prior notice.

2. Technical Requests - Access to Network or to Existing Application Systems by Citizens

Requests related to access to CS Network or to Application Systems and similar I.T. matters

Office or Division:	Computational Science Research Center
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Students; Scientists; Mathematicians; Statisticians; All Government Agencies, LGU's, GOCC's and other Government Instrumentalities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<p>1. CSRC Service Desk Ticket / Email Request 2. Technical Assistance Form 2</p>	<p>1. Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/ 2. CSRC Admin. Office; Online https://csrc.science.upd.edu.ph</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under a specific topic and submit online or visit the CSRC office.</p> <p>If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff who is present. Otherwise, An email may be sent to staff.csrc@science.upd.edu.ph</p> <p>Provide details.</p>	<p>1. If needed, CSRC personnel is to contact the client to gather details of the request and inform of other possible requirements.</p> <p>A ServiceDesk System ticket confirmation email will be provided.</p>	None	1 Hour (for basic requests)	<p>For Service Desk Help Topics under “CSRC / IT Support” or “CS Network”:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i></p>
	<p>1.1. Check availability of resources and notify client of unavailability of resources and deny request, if in case.</p> <p>This may need to be scheduled if physical presence at the office is needed.</p>	None	1 Day	<p>For Service Desk Help Topics under CSRC / CS Network:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i></p>



	1.2. Notify client of unavailability of resources and deny request, if in case	None	1 Hour	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
	1.3. Admin Staff to prepare needed documents, if applicable, and notify client for signing	None	4 Hours	<i>Administrative Officer – Administrative Section</i>
2. Sign any needed document(s) if applicable This may need to be scheduled if physical presence at the office is needed.	2. Plan on required resources and infrastructure	None	1 Hour	<i>Requesting Party / Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
	2.1. Setup of physical/logical/software platform, onsite or offsite This may need to be scheduled if physical presence at the office is needed.	None	1 Day	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
	2.2. Testing of base platform	None	4 Hours	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>



3. Verification of working platform based on request	3. Testing and monitoring	None	1 Day	<i>Requesting Party / Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
TOTAL:		None	4 Days, 4 Hours	

3. Technical Requests - Access to Existing Application Systems by Government Institutions

Requests related to access to Application Systems and similar I.T. matters

Office or Division:	Computational Science Research Center
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Government Agencies, LGU's, GOCC's and other Government Instrumentalities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CSRC Service Desk Ticket / Email Request 2. Technical Assistance Form 2	1. Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/ 2. CSRC Admin. Office, Online https://csrc.science.upd.edu.ph



CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under a specific topic and submit online or visit the CSRC office.</p> <p>If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff who is present. Otherwise, An email may be sent to staff.csrc@science.upd.edu.ph</p> <p>Provide details.</p>	<p>1. If needed, CSRC personnel is to contact the client to gather details of the request and inform of other possible requirements.</p> <p>A ServiceDesk System ticket confirmation email will be provided.</p>	None	1 Hour (for basic requests)	<p>For Service Desk Help Topics under “CSRC / IT Support” or “CS Network”:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i></p>
	<p>1.1. Check availability of resources and notify client of unavailability of resources and deny request, if in case.</p> <p>This may need to be scheduled if physical presence at the office is needed.</p>	None	1 Day	<p>For Service Desk Help Topics under CSRC / CS Network:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i></p>
	<p>1.2. Notify client of unavailability of resources and deny request, if in case.</p>	None	1 Hour	<p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Administrative</i></p>



				Officer Technical and Administrative Section
	1.3. Admin Staff to prepare needed documents, if applicable, and notify client for signing	None	4 Hours	Administrative Officer Administrative Section
2. Sign any needed document(s) if applicable. This may need to be scheduled if physical presence at the office is needed.	2. Plan on required resources and infrastructure	None	1 Hour	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
	2.1. Setup of physical/logical/software platform, onsite or offsite. This may need to be scheduled if physical presence at the office is needed.	None	1 Day	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
	2.2 Testing of base platform	None	4 Hours	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
3. Verification of working platform based on request	3. Testing and monitoring	None	2 Days	<i>Requesting Party / Computer Programmer III / Senior Administrative Assistant II / ICT</i>



				Assistant Technical Section
TOTAL:		None	4 Days, 4 hours	



Institute of Environmental Science & Meteorology (IESM)

External Services



1. Internship/Science Immersion Program (SIP)

Request of Senior High School, State Colleges and/or Universities with Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU) with the University of the Philippines for Internship/Science Immersion Program (SIP).

Office or Division:	Institute of Environmental Science & Meteorology (IESM)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Educational Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Institute Director to accommodate students for SIP with complete details: <ul style="list-style-type: none"> 1. List of Student 2. 1x1 photo for I.D. 3. Schedule of internship/SIP activities 		Requesting Party		
2. Copy of Memorandum of Agreement/ Understanding (MOA/MOU) with the University of the Philippines Diliman signed by the UPD Chancellor		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of request with complete details and requirements	1. Receive letter of request with complete requirements	None	5 Minutes	<i>Receiving Personnel</i> IESM Administrative Office
	1.1. Forward letter of request and document requirements to the Director for instructions and approval		4 Hours	<i>Administrative Officer</i> IESM Administrative Office



	1.2. Forward to Deputy Director for Research & Extension for coordination with the IESM Faculty Members that will accommodate students		3 Days	<i>Deputy Director for Academic Affairs</i> IESM Administrative Office
	1.3. Deputy Director for Research & Extension discuss with the Requesting Party		1 Day	<i>Deputy Director for Research & Extension</i> IESM Administrative Office
. Wait for confirmation of schedule and laboratoy assignment	2. Release schedule of internship to Requesting Party		1 Hour	<i>Releasing personnel</i> IESM Administrative Office
. Confirm to proceed with the SIP	3. Confirm schedules to assigned laboratory		1 Day	<i>Deputy Director for Research & Extension</i> IESM Administrative Office
	OTAL:		5 Days, 5 Hours, 5 Minutes	

2. Request for Laboratory Tour

Request of other Schools/Colleges/Universities for Laboratory Tour

Office or Division:	Institute of Environmental Science & Meteorology (IESM)	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	Educational Institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



Letter of request with with complete details (number of guests, target date and other details of the Study/Lab Tour)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Receive letter of request with complete details	None	5 minutes	Receiving Personnel IESM Administrative Office
	1.1. Evaluate request for approval of the Director		30 Minutes	Administrative Officer IESM Administrative Office
	1.2. Forward to Director for instructions and approval		1 Day	Administrative Officer IESM Administrative Office
	1.3. Forward instructions and approval to all concerned laboratories for scheduling of visit		1 Day	Laboratory Coordinator and Research Assistant IESM Laboratory assigned
1. Wait for approval and schedule of visit/tour	2. Director communicate the approval and schedule of visit/tour		1 Day	Laboratory Coordinator and Research Assistant IESM Laboratory assigned
TOTAL:		None	3 Days, 35 Minutes	

3. Reservation for use of facility and/or Equipment*

Request of IESM students to use facilities and/or equipment

Office or Division:	Institute of Environmental Science & Meteorology (IESM)
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	UP Offices, UP organizations and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter, endorsed by Thesis/Program Adviser	1. Received request letter	None	5 Minutes	<i>Receiving Personnel</i>
2. Wait for approval	2. Assess purpose of request for approval		1 Day	<i>Head of Unit</i>
	3. Issuance of approval of request		5 Minutes	<i>Releasing Personnel</i>
	TOTAL:	None	1 Day 10 Minutes	

Type of Service: Internal/External

4. Rental of Facilities (Auditorium, Classroom, etc.)*

Request of clients for use of IESM facilities

Office or Division:	Institute of Environmental Science & Meteorology (IESM)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Offices, UP organizations and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Request Letter		Requesting Party		
3. Reservation and Rental Form		IESM Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with accomplished reservation and rental form	1. Received request letter and rental form with complete details	(See Table of Rates below)	5 Minutes	<i>Receiving Personnel</i>



1.1 Endorsed and signed by Supervisor or Head of Unit				
	2. Check and/or reserve facility, if available		10 Minutes	
2. Wait for billing statement	3. Prepare billing statement		1 Day	<i>Administrative Officer</i>
3. Process payment through Disbursement Voucher or Cash/Check	4. Payment at Diliman Cash Office		Pause-Clock	
4. Submit proof of payment (copy of disbursement voucher or official receipt)	5. Issuance of approval/ confirmation of rental services		5 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	1 Day 20 Minutes	

Table of Rates

Facilities/Equipment	Rate (UP client)	Rate (Non-UP client)
Auditorium [1 st three (3) hours] (sound system & 2 LCD projectors included)	PHP 6,500.00	PHP 8,500.00
--succeeding hour	PHP 1,500.00/hr	PHP 2,000.00/hr
Classroom [1 st three (3) hours] (1 st flr, 35pax, with projector, airconditioned)	PHP 3,000.00	PHP 5,000.00
--succeeding hour	PHP 1,000.00/hr	PHP 1,500.00/hr
Classroom [1 st three (3) hours] (2 nd flr, 20pax, with projector, airconditioned)	PHP 2,000.00	PHP 4,000.00
--succeeding hour	PHP 1,000.00/hr	PHP 1,500.00/hr
Lobby [1 st three (3) hours]	PHP 2,000.00	PHP 5,000.00
--succeeding hour	PHP 1,000.00/hr	PHP 1,500.00/hr
2 nd floor Lounge (airconditioned) [1 st three (3) hours]	PHP 3,000.00	PHP 5,000.00
--succeeding hour	PHP 1,000.00/hr	PHP 1,500.00/hr
Technical and Maintenance Staff Fee (if beyond office hours, max. 4 hrs)	PHP 500.00/staff	PHP 500.00/staff

*Temporarily suspended due to quarantine. Resumption of these services will be posted on www.iesm.sciemce.upd.edu.ph



School of Library and Information Studies (SLIS)

External Services



1. Issuance of Certification:

Candidacy for Graduation

Office or Division:	School of Library and Information Studies (SLIS)			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Student)			
Who may avail:	SLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Staff-In-Charge Office of the College Secretary
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	4 Days	



2. Issuance of Certification:

Completion of Academic Requirements

Office or Division:	School of Library and Information Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Student)			
Who may avail:	SLIS Student			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>	Office of the College Secretary			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	1 Day	Staff-In-Charge Office of the College Secretary
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	3 Days	



3. Issuance of Certification:

Curriculum Weighted Average (CWA)

Office or Division:	School of Library and Information Studies			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Student)			
Who may avail:	SLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	<i>Staff-In-Charge</i> Office of the College Secretary
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	4 Days	



4. Issuance of Certification:

Earned and Remaining Units

Office or Division:	School of Library and Information Studies			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Student)			
Who may avail:	SLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Staff-In-Charge Office of the College Secretary
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	5 Days	

5. Issuance of Certification:

Current Enrollment/*bona fide* student

Office or Division:	School of Library and Information Studies
Classification:	Simple
Type of Transaction:	Government to Citizen (External Client: Student)
Who may avail:	SLIS Student



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	1 Day	Staff-In-Charge Office of the College Secretary
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	3 Days	

6. Issuance of Certification:

General Weighted Average (GWA)

Office or Division:	School of Library and Information Studies		
Classification:	Complex		
Type of Transaction:	Government to Citizen (External Client: Student)		
Who may avail:	SLIS Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Staff-In-Charge Office of the College Secretary
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	5 Days	

7. Issuance of Certification:

Good Moral Character

Office or Division:	School of Library and Information Studies
Classification:	Simple
Type of Transaction:	Government to Citizen (External Client: Student)
Who may avail:	SLIS Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	1 Day	Staff-In-Charge Office of the College Secretary



2. Receives requested certification	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	3 Days	

8. Issuance of Certification:

Honorific Scholarship (College Scholar)

Office or Division:	School of Library and Information Studies
Classification:	Complex
Type of Transaction:	Government to Citizen (External Client: Student)
Who may avail:	SLIS BLIS Student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	5 Days	



9. Issuance of Certification:

Honorific Scholarship (University Scholar)

Office or Division:	School of Library and Information Studies			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Student)			
Who may avail:	SLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	4 Days	

10. Issuance of Certification:

Scholastic/ Academic Standing

Office or Division:	School of Library and Information Studies
Classification:	Complex
Type of Transaction:	Government to Citizen (External Client: Student)



Who may avail:	SLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	4 Days	

11. Issuance of Certification:

Term Expected to Graduate

Office or Division:	School of Library and Information Studies
Classification:	Complex
Type of Transaction:	Government to Citizen (External Client: Student)
Who may avail:	Student
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>	
Office of the College Secretary	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	5 Days	

12. Issuance of Certification:

True Copy of Grades

Office or Division:	School of Library and Information Studies			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Student)			
Who may avail:	SLIS Student (up to one year after graduation only)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	Office of the College Secretary Staff-In-Charge



2. Receives requested certification	2. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	5 Days	

13. Issuance of Certification:

Year Level Standing

Office or Division:	School of Library and Information Studies			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Student)			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary <i>Online process: via email and dedicated Google Forms</i>	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	2 Days	<i>Office of the College Secretary Staff-In-Charge</i>
2. Receives requested certification	2. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA 10931	5 Days	



14. Processing:

Application for Admission (Graduate)

Office or Division:	School of Library and Information Studies			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (External Client: Student Applicant)			
Who may avail:	Graduate Student Applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application Form 2. GWA Requirement/Certification 3. PSA Birth Certificate - original and photocopy 4. Transcript of Records – original and photocopy 5. Application Letter 6. Recommendation Letters 7. OCG Aptitude Test 8. Essay 9. Interview 10. UHS Medical Certificate – original and photocopy <p><i>For online process, dedicated forms are available via the unit's official website and OCS email. Document submissions are initially in soft copy; hard copy originals are required to be submitted by the OUR at a later time. Essays and interviews are conducted via Zoom.</i></p> <p><i>Currently, OCG Aptitude Test is unavailable from OCG, since quarantine</i></p>		<ol style="list-style-type: none"> 1. Office of the College Secretary 2. Student's Home Unit 3. Philippine Statistics Authority 4. Student's University/School 5. Student 6. Student's Professor and Employer 7. Office of Counseling and Guidance 8. SLIS 9. SLIS 10. University Health Service 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form with necessary documents at the Office of the College Secretary	1. Receives application with necessary documents	PHP 200.00	2 Days	Office of the College Secretary Staff-In-Charge



2. Takes OCG Aptitude Test	2. Awaits results from OCG	PHP 200.00	10 Days	Office of Counseling and Guidance Staff-In-Charge
3. Attends essay and interview day	3. Processes evaluation; Releases results	None	8 Days	Faculty and Office of the College Secretary Staff-In-Charge
TOTAL:		PHP 400.00 Per application	20 Days	

15. Processing:

Admission (Undergraduate – Shiftee)

Office or Division:	School of Library and Information Studies	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen (External Client: Student Applicant)	
Who may avail:	Student Applicant who has earned at least 33 academic units	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Application Form 2. LIS Introductory Courses 3. GWA/CWA Certification 4. Birth Certificate – if none at the UPD OUR yet – original and photocopy 5. True Copy of Grades – original and photocopy 6. Application Letter 7. OCG Aptitude Test 8. Certification of Good Moral Character 9. OSE Clearance 10. Essay 11. Interview 12. Permit to Transfer – upon acceptance 13. College Clearance – upon acceptance 14. Medical Certificate if with health concerns – original and photocopy <p><i>For online process, dedicated forms are available via the unit's official website and OCS email.</i></p>	<ol style="list-style-type: none"> 1. Office of the College Secretary 2. SLIS 3. Student's Home Unit 4. Philippine Statistics Authority 5. Student's Home Unit 6. Student 7. Office of Counseling and Guidance 8. Student's Home Unit 9. Office of Student Ethics 10. SLIS 11. SLIS 12. Student's Home Unit 13. Student's Home Unit 14. University Health Service 	



<p><i>Document submissions are initially in soft copy; hard copy originals are required to be submitted by the OUR at a later time. Essays and interviews are conducted via Zoom.</i></p> <p><i>Currently, OCG Aptitude Test is unavailable from OCG, since quarantine</i></p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form with necessary documents at the Office of the College Secretary	1. Receives application with necessary documents	PHP 100.00	2 Days	Office of the College Secretary Staff-In-Charge
2. Takes OCG Aptitude Test	2. Awaits results from OCG	PHP 100.00	10 Days	Office of Counseling and Guidance Staff-In-Charge
3. Attends essay and interview	3. Processes evaluation; Releases results	None	8 Days	Faculty and Office of the College Secretary Staff-In-Charge
TOTAL:		PHP 200.00 Per application if not covered by RA 10931	20 Days	

16. Processing:

Admission (Undergraduate – Transferee 1)

Office or Division:	School of Library and Information Studies
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (External Client: Student Applicant)
Who may avail:	Student Applicant who has earned at least 30 academic units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Application Form LIS Introductory Courses 	<ol style="list-style-type: none"> Office of the College Secretary SLIS Student's Home Unit



- | | |
|---|--|
| <ol style="list-style-type: none"> 3. GWA/CWA Certification 4. Birth Certificate – if none at the UPD OUR yet – original and photocopy 5. True Copy of Grades – original and photocopy 6. Application Letter 7. OCG Aptitude Test 8. Certification of Good Moral Character 9. OSE Clearance 10. Essay 11. Interview 12. Permit to Transfer – upon acceptance 13. College Clearance – upon acceptance 14. Medical Certificate - original and photocopy | <ol style="list-style-type: none"> 4. Philippine Statistics Authority 5. Student’s Home Unit 6. Student 7. Office of Counseling and Guidance 8. Student’s Home Unit 9. Office of Student Ethics 10. SLIS 11. SLIS 12. Student’s Home Unit 13. Student’s Home Unit 14. University Health Service |
|---|--|

For online process, dedicated forms are available via the unit’s official website and OCS email. Document submissions are initially in soft copy; hard copy originals are required to be submitted by the OUR at a later time. Essays and interviews are conducted via Zoom.

Currently, OCG Aptitude Test is unavailable from OCG, since quarantine

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form with necessary documents at the Office of the College Secretary	1. Receives application with necessary documents, including OCG Test Results	PHP 200.00 per application if not covered by RA 10931	5 Days	Staff-In-Charge Office of the College Secretary
2. Takes UHS Medical Tests	2. Awaits results from UHS	None	5 Days	Staff-in-Charge UHS
3. Attends essay and interview	3. Processes evaluation;	None	10 Days	Faculty and Staff-In-Charge Office of the College Secretary Staff-In-Charge



	Releases results			
	TOTAL:	PHP 200.00 per application if not covered by RA 10931	20 Days	

17. Processing:

College Clearance

Office or Division:	School of Library and Information Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Student Applicant)			
Who may avail:	SLIS Student transferring or shifting out			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Admission (NOA) Form from accepting unit 2. College Clearance Form <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		1. Student's Home Unit 2. Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents NOA Form 2. Secures College Clearance Form	1. Evaluates for clearance	None	1 Day	Staff-In-Charge Office of the College Secretary
2. Takes Clearance to Departments/ Offices concerned	2. Signs as cleared	None	2 days	
TOTAL:		None	3 Days	



18. Processing:

Permit to Overload

Office or Division:	School of Library and Information Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Student Applicant)			
Who may avail:	BLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Semestral GWA requirement 2. Permit to Overload Form <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Permit to Overload Form	1. Evaluates student standing	None	1 Day	Staff-In-Charge Office of the College Secretary
2. Receives permit with action	2. Issues Permit with action	None	1 Day	
TOTAL:		None	2 Days	

19. Processing:

Permit to Transfer

Office or Division:	School of Library and Information Studies			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Student Applicant)			
Who may avail:	SLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Admission Form 2. College Clearance <i>For online process, dedicated forms are available via the</i>		Student's Accepting Unit Office of the College Secretary		



<i>unit's official website and OCS email</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Notice of Admission and duly processed College Clearance	1. Evaluates request	None	2 Days	Staff-In-Charge Office of the College Secretary
2. Receives Permit to Transfer	2. Issues Permit to Transfer	None	2 Days	
TOTAL:		None	4 Days	

20. Processing:

Permit to Underload

Office or Division:	School of Library and Information Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Student Applicant)			
Who may avail:	BLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of reason for underloading 2. Permit to Underload Form <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		1. Requesting Student 2. Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Permit to Underload Form	1. Evaluates student standing	None	1 Day	Staff-In-Charge Office of the College Secretary
2. Receives Permit	2. Issues Permit with action	None	1 Day	
TOTAL:		None	2 Days	



21. Processing:

Readmission from Absence Without Leave (AWOL)

Office or Division:	School of Library and Information Studies			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (External Client: Student Applicant)			
Who may avail:	SLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent / appeal to return from AWOL with necessary attachments 2. University Health Service Medical Certificate – original and photocopy 3. Office of Counseling and Guidance approval <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		1. Requesting Student 2. University Health Service 3. Office of Counseling and Guidance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent / appeal to return from AWOL with necessary attachments 2. Processes for University Health Service (UHS) Medical Certificate 3. Seeks Office of Counseling and Guidance (OCG) Approval	1. Evaluates student standing 2. Considers UHS Certification 3. Considers OCG Action	PHP 225.00	10 Days	1. Staff-In-Charge Office of the College Secretary or Office of Graduate Studies 2. Staff-In-Charge University Health Service 3. Staff-In-Charge Office of Counseling and Guidance
		None	10 Days	
TOTAL:		PHP 225.00	20 Days	



22. Processing:

Return from Leave of Absence (LOA)

Office or Division:	School of Library and Information Studies			
Classification:	Complex			
Type of Transaction:	Government to Citizen (External Client: Student)			
Who may avail:	SLIS Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent / appeal to return from LOA with Return from LOA Form and necessary attachments 2. University Health Service Medical Certificate – original and photocopy – if LOA is more than one (1) semester or if reason for LOA is due to health concerns 3. Office of Counseling and Guidance approval <i>For online process, dedicated forms are available via the unit's official website and OCS email</i>		4. Requesting Student & Office of the College Secretary 5. University Health Service 6. Office of Counseling and Guidance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent / appeal to return from LOA with Return from LOA Form and necessary attachments 2. Processes for University Health Service Medical Certificate, if applicable 3. Seeks Office of Counseling and Guidance approval, if necessary	1. Receives request and Form and processes as necessary up to CRS untagging from LOA status 2. Considers UHS Certification 3. Considers OCG Action	None	5 Days	1. <i>Staff-In-Charge</i> Office of the College Secretary 2. <i>Staff-In-Charge</i> University Health Service 3. <i>Guidance Staff-In-Charge</i> Office of Counseling and Guidance
TOTAL:		None	5 Days	



School of Statistics (STAT)

External Services



1. Statistical Consultancy Services

Statistical consultancy service is offered to walk-in clients.

Office or Division:	School of Statistics			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Private Government to Citizen Government to Business			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consulting Form		Office of the Director for Extension Services		
2. Research Proposal		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the consulting form	1. Receive the accomplished form	None	1 Day	<i>University Research Associate II Office of the Director for Extension Services</i>
2. Submit the research proposal	2. Set an initial meeting between the client and the consultant	None	5 Days	<i>University Research Associate II Office of the Director for Extension Services</i>
3. Meet with person in-charge (online)	3. Meet with client	None	1 hr	<i>University Research Associate II Office of the Director for Extension Services Faculty Member</i>
	Proceed with analyses/ required processing	Depends* <i>*based on complexity of analyses; sometimes School provides free service</i>	5 Days	<i>Faculty Member</i>
4. Meet with person in-charge (online or face-to-face)	4. Meet with client	None	3 hrs	<i>Faculty Member</i>
TOTAL:		None	15 Hours	



2. Statistical Consultancy Services under Stat 290

Consultancy services under Stat 290 Statistical Consulting may be offered for free, depending on the requirements of the class and/or the class size (or number of students handling research projects). Commonly approved for free consulting are for those seeking statistical consultancy for research/academic projects (e.g., theses, research papers).

Office or Division:	School of Statistics			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Private Government to Citizen Government to Business			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consulting Form		Office of the Director for Extension Services		
2. Research Proposal		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the consulting form	1. Receive the accomplished form	None	1 Day	<i>University Research Associate II</i> Office of the Director for Extension Services
2. Bring the research proposal	2. Set an initial meeting between the client and the consultant	None	3 Days	<i>University Research Associate II</i> Office of the Director for Extension Services
3. Meet with person in-charge (online)	3. Meet with client	None	1 Hour	<i>University Research Associate II</i> Office of the Director for Extension Services <i>Faculty Member</i>
	Proceed with analyses/ required processing	None	5 Days	<i>Faculty Member</i>
4. Meet with person in-charge (online or face-to-face)	4. Meet with client	None	3 Hours	<i>Faculty Member</i>
TOTAL:		None	9 Days, 4 Hours	



Social Sciences and Law Cluster



Asian Center External Services



1. Comprehensive Examinations: MA

How to apply for the MA comprehensive exam (paperwork only, excluding the taking of and preparations for the exams)

Office or Division:	UP Asian Center, Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All students of the Asian Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all coursework		Requesting Party		
2. Completion of language requirement				
3. Letter of intent-to-take Comprehensive Examination form (CE.01)		Asian Center website (www.ac.upd.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student/applicant will submit the completed forms (CE.01).	1. Process application, constitute comprehensive exam panel, obtain exam questions, and remind student of the schedule	None	20 Days	<i>Receiving Personnel</i> Office of the College Secretary
	TOTAL	None	20 Days	

2. Constitution of Thesis Committee and Panel: MA

How to apply for the MA Constitution of Thesis Committee

Office or Division:	UP Asian Center, Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All students of the Asian Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Constitution of thesis panel form (ACform-Th1), inclusive of Forms A, B, C, and D		Room 203, Asian Center, OCS or at the Asian Center website (downloadable form)		
2. Consultations with prospective panel members and thesis adviser		Via email		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill up and sign the thesis panel form	1. OCS guide the student in completing form	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>
2. Ask program adviser to sign the form	2. Program Adviser signs the form and OCS to assist and returns form to student	None	5 Days	<i>Program Adviser Receiving Personnel Office of the College Secretary</i>
3. Ask for the signature of his/her thesis adviser	3. Thesis adviser signs and OCS to assist and returns form to student	None	2 Days	<i>Thesis Adviser Receiving Personnel Office of the College Secretary</i>
4. Ask for signature of the dean for the forms A & B	4. Dean signs and instructs OCS to assist and return signed forms.	None	2 Days	<i>Dean Receiving Personnel Office of the College Secretary</i>
5. Ask thesis adviser to accomplish form letter C	5. Thesis adviser signs form C, OCS assists in returning form letter C to student	None	2 Days	<i>Thesis Panel Receiving Personnel Office of the College Secretary</i>
6. Ask the thesis adviser, reader-critic and member to sign the form letter D	6. Panel signs, OSC assists, returns form letter D to student	None	5 Days	<i>Thesis Panel Receiving Personnel Office of the College Secretary</i>
7. Ask for approval of the college dean for the forms C & D	7. Dean to sign forms CD and, OCS assists, and returns forms.	None	2 Days	<i>Dean Receiving Personnel Office of the College Secretary</i>
8. Students will submit the completed form	8. Receive the completed form with all required signatures.	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>
	TOTAL:	None	20 Days	



3. M.A. Programs: Applications

How to apply for the Asian Center's graduate programs

Office or Division:	UP Asian Center, Office of the College Secretary	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Fill online application form	Asian Center website (www.ac.upd.edu.ph)	
2. Formal letter of application addressed to the dean of the Asian Center. Please indicate full name.	Requesting Party	
3. One copy each of original AND photocopy of transcript of records of undergraduate degree.*	Registrar of university where applicant finished his/her BA or BS degree	
4. Duly accomplished Recommendation Form from 2 former professors (if non-working); and from 2 former professors and 1 employer (if working), to be submitted in sealed envelopes signed across the flap by the referee (see application forms tab)	Asian Center website; professor	
5. Application fee of PHP 100.00 for Filipino students and US\$25.00 for foreign applicants, to be paid at the UP Cashier	UP Cashier	
6. Two (2) passport-sized photos	Photo service	
7. One copy each of original AND photocopy of NSO Birth Certificate*	PSA and/or NSO	
8. One copy each of NSO Marriage Certificate (*for married female applicants)	PSA and/or NSO	
9. Aptitude examination (to be scheduled and announced after the application period)	Office of the College Secretary, Asian Center	
10. Receipt for aptitude examination fee of PHP 150.00 to be paid at the UP Cashier (OCG Trust Acct. No. 9773900-499-450)	UP Diliman Cashier's Office	
11. Two essays (to be written in-house at the UP Asian Center), one autobiographical and one on substantive issues	Office of the College Secretary, Asian Center	
12. Interview by the Asian Center Admissions Committee (for those who pass the aptitude examinations)	Office of the College Secretary, Asian Center	
13. One copy of certificate of Transfer Credentials (for Non-UP Diliman applicants)	Registrar of university where applicant finished his/her BA or BS degree	
14. Research Plan	Asian Center website (www.ac.upd.edu.ph)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to Room 203, Office of the College Secretary, which will be processed after the application period.	1. Inform applicants of schedule of examination	None	2 Days	<i>Student Records Evaluator or Admin. Assistant</i> Office of the College Secretary
2. Take aptitude and application exam (to be scheduled)	2. Check papers and notify applicant of results	None	9 Days	OCG Office of the College Secretary
3. Proceed for interview (to be scheduled if client passes exam)	3. Assess applicant's performance, notify applicant, and issue college Admission Slip	None	9 Days	AC Admission Committee
TOTAL:		None	20 Days	

4. M.A. Programs: Online Applications

How to apply for the Asian Center's graduate programs

Office or Division:	UP Asian Center, Office of the College Secretary
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All qualified applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished online application form	Asian Center website (www.ac.upd.edu.ph)
2. Formal letter of application addressed to the dean of the Asian Center and PDF version thereof.	Requesting party
3. Original, photocopy, and PDF of transcript of records of undergraduate degree.*	Registrar of university where applicant finished his/her BA or BS degree
4. Duly accomplished Recommendation Form from 2 former professors (if non-working); and from 2 former professors and 1 employer (if working), to be submitted in sealed envelopes signed across the flap by the referee (see application forms tab)	Asian Center website; professor and employer
5. PDF of proof of payment of application fee of PHP 100.00 for Filipino students and US\$25.00 for foreign applicants.	Online payment platform



6. Two (2) passport-sized photos and PDF/JPG/PNG versions thereof	Photo service
7. Original, photocopy and PDF version of NSO Birth Certificate*	PSA and/or NSO
8. NSO Marriage Certificate (for married female applicants)* and PDF version thereof	PSA and/or NSO
9. Aptitude examination – <i>Suspended due to COVID-19</i>	Asian Center
10 PDF of proof of payment for aptitude examination fee of PHP 150.00 to be paid at the UP Cashier (OCG Trust Acct. No. 9773900-499-450) – <i>Suspended due to COVID-19</i>	Online payment platform
11. Two essays (to be written in-house at the UP Asian Center), one autobiographical and one on substantive issues – <i>Suspended due to COVID-19</i>	Office of the College Secretary, Asian Center
12. Interview via Zoom by the Asian Center Admissions Committee (for those who pass the aptitude examinations)	Office of the College Secretary, Asian Center
13. Certificate of Transfer Credentials (for Non-UP Diliman applicants) and PDF version thereof	Registrar of university where applicant finished his/her BA or BS degree
14. Research Plan and Word version thereof	Asian Center website (www.ac.upd.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all soft copy of requirements to the Office of the College Secretary: <i>acsec.upd@up.edu.ph</i>	1. Process applications and inform applicants of result: either rejection or the schedule of examination	None	5 Days	<i>Student Records Evaluator or Admin. Assistant</i> Office of the College Secretary
2. Proceed for interview (to be scheduled if client passes exam)	2. Assess applicant's performance, notify applicant, and issue college Admission Slip	None	15 Days	<i>Student Records Evaluator or Admin. Assistant</i> Office of the College Secretary AC Admission Committee
TOTAL:		None	20 Days	



5. Thesis Defense: MA

How to apply for and schedule the oral defense of the MA Thesis (excluding the actual presentation, writing, and preparation for the defense)

Office or Division:	UP Asian Center, Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All students of the Asian Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MA Thesis Final Defense Form (Th.04)		Room 203, Asian Center, OCS		
2. Thesis (actual) and MS PowerPoint presentation		Student		
3. Endorsement of thesis and consultations with adviser and panel members re: schedule		Email		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the completed final defense form	2. Process the form, confirm schedule with panel and adviser, and notify student	None	7 Days	<i>Student Records Evaluator or Admin. Assistant</i> Office of the College Secretary
	TOTAL:	None	7 Days	

6. Thesis Proposal Defense: MA

How to apply for and schedule the MA thesis proposal defense (excluding the actual presentation, writing, and preparation for the defense)

Office or Division:	UP Asian Center – Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All students of the Asian Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MA Thesis Proposal Defense Form (Th.02)		Room 203, Asian Center, OCS		
2. Thesis Proposal and presentation		Student		
3. Endorsement of proposal and consultations with adviser and panel members re: schedule		Email		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the completed form (Th 02)	1. Receive and process application documents after application period and inform the students of the OCS-confirmed/dean-approved schedule of defense	None	7 Days	<i>Student Records Evaluator or Admin. Assistant Office of the College Secretary</i>
TOTAL:		None	7 Days	

7. Purchase of 'Asian Studies' (Print-on-Demand)

Purchase print-on-demand issues of Asian Studies

Office or Division:	Publications Office, Asian Center, University of the Philippines			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment		Room 205, Asian Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email <i>asianstudies@up.edu.ph</i> to indicate order (issue and number of copies)	1. Inform client of price	None	4 Hours	<i>Publications Staff Publications Office</i>
2. Go to Room 205 and pay	2. Receive payment, issue acknowledgment receipt, and send for printing	Varies	5 Days	<i>Publications Staff Publications Office</i>
3. Pick-up order	3. Issue payment slip and give directions to UP Cashier	Varies	4 Hours	<i>Publications Staff Publications Office</i>
TOTAL:		None	6 Days	



8. Purchase of Asian Studies (Hard Copies)

Purchase of hard copies of Asian Studies

Office or Division:	Publications Office, Asian Center, University of the Philippines			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment		Room 205, Asian Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Determine availability and price of chosen publication by sending an email to <i>asianstudies@up.edu.ph</i>	1. Inform client of price and availability	None	4 Hours	<i>Publications Staff</i> Publications Office
2. Go to Room 205 to secure invoice/billing statement	2. Issue payment slip	Varies	1 Day	<i>Publications Staff</i> Publications Office
3. Bring payment slip and pay at UP Cash Office	3. Issue OR	Varies	1 Day	<i>Receiving Personnel</i> UP Cash Office
4. Show Official Receipt and schedule pick-up	4. Prepare issue for pick-up and coordinate with client as necessary	Varies	4 Hours	<i>Publications Staff</i> Publications Office
TOTAL:		None	3 Days	

9. Purchase of Publications (Hard Copies)

Purchase of Asian Center Publications

Office or Division:	Publications Office, Asian Center, University of the Philippines			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment		Room 205, Asian Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Determine availability and price of chosen publication	1. Inform client of price and availability	None	4 Hours	<i>Publications Staff</i> Publications Office
2. Go to the Publications Office, Asian Center	2. Issue payment slip	None	4 Hours	<i>Publications Staff</i> Publications Office
3. Go to UP Cash Office and pay	3. Issue OR	Varies	1 Day	<i>Receiving Personnel</i> UP Cash Office
4. Present OR and schedule pick-up	4. Prepare issue for pick-up and coordinate with client as necessary	Varies	1 Day	<i>Publications Staff</i> Publications Office
TOTAL:		None	3 Days	

10. Rentals of Facilities

How to rent auditorium, seminar room, exhibition halls

Office or Division:	Administration Office, Asian Center, University of the Philippines			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Form		Room 105, UP Asian Center or <i>www.ac.upd.edu.ph</i>		
2. Reservation Fee		UP Cashier's Office		
3. Full Payment		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out reservation form and send to <i>acrentals@up.edu.ph</i> or drop it off in Room 105, UP Asian Center.	1. Obtain signature of ADAPA and the Dean	None	3 Days	Rentals personnel and Assistant to the Dean for Administration and Public Affairs (ADAPA)



2. Once reservation is approved, pay reservation fee at UP Cashier.	2. Give payment slip and directions to UP Cash Office	PHP 3,000.00	1 Day	<i>Rentals Personnel ADAPA</i> <i>Receiving Personnel UP Cash Office</i>
3. Get billing statement for balance	3. Calculate full cost of rentals and issue billing statement	Varies	1 Day	<i>Rentals Personnel ADAPA</i>
4. Pay balance	4. UP Cash Office issues OR	None	1 Day	<i>Receiving Personnel UP Cash Office</i>
5. Send copy of Official Receipt to Room 105 or to <i>acrentals@up.edu.ph</i>	5. Coordinate with client and finalize arrangements	None	1 Day	<i>Rentals Personnel ADAPA</i>
TOTAL:		PHP 3,000.00	7 Days	



**Tri-College PhD Philippine Studies Program
(Secretariat)
External Services**



1. Applications: Tri-College PhD Philippine Studies Program

How to apply for the PhD in Philippine Studies program

Office or Division:	Tri-College PhD Philippine Studies Program	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. MA or MS degree from a recognized institution of learning	Origin University of applicant	
2. Grade weighted average of 1.75 or better	Applicant	
3. Letter of application for admission addressed to the Chair, Philippine Studies Council, UP Diliman		
4. Original AND Photocopy of transcript of records (TOR) of undergraduate and graduate studies.	From registrar where client obtained his/her BS/BA and MA/MS degrees.	
5. Three (3) letters of recommendation from former professors or experts from the applicant's discipline(s) /areas(s) of study	From former professors and experts	
6. Duly accomplished Personal Data Form	Tri-College PhD Program website (philippinestudies.upd.edu.ph)	
7. A two-page description of the proposed dissertation with a multi-disciplinal orientation	Applicant	
8. Application fee of PHP 100.00 for Filipino Students and US\$ 25.00 for foreign applicants, to be paid at the UP Cashier	UP Diliman Cashier's Office	
9. Two (2) passport-size photos	Photo printing service	
10. One copy each of original and photocopy of NSO Birth Certificate	PSA/NSO	



11. Original and photocopy of NSO Marriage Certificate (for married female applicants)		PSA/NSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to Room 203	1. Receive and process application documents after application period; inform applicant of results, and as applicable, notify applicant of interview schedule	PHP 100.00 (Application Fee) or USD 25.00 for international applicants	10 Days	Tri-College Secretariat Staff
2. Attend interview	2. Give results and issue college Admission Slip for successful applicants	None	10 Days	Tri-College Secretariat Staff Admissions Committee
TOTAL:		PHP 100.00 (Application Fee) or USD 25.00 for international applicants	20 Days	

2. Applications for Tri-College PhD Philippine Studies Program (Online)

How to apply for the PhD in Philippine Studies program

Office or Division:	Tri-College PhD Philippine Studies Program
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Anyone who meets the requirements
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. MA or MS degree from a recognized institution of learning and PDF thereof	Origin University of applicant
2. Grade weighted average of 1.75 or better	Applicant
2. Letter of application for admission addressed to the Chair, Philippine Studies Council, UP Diliman, and PDF thereof	
3. One copy each Original, Photocopy, and PDF of transcript of records (TOR) of undergraduate and graduate studies.	From registrar where client obtained his/her BS/BA and MA/MS degrees.



4. Three (3) letters of recommendation from former professors or experts from the applicant's discipline(s) /areas(s) of study	From former professors and experts
5. Duly accomplished Personal Data Form	Tri-College PhD Program website (philippinestudies.upd.edu.ph)
6. A two-page description of the proposed dissertation with a multi-disciplinal orientation	Applicant
7. Application fee of PHP 100.00 for Filipino Students and US\$ 25.00 for foreign applicants, to be paid at the UP Cashier	UP Diliman Cashier's Office
8. Two (2) passport-size photos	Photo printing service
9. One copy each of original and photocopy of NSO Birth Certificate	PSA/NSO
10. One copy each of original and photocopy of NSO Marriage Certificate (for married female applicants)	PSA/NSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all soft copy of requirements to jsdelapaz2@up.edu.ph	1. Receive and process application documents after application period; inform applicant of results, and as applicable, notify applicant of interview schedule	PHP 100.00 (Application Fee) or USD 25.00 for international applicants	10 Days	Tri-College Secretariat Staff
2. Attend interview	1. Give results and issue college Admission Slip	None	10 Days	Tri-College Secretariat Staff Admissions Committee
TOTAL:		PHP 100.00 (Application Fee) or USD 25.00 for international applicants	20 Days	

3. Dissertation Defense

How to apply for PhD dissertation defense (paperwork only, excluding the preparations for the actual defense)



Office or Division:	Tri-College PhD Philippine Studies Program			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Tri-College students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all academic requirements (coursework and comprehensive exams)		Applicant		
2. Email/Letter of request to set up oral defense				
3. Appointment of two additional members to the panel		Tri-College Chair		
4. Endorsements of dissertation by the adviser and consultations with the same, and with the panel members regarding schedule		From the dissertation adviser and reader-critics; Tri-College Chair		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends formal written request for oral defense	1. Forward the accomplished form D to the Tri-Col chair for approval; facilitate appointment of Dean's rep; release the appointment of the dissertation committee; confirm date/venue of defense, send online guidelines	None	20 Days	<i>Tri-College Secretariat Staff</i>
TOTAL:		None	20 Days	

4. Dissertation Proposal Defense

How to apply for PhD dissertation proposal defense (paperwork only, excluding writing and submission of dissertation proposal and the preparations for the actual defense)

Office or Division:	Tri-College PhD Philippine Studies Program
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Tri-College students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all coursework		Student		
2. Actual dissertation proposal				
3. Panel constitution form signed by adviser (Form D.02)		Tri-College PhD. Program website (<i>philippinestudies.upd.edu.ph</i>)		
4. Endorsements of proposal from the dissertation adviser and critic, and consultations with the same regarding schedule		From the dissertation adviser and members		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes Form D.02 and submits to Tri-College Secretariat	1. Confirm schedule and send reminders/guidelines	None	7 Days	<i>Tri-College Chair</i> <i>Tri-College Secretariat Staff</i>
TOTAL:		None	7 Days	

5. Qualifying and Comprehensive Exams

How to apply for PhD qualifying and comprehensive exams (paperwork only, excluding the taking of and preparation for the actual exam)

Office or Division:	Tri-College PhD Philippine Studies Program			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Tri-College students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all core courses (qualifying exam)		Student		
2. Completion of all coursework (comprehensive exam)				
3. Letter of Intent/(Comprehensive Exam/Qualifying Exam Form)		Tri-College PhD. Program website (<i>philippinestudies.upd.edu.ph</i>)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes the letter of intent and submits it to the Secretariat	1. Process the application of the student, draft the appointment of examiners & proctors, collect the exam questions; and	None	20 Days	<i>Tri-College Secretariat Staff</i>



	confirm schedule with the student			
TOTAL:		None	20 Days	

6. Thesis Adviser and Constitution of Dissertation Committee

How to request for a dissertation adviser/ committee

Office or Division:	UP Asian Center – Tri-College Secretariat			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Tri-College students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of all coursework		Student		
2. Comprehensive examination (Pass)				
3. Letter of request for dissertation adviser addressed to the Head Secretariat				
4. Panel constitution form (Form D01)		Tri-College PhD. Program website (philippinestudies.upd.edu.ph)		
5. Consultations with prospective adviser, Tri-College Secretariat staff		Via Email		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Form D.01	1. Adviser completes the form; Tri-College Chair acts upon it; Secretariat informs student; Tri-College Chair appoints dissertation committee	None	7 Days	<i>Tri-College Secretariat Staff</i>
TOTAL:		None	7 Days	



College of Education

External Services



1. Reservation of Facilities

Processing of reservation for all available facilities and venues in Benitez Hall

Office or Division:	College of Education, Building, Property and Supplies Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	All UP and Non-UP Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Organizers, Sponsor College or Groups		
2. Reservation form		Building Property and Supply Office College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual B. Online 1A. Submit request letter addressed to the College Secretary 1B. Submit request letter addressed to the College Secretary electronically to educbpso.updiliman@up.edu.ph	A. Manual B. Online 1A. Receive and advise requestee (follow-up or wait) Forward to the College Secretary for comment (Approval/ Disapproval) 1B. Receive and forward emails the College Secretary (Approval/ Disapproval)	None	15 Minutes	<i>Admin Officer</i> BPSO <i>College Secretary</i>
2A. If approved, fill-up reservation form If disapproved, requesting party will be notified by text or call 2B. If approved, requesting party will receive an email with attached reservation	2A. Give reservation form Assess reservation form, indicate rental fee Forward reservation form to College Secretary 2B. Approved or disapproved, requesting party will	See table below	15 Minutes	<i>Admin Officer</i> BPSO
		None	30 Minutes	



form to be filled-up and send back to BPSO	be notified thru email. Approved request, BPSO AO will send a reservation form to be filled-up			
3A. Wait for the assessed and signed reservation form.	3A. Sign the reservation form	None	15 Minutes	<i>*College Secretary</i>
3B. Receive email of the signed reservation form with the corresponding amount to be paid at the Cash Office	3B. Scan and email the signed reservation form	See table below	20 Minutes	<i>Admin Officer BPSO</i>
4A. Proceed to UPD Cash office for payment	4A. Receive payment and provide receipt	See table below	1 Hour	<i>Cashier UPD Cash Office</i>
4B. Payment to UPD accredited bank	4B. Receive Payment and Issue Official Receipt			
5A. Provide photocopy of the receipt issued by the Cashier's office	5A. Receive and log on the booking calendar	None	15 Minutes	<i>Admin Officer BPSO</i>
5B. Validates through email of UPD Cash Office the payment Email to BPSO the confirmation receipt	5B. Prints the confirmation receipt Log on the booking calendar		1 Day (depends on the reply of the Cash Office)	
TOTAL:		Depending on the venue	2 Days	
* Provided that the College Secretary is available within the office				

TABLE OF RATES

Venue/Facility/Equipment	UP Connected Activity	Non-UP Activity
Benitez Theatre (capacity: 250)	8,000.00/Day	12,000.00/Day
Faculty Lounge and Big Rooms (capacity: 50)	1,000.00/Hour.	1,500.00/Hour.
Manpower	Weekdays (1 st 3 Hours after 5 PM)	Weekends/Holidays (per day)
Audio-Visual Operator	500.00	1,000.00



Building Administrator	500.00	1,000.00
Custodial Worker	300.00	500.00

Notes:

- a. One day reservation is equivalent to 8 hours from 8:00 am to 5:00 pm.
- b. A 10% additional fee will be charged for activities that extend beyond 5:30 PM.

2. Certification in Professional Education Admissions

Individuals who are planning to take CPE Program in the College of Education submits application form along with required documents.

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bachelor's Degree	Requesting party			
2. GWA of 2.25				
3. Five (5) pcs. 2" x 2" ID photo				
4. Application Form (2 Copies)	Office of the College Secretary			
5. Undergraduate Official Transcript of Records (1 copy Original and 1 Photocopy)	School/University previously attended by the Requesting party Applicant			
6. PSA Birth Certificate (1 copy original and 1 photocopy)	PSA Office			
7. Marriage Certificate if applicable (1 copy original and 1 photocopy)				
8. 1 Long Folder				
9. Application Fee receipt	UPD Cash Office			
Once qualified:				
1. Medical certificate	University Health Service			
2. Student records				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual B. Online	A. Manual B. Online	None	10 Minutes	<i>Student Records Evaluator</i> Office of the College Secretary



<p>1A. Submit application documents to OSEC</p> <p>1B. Submit application documents through courier or by Dropbox</p>	<p>1A. Receive, check and issue payment slip</p> <p>1B Collect documents</p>			
<p>2A. Pay to the UPD Cash Office and submit the OR to OSEC</p> <p>2B. Validates through email of UPD Cash Office the payment of application fee (amount and procedure can be seen at CEd website) Email to OSEC the confirmation receipt</p>	<p>2A. Receive and attach the OR to applicant's document. Give application form</p> <p>2B. Print and attach the confirmation receipt to applicant's document.</p>	<p>PHP 700.00</p>	<p>20 Minutes</p> <p>1 Day (depends on the reply of the Cash Office)</p>	<p><i>Student Records Evaluator</i> Office of the College Secretary</p>
<p>3A. Applicant fills up application form and writes an essay on the spot</p> <p>3B. Send through email the confirmation receipt to OSEC</p>	<p>3A Collects application form and essay</p> <p>3B.1. Checks the validity and completeness of documents. Scans all documents needed for evaluation</p> <p>3B.2. Computes GWA of Applicant</p> <p>3B.3. Prepare list of qualified applicant (submitted complete</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Hour</p> <p>4 Hours</p> <p>4 Hours</p>	<p><i>Student Records Evaluator</i> Office of the College Secretary</p> <p><i>Student Records Evaluator</i> Office of the College Secretary</p> <p><i>Student Records Evaluator</i> Office of the College Secretary</p>



	requirements). Forward application documents to the USAPAW Committee Members through email.			
	3B.4. Committee members evaluates application and essay submitted	None	1 Day	<i>USAPAW Committee Members</i>
	3B.5. Committee members convenes and decides who to accept in the program	None	1 Day	<i>USAPAW Committee</i>
	3B.6. Committee Chair submits to OSEC qualified accepted applicant	None	30 Minutes	<i>USAPAW Committee Chair</i>
	3B.7. Inform all applicants of the result of their application through email. Qualified accepted applicant needs to secure Medical Certificate from University Health Service.	None	30 Minutes	<i>Student Records Evaluator Office of the College Secretary</i>
4B. Prepare additional documents for submission to OUR including medical certificate from University Health Service Process admission at the Office of the University Registrar for	4B. Receive documents for processing	None	1 Day	<i>Receiving Personnel Office of the University Registrar</i>



University Admission				
5B. Emails scanned documents to OSEC	5B.1. Prepares folders in the google drive for submission to OUR	None	30 Minutes	<i>Student Records Evaluator</i> Office of the College Secretary
	5B.2. Receive documents and email back the OSEC of Admission Slip and Temporary CRS Account of New Graduate Student	None	1 Day	<i>Receiving Personnel</i> Office of the University Registrar
	5B.3. Email Accepted Qualified Applicant their Admission Slip and Temporary CRS Accounts	None	10 Minutes	<i>Student Records Evaluator</i> Office of the College Secretary
TOTAL:		PHP 700.00	12 ays	

3. Graduate Program Admissions (Doctoral)

Individuals who are planning to take the PhD Education Program in the College of Education submits application form along with required documents.

Office or Division:	Office of the College Secretary		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form (2 Copies)		Office of the College Secretary, College of Education	
2. Five (5) pcs 2 x 2 ID photos		Requesting party	



3. Undergraduate Official Transcript of Records (1 Original and 1 Photocopy)	School/University previously attended by the Requesting party
4. MA Official Transcript of Records (Original and Photocopy)	School/University previously attended by the Requesting party
5. Reference Reports	UP College of Education website; Two (2) from former professors and One (1) from the supervisor
6. Research Proposal (2 copies) for dissertation	Requesting party
7. PSA Birth Certificate (Original and photocopy)	PSA
8. Marriage Certificate if applicable (original and photocopy)	PSA
9. Permit to study if employed	Employer
10. Self-stamped envelope	Requesting party
11. Application and Examination Fee receipts	UP Cash Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual B. Online 1A. Submit application documents to OSEC 1B. Submit application documents through courier or by Dropbox	A. Manual B. Online 1A. Receive, check and issue payment slip 1B Collect documents	None	10 Minutes	<i>Student Records Evaluator</i> Office of the College Secretary
2A. Pay application fee to the UPD Cash Office and submit the OR to OSEC 2B. Validates through email of UPD Cash Office the payment of	2A. Receive and attach the OR to applicant's document. 2B. Print and attach the confirmation receipt to	PHP 700.00	20 Minutes 1 Day (depends on the reply of the Cash Office)	<i>Student Records Evaluator</i> Office of the College Secretary



application fee (amount and procedure can be seen at CEEd website) Email to OSEC the confirmation receipt	applicant's document.			
	3A. Computes GWA from the transcript of records submitted by the applicant	None	1 Day	<i>Student Records Evaluator Office of the College Secretary</i>
	3B. Check validity and completeness of documents submitted by applicant. Compute GWA from the transcript of records submitted by the applicant	None	1 day	
	4A. 4B. Prepare list of applicants qualified to take the entrance exams and emails to notify them	None	1 Day	<i>Student Records Evaluator Office of the College Secretary</i>
5A. Pay examination fee to UPD Cash office submit the OR to OSEC 5B. Validate through email of UPD Cash Office the payment for examination fee (amount and procedure can be seen at CEEd website) Email to OSEC the confirmation receipt	5A. Receive and attach the OR to applicant's document. Issue test permit 5B. Print and attach the confirmation receipt to applicant's document. Email back the examination permit with instruction.	PHP 500.00	20 Minutes 1 day (depends on the reply of the Cash Office)	<i>Student Records Evaluator Office of the College Secretary</i>
6A. 6B. Take Doctoral entrance	6A 6B Administer exams	None	1 Day	Graduate Admission Committee



examination on the scheduled date				
TOTAL:		PHP 1,200.00	4 Days	

4. Graduate Program Admissions (Masters)

Individuals who are planning to take the Master of Education Program in the College of Education submits application form along with required documents.

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (2 Copies)		UP College of Education website		
2. Five (5) pcs. 2 x 2 ID Photo		Requesting party		
3. Undergraduate Official Transcript of Records (1 Original and 1 Photocopy)		School/University previously attended by the Requesting party		
4. Reference Reports		UP College of Education website; Two (2) from former professors and One (1) from the supervisor		
5. Essay (2 copies) on possible topic for Thesis		Requesting party		
6. PSA Birth Certificate (Original and photocopy)		PSA		
7. Marriage Certificate if applicable (original and photocopy)		PSA		
8. Permit to study if employed		From employer		
9. Self-stamped envelope		Requesting party		
10. Application Fee receipt		UP Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual B. Online	A. Manual B. Online	None	10 Minutes	<i>Student Records Evaluator</i> Office of the College Secretary



<p>1A. Submit application documents to OSEC</p> <p>1B. Submit application documents through courier or by Dropbox</p>	<p>1A. Receive, check and issue payment slip</p> <p>1B Collect documents</p>			
<p>2A. Pay application fee to the UPD Cash Office and submit the OR to OSEC</p> <p>2B. Validate through email of UPD Cash Office the payment for application fee (amount and procedure can be seen at CEd website) Email to OSEC the confirmation receipt</p>	<p>2A. Receive and attach the OR to applicant's document.</p> <p>2B. Print and attach the confirmation receipt to applicant's document.</p>	<p>PHP 700.00</p>	<p>20 Minutes</p> <p>1 day (depends on the reply of the Cash Office)</p>	<p><i>Student Records Evaluator</i> Office of the College Secretary</p>
	<p>3A. Compute GWA from the transcript of records submitted by the applicant</p> <p>3B. Check validity and completeness of documents submitted by applicant.</p> <p>Compute GWA from the transcript of records submitted by the applicant</p>	<p>None</p>	<p>1 Day</p>	<p><i>Student Records Evaluator</i> Office of the College Secretary</p>
	<p>4A. 4B. Prepare list of qualified applicants</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Student Records Evaluator</i> Office of the College Secretary</p>
	<p>5A. Send Test Permit by mail using the submitted self-stamped envelope</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Student Records Evaluator</i> Office of the College Secretary</p>
		<p>None</p>	<p>15 Minutes</p>	



	5B. Notify applicants by email, attached is their test permit			
6B. Take Masteral entrance examination on the scheduled date	6B Administer exams	None	1 Day	Graduate Admission Committee
TOTAL:		PHP 700.00	5 Days	

5 Appeals to the Graduate Admission, Progress and Welfare (GSAPAW) Committee.

To process GSAPAW Appeals and endorsement to CSAPAG

Office or Division:	Office of the College Secretary, College of Education			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the GSAPAW/USAPAW Committee Chair		Requesting party		
2. Curriculum Checklist		Area Adviser / Downloadable via CRS		
3. Other attachments as proof / support to the letter of request		Student Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual B. Online 1A. Submit letter of appeal to OSEC duly endorsed by the Program Adviser and Division Chair with all the supporting documents including Program of Study 1B. Email Program adviser of the intent	A. Manual B. Online 1A. Receive the letter of appeal and all documents 1B. Download, evaluate and affix e-signature in	None	30 Minutes	<i>Student Records Evaluator Office of the College Secretary Program Adviser</i>



<p>Attached are: a. Duly signed letter of appeal addressed to GSAPAW Chair</p> <p>b. Accomplish Program of Study/Curriculum checklist (can be downloaded from: MA: https://educ.upd.edu.ph/wp-content/uploads/2020/03/Program-of-Study-MAEd-Final-converted.pdf and PhD: https://educ.upd.edu.ph/wp-content/uploads/2020/03/Program-of-Study-Ph.-D.-Final-converted.pdf). Undergraduate: https://our.upd.edu.ph/curriculum.html).</p>	<p>the letter of appeal. Return signed letter to the student</p>	<p>None</p>	<p>1 Hour</p>	
<p>2B Email Division Chair the letter duly endorsed by the Program adviser including all the supporting documents</p>	<p>2A List all appeals received and email it to the GSAPAW Chair</p> <p>2B.1. Download, evaluate and affix e-signature in the letter of appeal.</p> <p>Forwards the letter and all supporting documents to the Office of the College Secretary (OSEC): educacad.updilan@up.edu.ph with subject GSAPAW /USAPAW appeal_Surname, Name (e.g., GSAPAW appeal_Dela Cruz, Juana).</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Student Records Evaluator Office of the College Secretary Division Chair</i></p> <p><i>Division Chair</i></p>
	<p>3A. Schedule GSAPAW meeting</p> <p>2B.2. Receive, check and forwards appeal to GSAPAW Committee</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>GSAPAW Chair</i></p> <p><i>Student Records Evaluator Office of the College Secretary</i></p>



				Division Chair
	2B.3. Committee convene. discuss and decide	None	1 Day	GSAPAW Committee
	2B.4. Informs OSEC through email the Committee's decision	None	30 Minutes	GSAPAW Chair
	2B.5. Informs student through email of the GSAPAW Committee's decision	None	30 Minutes	Student Records Evaluator Office of the College Secretary Division Chair
TOTAL:		None	5 Days	

6 Application of Waiver of MRR (1st to 3rd Extension)

To process the application of Waiver of the Maximum Residency Rule of the University

Office or Division:	Office of the College Secretary, College of Education			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the College Secretary endorsed by adviser and Division Chair		Requesting party		
2. True Copy of Grades		Office of the College Secretary, College of Education		
3. Timetable Form		Office of the College Secretary, College of Education		
4. Program of Study		Office of the College Secretary, College of Education		
5. Copy of previous approved appeal for extension		Office of the College Secretary, College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual Submission	1. Sign and endorse letter	None	30 Minutes	Adviser Division Chair
1. Write letter addressed to the				



College Secretary for MRR appeal				
2. Request for copy of True Copy of Grades	2. Prepare TCG	PHP 20.00 per copy	3 Days	<i>Student Records Evaluator OSEC</i>
5. Prepare timetable for the duration of MRR appeal he/she is requesting	3. Sign and endorse Timetable	None	30 Minutes	<i>Program Adviser</i>
6. Accomplish/update Program of Study (Curriculum Checklist)	4. Sign and endorse Program of Study	None	30 Minutes	<i>Adviser Division Chair</i>
5. Submit all the required documents to the Office of the College Secretary	5.1. Receive and check submitted MRR application	None	1 Hour	<i>Student Records Evaluator OSEC</i>
	5.2. Evaluate Academic Records of student	None	1 Day	<i>Student Records Evaluator OSEC</i>
	5.3. Check evaluation of Academic record. Decide on the MRR application	None	2 Hours	<i>College Secretary</i>
	5.4. Email student the decision of MRR application	None	30 Minutes	<i>Student Records Evaluator OSEC</i>
TOTAL		PHP 20.00 per copy of TCG	4 Days	

B. Online Submission (due to Pandemic)				
1B. Download and accomplish the following:	1B.1. Receive and download documents	None	1 Hour	<i>Student Records Evaluator OSEC</i>



<p>a. Program of Study b. Timetable</p> <p>Write letter of appeal addressed to the College Secretary and affix signature. Print grades from CRS or save screenshot of grades in MS Word file</p> <p>Email the required documents to educadmissions.updiliman@up.edu.ph with subject line: Extension of Residence_Surname, Name (i.e Extension of Residence_Dela Cruz, Juan).</p>	1B.2. Forward files to the Program Adviser for endorsement	None	1 Hour	<i>Student Records Evaluator</i> OSEC
	1B.3. Check documents submitted by student. Attach electronic signature in the letter OR submit separate email to OSEC endorsing the appeal. Return the signed letter to OSEC	None	2 Hours	Program Adviser
	1B.4. Save all the files into a google drive folder. Forward to Division Chair	None	1 Hour	<i>Student Records Evaluator</i> OSEC
	1B.5. Evaluate documents submitted by student. Attach electronic signature in the letter OR submit separate email endorsing the appeal.	None	4 Hours	Division Chair
	1B.6. Evaluate Academic Records of student	None	1 Day	<i>Student Records Evaluator</i> OSEC
	1B.7. Check evaluation of Academic record. Decide on the MRR application	None	2 Hours	College Secretary
	1B.8. Inform student through email regarding the decision of the MRR application	None	30 Minutes	<i>Student Records Evaluator</i> OSEC
	TOTAL:	None	4 Days	

7. Application for 4th / 5th MRR Extension

To process the application of Waiver of the Maximum Residency Rule of the University



Office or Division:	Office of the College Secretary, College of Education			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Coordinator of the Graduate Program Committee endorsed by adviser and Division Chair		Requesting party		
2. True Copy of Grades		Office of the College Secretary, College of Education		
3. Timetable Form		Office of the College Secretary, College of Education		
4. Program of Study		Office of the College Secretary, College of Education		
5. Copy of previous approved appeal for extension		Office of the College Secretary, College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual Submission	Receive document and prepare TCG			
1A. Write letter addressed to the Coordinator of the Graduate Program Committee for MRR appeal and request for copy of True Copy of Grades		PHP 20.00 per copy	3 Days	<i>Student Records Evaluator OSEC</i>
2A. Prepare timetable for the duration of MRR appeal he/she is requesting	2A. Sign and endorse Timetable	None	30 Minutes	<i>Program Adviser</i>
3A. Accomplish/update Program of Study (Curriculum Checklist)	3A. Sign and endorse Program of Study	None	30 Minutes	<i>Adviser Division Chair</i>
4A. Submit all the required documents to the Office of the College Secretary including justification from the Research Adviser and	4A.1. Evaluate MRR application	None	1 Hour	<i>Student Records Evaluator OSEC</i>
	4A.2. Evaluate Academic Records of student	None	1 Day	<i>Student Records Evaluator OSEC</i>



approved outline or research proposal	4A.3. Forward list of 4 th and 5 th Extension to GSAPAW Committee	None	30 Minutes	<i>Student Records Evaluator OSEC</i>
	4A.4. Committee convene and deliberate on the MRR applications (approval or disapproval)	None	1 Day	<i>Graduate Program Committee Members</i>
	4A.5. Forward to OSEC results of the Committee meeting	None	30 Minutes	<i>GSAPAW Chair</i>
	4A.6. Email the student the decision of MRR evaluation	None	30 Minutes	<i>Student Records Evaluator OSEC</i>
TOTAL		PHP 20.00 per copy of TCG	6 Days	
B. Online Submission (due to Pandemic)				
1B. Download and accomplish the following: a. Program of Study b. Timetable Write letter of appeal addressed to the GSAPAW Chair and affix signature. Print grades from CRS or save screenshot of grades in MS Word file. Email the required documents to educadmissions.updiliman@up.edu.ph with subject line: Extension of Residence_Surname, Name (i.e Extension of Residence_Dela Cruz, Juan).	1B.1. Receive and download documents	None	1 Hour	<i>Student Records Evaluator OSEC</i>
	1B.2. Forward files to the Program Adviser for endorsement	None	1 Hour	<i>Student Records Evaluator OSEC</i>
	1B.3. Check documents submitted by student. Attach electronic signature in the letter OR submit separate email to OSEC endorsing the appeal. Return the signed letter to OSEC	None	2 Hours	<i>Program Adviser</i>



	1B.4. Save all the files into a google drive folder Forward to Division Chair	None	1 Hour	<i>Student Records Evaluator OSEC</i>
	1B.5. Evaluate documents submitted by student. Attach electronic signature in the letter OR submit separate email endorsing the appeal.	None	4 Hours	<i>Division Chair</i>
	1B.6. Evaluate Academic Records of student	None	3 Days	<i>Student Records Evaluator OSEC</i>
	1B.7. Forward list of 4 th and 5 th Extension to GSAPAW Committee	None	1 Hour	<i>Student Records Evaluator OSEC</i>
	1B.8. Convene Online to deliberate appeals	None	1 Day	<i>GSAPAW Committee</i>
	1B.9. Forward to OSEC results of the Committee meeting	None	30 Minutes	<i>GSAPAW Chair</i>
	1B.10. Inform student through email regarding the decision of the MRR evaluation	None	30 Minutes	<i>Student Records Evaluator OSEC</i>
	TOTAL:	None	7 Days	

8. Application of Scholarship (Thesis/Dissertation Grant)

Graduate Students can submit applications to the Scholarship Committee to avail of the Thesis/Dissertation Grant to support their research expenses

Office or Division:	Office of the College Secretary, College of Education
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Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education Graduate Students with Approved Outline			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Scholarship Committee endorsed by Research Adviser		Requesting party		
2. Timeline of activities		Requesting party		
3. Duly signed approval sheet of the outline		Office of the College Secretary, College of Education		
4. Certificate of GWA		Office of the College Secretary, College of Education		
5. Current Form 5		Office of the College Secretary, College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual B. Online	A. Manual B. Online			
1A. Write letter of intent addressed to the Scholarships Committee and a timeline of activities duly endorsed by the adviser	1A. Receive letter of intent. Provide the student with the application form	None	30 Minutes	<i>Student Records Evaluator</i> OSEC
2A. Request for certificate of GWA	2A. Issue GWA Certificate	PHP 20.00 per copy	3 Days	<i>Student Records Evaluator</i> OSEC
3A. Request copy of Approved Outline	3A. Issue photocopy of Approved outline from student's jacket	None	30 Minutes	<i>Student Records Evaluator</i> OSEC
1B. Email OSEC letter of intent addressed to the Scholarships Committee	1B. Receive and download letter of intent. Email back to student the application form	None	30 Minutes	<i>Student Records Evaluator</i> OSEC
4A. Fill-up and submit application form with the required supporting documents including current Form 5	4A.1. Receive and forward application form and supporting documents to Scholarship Committee	None	30 Minutes	<i>Student Records Evaluator</i> OSEC
2B. Accomplish and submit through email the application form with	2B.1. Forward through email submitted documents			



required supporting documents including current Form 5	to Scholarship Committee			
	4A.2. Committee deliberate and approve applications received for the scholarship			<i>Scholarships Committee</i>
	2B.2. Forward approved agreement to Scholarship Committee Chair, Student, and Dean for signature	None	1 Day	<i>Student Records Evaluator OSEC</i>
	2B.3. Prepare agreement /contract	None	2 Hours	<i>Student Records Evaluator OSEC</i>
	2B.4. Email/contact the student regarding the committee's decision. Send agreement /contract for signature	None	30 Minutes	<i>Student Records Evaluator OSEC</i>
3B. Sign the agreement/contract and issue copy of policies for the Thesis and Dissertation Grant	3B. Prepare voucher for the grant	None	4 Hours	<i>Student Records Evaluator OSEC</i>
TOTAL:		PHP20.00 per copy of certificate	5 Days	

9. Application for Shifting (S2-Transferees within UP Diliman) and Transferring (T1-Transferees from other UP CUs)

Undergraduate students from UP Diliman units, UP-constituent units or from other schools or university who plan to shift or transfer to UPCEd undergraduate programs

Office or Division:	Office of the College Secretary, College of Education
Classification:	Highly Technical
Type of Transaction:	Government to Citizen



Who may avail:	All Undergraduate Students of the UP-Constituent Universities (CUs) or UP System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent addressed to the College Secretary		Requesting party		
2. True Copy of Grades (TCG) or copy of Official Transcript of Records (OTR)		Generated / requested from the home College of the student-Requesting party; certified true copy from the respective OUR unit		
3. Application Form		Office of the College Secretary, College of Education		
7. Five (5) pcs 2x2 ID Photos		Requesting party		
8. Other official forms and certification College Clearance Certificate of No Pending case Certificate of No Contract		Requested from the home College and/or respective OUR unit of the student-Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual 1A. Write letter of intent addressed to the College Secretary. Accomplish application form and submit required documents to the Student Records Section /OSEC on or before the set deadline by the College.	1A.1. Receive and check submitted documents	None	30 Minutes	<i>Student Records Evaluator OSEC</i>
	1A.2. Evaluate TCG and scholastic standing of the student	None	2 Days	
	1A.3. Summarize/Draft list for final checking and scheduling of the Teaching Aptitude Test and Panel Interview	None	4 Hours	
	1A.4. Email student of deficiency (if any) and final schedule of aptitude test and panel interview	None	4 Hours	
2A. Take Teaching Aptitude Test on the scheduled date	2A.1. Committee conduct Teaching Aptitude Test on the scheduled date.	None	1 day.	<i>USAPAW Committee</i> <i>Student Records Evaluator OSEC</i>
	2A.2. Check Teaching Aptitude Test. Determine the cut-off score. Validate answers and record scores	None	1 Day	<i>Student Records Evaluator OSEC</i>



	2A.3. Endorse summary/ matrix of official list to the College Secretary for panel interview. Double check and note the scores	None	4 Hours	
3A. Appear personally for Panel Interview	3A.1. Conduct interview and qualify the responses based on the letter/essay	None	2 Days	USAPAW Committee
	3A.2. Deliberate the result of the panel interview. Consolidate responses of USAPAW Committee's decision	None	1 Day	USAPAW Committee
	3A.3. Notify student-Requesting party (via email or SMS) the final decision of their shifting/transferring application and other instructions	None	4 Hours	Student Records Evaluator OSEC
	3A.4. Notify and transmit the official list to OUR for records purposes.	None	4 Hours	
	3A.5. Issue Notice of Acceptance to the student	None	2 Hours	
	3A.6. File scholastic records of new student (jacket)	None	15 Minutes	
TOTAL:		None	9 Days	

B. Online Submission (due to Pandemic)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Undergraduate Shifting / Transfer Application Form	https://educ.upd.edu.ph/wp-content/uploads/2020/05/Revised-Shifting-Transferring-Application-Form.pdf
2. OCG pre-assessment Questionnaire	https://educ.upd.edu.ph/resources/
3. Letter of Intent (affix signature) addressed to the College Secretary	Requesting party
4. One (1) original and one (1) photocopy of Official Transcript of Records (OTR) or True Copy of Grades (TCG)	Requested from the home College and/or respective OUR unit of the student-Requesting party



5. Four (4) latest copies of 2"x2" ID picture		<i>Photo services</i>		
6. Three (3) reference reports from former College professors:		Applicant's former professors or field professionals		
<p>1B. Submit all requirements to the UP College of Education – Office of the College Secretary (via drop box or through courier) all pertinent documents enclosed in short brown envelope</p> <p>- Accomplish Undergraduate Shifting / Transfer Application and OCG pre-assessment questionnaire</p> <p>- Letter of Intent (affix signature) addressed to the College Secretary. Indicate: major/program applied for; reason for shifting, contact no. and email address.</p> <p>- One (1) original and one (1) photocopy of Official Transcript of Records (OTR) or True Copy of Grades (TCG) properly authenticated and signed by the College Secretary and/or SREs. TOR or TCG must be complete up to the last term of schooling.</p> <p>- Four (4) latest copies of 2x2 ID picture. Write full name at the back of each pictures.</p>	1B.1. Collect documents. Check received documents	None	1 Day	<i>Student Records Evaluator OSEC</i>
	1B.2. Acknowledge through email receipt of documents	None	1 Hour	
	1B.2.3. Upload in a shared Google drive of Office of the College Secretary all submitted documents – individual folder for USAPAW Committee members viewing	None	4 Hours	<i>Administrative Assistant</i> <i>Student Records Evaluator OSEC</i>
	1B.2.4. Evaluate TCG and scholastic standing. Checks if satisfactorily passed the requirements for eligibility	None	3 Days	<i>Student Records Evaluator OSEC</i>
	1B.2.5. Summarize/draft the list for final checking. Schedule Teaching Aptitude Test and Panel Interview	None	1 Day	
	1B.2.6. Email student Inform deficiency (if any), particulars of final schedule of Online aptitude test (via Google forms) and panel interview via zoom teleconferencing. Record response/ acknowledgement of the student-Requesting party	None	30 Minutes	



- Three (3) reference reports from former College professors: https://educ.upd.edu.ph/wp-content/uploads/2020/06/reference_report_undergrad-shifting_transferring.pdf				
2B. Accomplish Online Teaching Aptitude Test via Google forms	2B.1. Administer Online Teaching Aptitude Test	None	3 Hours.	<i>Student Records Evaluator OSEC</i>
	2B.2. Check Teaching Aptitude Test. Determine cut-off score. Validate answers and record the scores	None	1 Day	<i>Administrative Assistant Student Records Evaluator OSEC</i>
	2B.3. Endorse summary/ matrix of official list to the College Secretary for panel interview. Double check and note the scores	None	4 Hours	<i>Student Records Evaluator OSEC College Secretary</i>
3B. Log online for Zoom teleconferencing Panel Interview	3B.1. Conduct interview and qualify the responses based on the letter/essay	None	2 Days	<i>USAPAW Committee</i>
	3B.2. Deliberate the result of the online panel interview. Consolidate responses of USAPAW Committee's decision	None	1 Day	<i>USAPAW Committee</i>
	3B.3. Notify student-Requesting party (via email or SMS) the final decision of their shifting/transferring application and other instructions	None	4 Hours	<i>Student Records Evaluator OSEC</i>
	3B.4. Notify (via email) and transmit the official list to OUR for records purposes.	None	4 Hours	<i>Student Records Evaluator OSEC</i>



	3B.5. Upload in a shared Google drive of OUR and Office of the College Secretary all the other requirements needed – individual folder	None	4 Hours	<i>Administrative Assistant</i> <i>Student Records Evaluator</i> OSEC
	3B.6. Prepare Notice of Acceptance, upload to shared Google Drive. Issue University admission slip via email copy curriculum checklists and CRS-generated password (for T1 and T2 Requesting parties only).	None	4 Hours	<i>Student Records Evaluator</i> OSEC
	3B.7. File scholastic records of new student (jacket)	None	15 Minutes	<i>Administrative Assistant</i> OSEC
TOTAL:		None	12 Days	

10. Enlistment/Cancellation of Subject

Student enrolls to start/continue/finish theses or dissertation

Office or Division:	Office of the College Secretary, College of Education			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5A		Office of the College Secretary, College of Education		
2. Form 5 (for Change/Add Mat)				
3. Program of Study				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual Enlistment	1A.1. Check the availability of slots (if adding a subject), Check pre-requisite.	None	10 Minutes	<i>Administrative Assistant</i> OSEC



1A. Go to Enlistment room to add/cancel subject	Check if pre-advised by Program Adviser			
	1A.2 Enlist student/ Cancel enlistment to CRS. For overbooking, proceed to OSEC	None	10 Minutes	
	1A.3. Countersign Form 5A. Proceed to validation	None	1 Minute	
TOTAL:		None	20 Minutes	
B. Online Enlistment (due to Pandemic)				
1B. Consult with Adviser the subjects that needs to enroll for the semester	1B. Pre-advise the student	None	4 Hours	<i>Adviser</i>
2B. Email OSEC at educenrollment.updiliman@up.edu.ph with subject – Enrollment/Cancellation_ Surname, Name (e.g. Enrollment_Residence_ Dela Cruz, Juana) and attach proof of pre-advised	2B.1. Acknowledge the email. Check the CRS on the availability of slots (if adding a subject). Check pre-requisite. Check if pre-advised by Program Adviser For overbooking: Advise student (via email or SMS) to inform/email the faculty in charge of the subject	None	30 Minutes	<i>Student Records Evaluator OSEC</i>
	2B.2. Add / Cancel enlistment at CRS	None	10 Minutes	
	2B.3. Inform student (via email or SMS) enlistment status	None	10 Minutes	
TOTAL:		None	1 Day	



11. Enlistment in EDUC 300, EDUC 400 and Residency

Student enrolls to start/continue/finish theses or dissertation

Office or Division:	Office of the College Secretary, College of Education			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5A		Office of the College Secretary, College of Education		
2. Form 5 (for Change/Add Mat)				
3. Program of Study				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual Enlistment 1A. Go to OSEC Enlist in EDUC 300, EDUC 400 and Residency	1A.1. Receive Form 5 or Form 5a (signed by adviser) and Program of Study	None	10 Minutes	<i>Student Records Evaluator OSEC</i>
	1A.2. Evaluates program of study	None	30 Minutes	
	1A.3. Check academic deficiency. Advise student to settle first deficiencies or write a promissory letter (indicate when they will settle their deficiencies)	None	4 Hours	
2A. Settle deficiencies/ Write promissory letter	2A.1. Accept promissory letter	None	10 Minutes	
	2A.2. Enlist student	None	10 Minutes	
TOTAL:		None	1 Day	
B. Online Enlistment (due to Pandemic) 1B. Consult with Adviser regarding enrollment in	1B. Pre-advise the student	None	4 Hours	<i>Adviser</i>



Residency EDUC 300 or EDUC 400				
2B. Email ced.res300400@gmail.com with subject – Enrollment of Residence/EDUC 300/EDUC 400_Surname, Name (e.g. Enrollment_Residence_Dela Cruz, Juana) and attach proof of pre-advised	2B. Acknowledge email	None	10 Minutes	<i>Student Records Evaluator OSEC</i>
	3B. Evaluate program of study. Check academic deficiency. Advise student (via email or SMS) to settle first deficiencies or write a promissory letter (indicate when they will settle their deficiencies)	None	4 Hours	
4B. Settle deficiencies/ Email Promissory letter	4B.1. Accept promissory letter	None	10 Minutes	
	4B.2. Enlist student	None	10 Minutes	
	4B.3. Inform student (via email or SMS) enlistment status	None	10 Minutes	
TOTAL:		None	2 Days	

12. Overbooking of Subjects

Student requests for overbooking of subjects when the subject he/she is planning to enroll is full

Office or Division:	Office of the College Secretary, College of Education			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Overbooking Slip		Office of the College Secretary		
2. Form 5A		Student		
3. Form 5 (for Change/Add Mat)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual B. Online	A. Manual B. Online			
1A. Ask approval to enroll in the class	1A. Give signed overbooking slip	None	4 Hours	<i>Faculty in-charge of the course</i>



1B. Email/Inform (through SMS) faculty in-charge of the course to enroll	1B. Send email to the Office of the College Secretary allowing the inclusion of the student to the course	None	1 Day	
2A. Proceed to the Office of the College Secretary. Present signed overbooking slip	2A. Receive signed overbooking slip. Enlist student in the overbooked class. Sign Form5A/ Form 5	None	15 Minutes	<i>Student Records Evaluator OSEC</i>
	2B.1. Acknowledge email from faculty. Enlist student in the overbooked class			
	2B.2. Inform student (via email or SMS) enlistment status	None	10 Minutes	<i>Releasing Personnel OSEC</i>
TOTAL:		None	2 Days	

13. Overloading/Underloading of Enrollment Units

Undergraduate students who will enroll / advised by their Program Adviser to take academic units beyond or lower within the prescribed regular load by the University

Office or Division:	Office of the College Secretary, College of Education			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Underloading / Overloading addressed to the College Secretary		Requesting party		
2. Curriculum Checklist		Office of the College Secretary, College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual Submission 1. Write letter addressed to the College Secretary endorse by the Adviser and the Division Chair	1. Accept and sign letter	None	1 Hour	<i>Adviser Division Chair</i>



2. Submit duly signed letter to the Office of the Secretary	2.1. Receive letter and forward to the College Secretary	None	15 Minutes	<i>Administrative Officer OSEC</i>
	2.2. Review and sign letter	None	1 Hour	<i>College Secretary</i>
TOTAL		None	2 Hours and 15 Minutes	
B. Online Submission (due to Pandemic) 1. Send email to Program Adviser with attached letter of Underloading / Overloading addressed to the College Secretary	1. Receive and affix e-signature to the attached letter Send back the letter to student	None	4 Hours	<i>Adviser</i>
2. Send via email the signed letter to the Division Chair	2. Receive and affix e-signature to the attached letter. Send back the letter to student	None	4 Hours	<i>Division Chair</i>
3. Forward the letter to OSEC for the College Secretary's approval	3.1. Receive letter and forward to the College Secretary	None	15 Minutes	<i>Administrative Officer OSEC</i>
	3.2. Receive, review and sign letter	None	1 Hour	<i>College Secretary</i>
	3.3. Inform student (via email or SMS) enlistment status	None	10 Minutes	<i>Administrative Officer OSEC</i>
TOTAL:		None	2 Days	



14. Submission of Appeals to USAPAW Committee (Readmission/ Extension of Residence / Local Appeals / CSAPG Endorsement)

To process the submission of appeals to USAPAW Committee (either local appeals or for endorsement to CSAPG – OUR) for Undergraduate students

Office or Division:	Office of the College Secretary, College of Education			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Appeal addressed to the College Secretary		Requesting party		
2. True Copy of Grades (if applicable)		Office of the College Secretary, College of Education		
3. Timetable Form (if applicable)		Office of the College Secretary, College of Education		
4. Curriculum Checklist		CRS web page (https://our.upd.edu.ph/curriculum.html)		
5. Other pertinent documents related to the nature of appeals		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual Submission				
1. Write letter of appeal addressed to the College Secretary endorse by the Adviser and the Division Chair	1. Accept and sign letter	None	1 Hour	<i>Adviser</i> <i>Division Chair</i>
2. Request for copy of True Copy of Grades	2. Prepare TCG	PHP 20.00 per copy	3 Days	<i>Student Records Evaluator</i> <i>OSEC</i>
3. Prepare timetable for the duration of MRR appeal he/she is requesting	3. Sign and endorse Timetable	None	30 Minutes	<i>Program Adviser</i>
4. Accomplish/update Program of Study (Curriculum Checklist)	4. Sign and endorse Program of Study	None	30 Minutes	<i>Adviser</i>
5. Submit all the required documents to the Office of the College Secretary	5.1. Receive and check documents	None	30 Minutes	<i>Student Records Evaluator</i> <i>OSEC</i>
	5.2. Evaluate Academic Records of student	None	1 Day	



	5.3. Check, review evaluation and sign letter	None	1 Hour	College Secretary
TOTAL:		PHP 20.00 per copy	4 Days, 3 Hours, and 30 Minutes	
B. Online Submission (due to Pandemic)				
<p>1. Download and accomplish the following: a. Curriculum Checklist b. Timetable (if applicable)</p> <p>- Write letter of appeal addressed to the College Secretary and affix signature</p> <p>- Print grades from CRS or save screenshot of grades in MS Word file</p> <p>Email all the required documents to: For CSAPG Appeal: <i>educacad.updiliman@up.edu.ph</i> with subject line: CSAPG appeal_Surname, Name (e.g., CSAPG appeal_Dela Cruz, Juana); USAPAW appeal_Surname, Name (e.g., USAPAW appeal_Dela Cruz, Juana).</p> <p>For local appeals, 1.) Extension of Residence: <i>educadmissions.updiliman@up.edu.ph</i> with subject line: Extension of Residence_Surname, Name (i.e. Extension of</p>	1.1. Acknowledge email	None	1 Hour	Student Records Evaluator OSEC
	Download files			
	1.2. Save all files into a google drive folder. Email the files to the Program Adviser for endorsement	None	2 Hours	
	1.3. Download and check documents submitted by the student. Attach electronic signature in the letter OR submit separate email to OSEC endorsing the appeal. Return the signed letter to OSEC	None	2 Hours	Program Adviser
	1.4. Forward files to the Division chair	None	1 Hour	Student Records Evaluator OSEC
	1.5. Evaluate documents submitted by student. Attach electronic signature in the letter OR submit separate email endorsing the appeal	None	2 Hours	Division Chair
	1.6. Evaluate Academic Records of student	None	1 Day	Student Records Evaluator OSEC
1.7. Evaluate / verify the supporting documents of the appeal	None	4 Hours		



Residence_Dela Cruz, Juan). 2.) Readmission from LOA/AWOL: <i>educadmissions.updiliman@up.edu.ph</i> with subject line: Readmission from LOA/AWOL_Surname, Name (i.e. Readmission from AWOL_Dela Cruz, Juan).	1.8. Check evaluation of SRE. Sign and endorse the appeal	None	1 Hour	<i>College Secretary</i>
	1.9. Inform student (via email or SMS) of his/her appeal	None	10 Minutes	<i>Administrative Officer OSEC</i>
TOTAL:		None	2 Days, 5 Hours, and 10 Minutes	

15. Submission of Course Equivalency

Student submits Certificate to satisfy prerequisite of a subject

Office or Division:	Office of the College Secretary, College of Education			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All College of Education Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Course Equivalency Certification		Template can be seen at the UP College of Education Website		
2. Copy of Transcript of Records		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Manual Submission 1. Accomplish Certification of Course Equivalence form. Present the certification, with a copy of his/her TOR, to the faculty handling the required course	1. Check the equivalency of subject taken by the student to the required prerequisite subject of the course. Sign the certification and return to the student	None	4 Hours	Faculty handling the course
2. Submit the signed certification to OSEC with a copy of TOR	2.1. Receive and check the signed certification. Forward the certification to the College Secretary	None	15 Minutes	<i>Student Records Evaluator OSEC</i>



	2.2. Sign the certification	None	2 Hours	<i>College Secretary</i>
	2.3. Scan certification for student's jacket file	None	15 Minutes	<i>Student Records Evaluator OSEC</i>
	2.4. Forward original certification to OUR Records Section	None	15 Minutes	
	2.5. Inform student of the approval	None	10 Minutes	
TOTAL:		None	6 Hours and 55 Minutes	
A. Online Submission (due to the Pandemic)				
1. Accomplish Certification of Course Equivalence form and email the faculty handling the required course Attach the ff: Certification form with signature Scanned copy of TOR	1. Acknowledge the email. Check the equivalency of subject taken by the student to the required pre requisite subject of the course. Affix e-signature in the certification. Email back the certification	None	1 Day	<i>Faculty handling the course</i>
2. Email signed certification to OSEC with the attachments	2.1. Acknowledge the email. Check the completeness of the documents. Forward documents to the College Secretary	None	30 Minutes	<i>Student Records Evaluator OSEC</i>
	2.2. Review the documents. Affix signature as approval of the certification	None	2 Hours	<i>College Secretary</i>
	2.3. Send to OUR Records Section via email the approved certification	None	30 Minutes	<i>Student Records Evaluator OSEC</i>
	2.4. Inform student of the approval	None	15 Minutes	<i>Student Records Evaluator OSEC</i>
TOTAL:		None	3 Day	



Center for International Studies (CIS)

External Services



1) Request for Certifications / Documents

- a) Enrollment
- b) Completion of course
- c) Attendance
- d) Grade
- e) Units Earned

Office or Division:	Center for International Studies			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form or Letter of Request for Certification addressed to Director			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request (with Official Receipt, if available/applicable) to the Director	1.1. Staff will Receive Request of letter 1.2. Staff will coordinate with Director to evaluate status of student 1.3. Staff will advise the client if the requested document can be supplied. 1.4. Prepare certificate. 1.5. Forward to the Director for signature. 1.6. Director will sign Certificate / Documents	None	3 Days (not including Weekend and Non-Working Holidays)	<i>Receiving Personnel</i> CIS <i>Director</i> CIS
2. Client will wait for email from the Office informing them of availability of pick-up	2. 1 Office will send an email or notify the client that the requested document is available for pick-up	None	1 Day	<i>Receiving Personnel</i> CIS



3. Client will claim requested Certificate / Documents	3.1 Release Certificate / Documents	None	1 Day	<i>Releasing Personnel</i> CIS
TOTAL:		None	5 Days	

2. Requests and Invitations addressed to the Director and/or Coordinator (meetings, interviews, partnerships)

Processing of requests and invitations addressed to the Director and/or Coordinator (meetings, interviews, partnerships)

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Government / Government to Citizen / Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Director and/or Coordinator	1.1 CIS Staff acknowledges receipt of document. 1.2 CIS Staff forwards document to the Director and/or Coordinator for evaluation. 1.3 Director and/or Coordinator decides whether to accept or decline the request	None	2 Days (not including Weekend and Non-Working Holidays)	<i>Receiving Personnel</i> CIS <i>Director and/or Coordinator</i> CIS
2. Client receives response for the request.	2.1. CIS Staff may choose among provided means (ex. via phone call, text message, etc.) to inform client that the	None	1 Day	<i>Releasing Personnel</i> CIS



	Director's response is ready for pick-up			
TOTAL:		None	3 Days	

3. Request for Recommendation/ Endorsement Letter

Processing or request for Recommendation/Endorsement Letter that can be used for continuing academic pursuit, employment, and appointment

Office or Division:	Center for International Studies			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	Faculty, Citizens, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Recommendation/Endorsement		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Director	1.1 Receiving Personnel acknowledges receipt of document with Receiving stamp and signature. 1.2 Receiving Personnel forwards document to the Director for evaluation. 1.3 Director decides whether to accept or decline the request	None	1 Day (not including Weekend and Non-Working Holidays)	<i>Receiving Personnel</i> CIS <i>Director</i>
2. Client will wait for communication from the Office	2.1. Staff will coordinate with the client about the decision 2.2. Staff will coordinate with the Director/faculty coordinator for the	None	3 Days (subject to the preparation of the draft by the faculty)	<i>Receiving Personnel</i> CIS <i>Director</i>



	preparation of the document requested 2.3 Receiving Staff of the Office of the Director may choose among provided means (ex. via phone call, text message, etc.) to inform client that the Recommendation/Endorsement Letter is being prepared		recommending/ endorsing)	
3. Client receives the document, if approved, requested.	3.1. Client will be advised about the final document for releasing with approval of the Office of the Director 3.2 Document will be released	None	1 Day (not including Weekend and Non-Working Holidays)	<i>Releasing Personnel</i> CIS
TOTAL:		None	5 Days	

4. Endorsement Letter for Exchange Program or Study Abroad

Request for Endorsement Letter of Exchange Program or Study Abroad

Office or Division:	Center for International Studies		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Acceptance Letter		Partner International University	
2. Endorsement Request Letter addressed to the Director		Requesting Party (Students)	
3. Exchange Program or Study Abroad Form			
4. Course Syllabus of Subjects to be taken			
5. Student's Curriculum Vitae			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Acceptance Letter from the Partner International University and Exchange Program or Study Abroad Form	1.1. Receive Acceptance Letter from the Partner International University and Exchange Program or Study Abroad Form	None	2 Days	<i>Receiving Personnel</i> CIS
	1.2. Approve / Disapprove request for Endorsement of Exchange Program or Study Abroad	None		<i>Director or Faculty Coordinator</i>
2. Client will be informed about the process of the request	2.1. Staff will communicate with the client about the requested document including remarks from the Director or faculty involved in the request	None	3 Days (subject to the preparation of the draft by the faculty recommending/ endorsing)	<i>Receiving Personnel</i> CIS
3. Claim request for Endorsement of Exchange Program or Study Abroad	3.1 Release Endorsement Letter for Exchange Program or Study Abroad to student via email or by pick-up (if applicable with approval of the Director)	None	1 Days (not including Weekend and Non-Working Holidays)	<i>Receiving Personnel</i> CIS
TOTAL:		None	6 Days	

5. Endorsement for Appeal for Late Application for Dropping or Change Matriculation

Request for Endorsement of Appeal for Late Application for Dropping or Change Matriculation

Office or Division:	Center for International Studies
Classification:	Simple (Client - Staff - Director)



	Highly Technical (Staff - Faculty Coordinator - Other UPD Units i.e. OUR, OVCAA)			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to the Office of the University Registrar		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the University Registrar (OUR) to the Office of the Director and/or Coordinator	1.1. Receive Letter addressed to the OUR 1.2. Forward to the Director for endorsement	None	1 Day (not including Weekend and Non-Working Holidays)	<i>Receiving Personnel</i> CIS <i>Director or Coordinator</i>
	1.3. Director or Faculty Coordinator will Approve / Disapprove Endorsement of Appeal for Late Application for Dropping or Change Matriculation then return to the UPCIS Office for releasing 1.4. Staff will coordinate the decision of the Director/ Coordinator with involved offices such as the OUR and OVCAA to secure guidance	None	3 Days (subject to the processing of other University offices)	<i>Receiving Personnel</i> CIS <i>Director or Coordinator</i> <i>Receiving Personnel</i> OUR <i>Receiving Personnel</i> OVCAA
2. Claim Endorsement of Appeal for Late Application for Dropping or	2.1 Staff will communicate with the client regarding the availability of the requested document 2.2 Release Endorsement of Appeal for Late	None	2 Days	<i>Receiving Personnel</i> CIS



Change Matriculation then go to the OUR	Application for Dropping or Change Matriculation			
TOTAL:		None	6 Days	

6. Process enlistment of students in courses offered by the Center

Processing of enlistment request for courses offered by the unit

Office or Division:	Center for International Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. CRS Account		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will inform office of intention to enlist	1.1 Student's Enlistment form will be received by the Office through Enlistment Personnel	None	1 Day (According to CRS schedule of enlistment)	Receiving Personnel CIS
	1.2 Staff will consult with Course Coordinator regarding course slots	None		Receiving Personnel CIS Course Coordinator CIS
2. Provide Student ID number	2. If slots are available/overloading permitted by Course	None	1 Day (not including Weekend and	Receiving Personnel CIS



	Coordinator, student will be enlisted		Non-Working Holidays)	
TOTAL:		None	2 Days	

7. Process request for dropping a course offered by the Center

Processing of student request for dropping courses

Office or Division:	Center for International Studies			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. CRS Account		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will inform office of intention to drop the enlisted course	1.1 Personnel will consult with Course Coordinator regarding dropping of student from course	None	1 Day (not including Weekend and Non-Working Holidays)	<i>Receiving Personnel CIS</i> <i>Course Coordinator</i>
	1.2 Received by the office 1.3 Dropping will be approved by Course Coordinator	None		<i>Receiving Personnel CIS</i>
2. Provide Student ID number	2. Personnel will consult or follow up with Course Coordinator regarding dropping of student from course	None	1 Day	<i>Receiving Personnel CIS</i> <i>Course Coordinator</i>



3. Student will wait for confirmation from the Office	3. Staff will communicate with the student about the status of the request	None	1 Day	<i>Releasing Personnel</i> CIS
TOTAL:		None	3 Days	

8. Process completion of incomplete (INC) grades of students enrolled in courses offered by the Center

Processing of completion for incomplete (INC) grades for courses offered by the unit

Office or Division:	Center for International Studies			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completion form 2. Requirement to complete the course			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will submit the requirement to team-teacher for completion through CIS	1.1 Office will receive submission requirement of student	None	1 Day (not including Weekend and Non-Working Holidays)	<i>Receiving Personnel</i> CIS
	1.2 Office will inform the team-teacher and course Coordinator of the submission by student	None		<i>Receiving Personnel</i> CIS <i>Team-Teacher</i> <i>Course Coordinator</i>
	1.3. Office will request for grade of student from team-teacher	None	2 Days	<i>Receiving Personnel</i> CIS



				<i>Team-Teacher</i>
2. Student will provide the completion form from their home unit/department	2.1 Office will coordinate with team-teacher for signature of student's completion form	None	2 Days	<i>Receiving Personnel CIS</i> <i>Team-Teacher</i>
3. Student should pay at the Cashier's Office the completion or removal fee	3.1 Office will receive receipt and completion form	None	1 Day	<i>Receiving Personnel CIS</i>
	3.2 Office will input grades to CRS	None		<i>Receiving Personnel CIS</i> <i>Course Coordinator</i>
4. Student will wait for confirmation from the Office	4.1 Staff will communicate with the student about the status of the request	None	1 Day	<i>Releasing Personnel CIS</i>
TOTAL:		None	7 Days	

9. Process application or renewal of MOU and MOA between CIS and international partners

Processing of application or renewal of Memorandum of Understanding (MOU) and Memorandum of Agreement (MOA) between CIS and international partner organizations

Office or Division:	Center for International Studies		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Institutions		
CHECKLIST OF REQUIREMENTS (please take note requirements vary per type of appointment; please refer to HRDO)	WHERE TO SECURE		
Note: Partnering Institution must already have past correspondence with representatives of the UPCIS and have assigned counterparts	Requesting Party and UPCIS (subject to the approval of OILD)		



<ol style="list-style-type: none"> 1. Letter of Intent addressed to Chancellor and/or Director 2. Proposed DRAFT agreement to be signed/renewed - The MS Word document of the draft agreement should also be sent to: international.upd@up.edu.ph 3. Expired/Expiring MOU/MOA (if applicable) 4. Accomplished and certified MOU/MOA activity implementation plan form - 5. For MOU/MOA renewals; OR for new MOU/MOAs 6. Certification of no special budgetary outlay/ Certification of special budgetary outlay (Per Memorandum No. OSU 2017-02-04) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Partnering institution can send the proposed draft of agreement that has been signed by officials of the institution that has been reviewed by both parties/all parties	<ol style="list-style-type: none"> 1.1 Office receives the Agreement and forwards this to the Director and the faculty 1.2 UPCIS Office will deliberate on the decision for the application or the renewal of the Memorandum 	None	2 Days	<i>Extension Staff</i> <i>Director</i> <i>Faculty</i> <i>Receiving Personnel</i> Office of International Linkages Legal Personnel
2. Client will wait for communication from staff regarding the status of the request	<ol style="list-style-type: none"> 2.1 Staff will coordinate with the client to give updates about the process and the decision of the UPCIS regarding the application and the renewal. 2.2 Coordination will begin with other UP Offices 	None	3 Days (subject to the processing of other University offices)	<i>Extension Staff</i> <i>Coordinator of Area Studies</i> Office of International Linkages Legal Personnel



	2.3 Staff will coordinate with the UP Offices and the client until the completion of the requirements in the Diliman/System level			
3. Client will wait for confirmation of the success of the process	<p>3.1 Staff will coordinate with the client about the completion of the process of the application/renewal of the Memorandum</p> <p>3.2 As necessary, staff will coordinate with the client with regard to the physical documents needed for formal signing of the agreement between the institutions by appropriate representatives</p>	None	3 Days (subject to the processing of other University offices)	<i>Releasing Personnel</i> CIS <i>Extension Staff</i> <i>Coordinator of Area Studies</i> Office of International Linkages Legal Personnel <i>Legal Personnel</i> <i>Chancellor</i> UP Diliman
TOTAL:		None	8 Days	

10. Process application of Visiting Research Fellow, Visiting Artists, and Visiting Professors

Processing of application of Visiting Research Fellow (VRF), Visiting Artists (VA) and Visiting Professors (VP)

Office or Division:	Center for International Studies	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Affiliate Academic Institutions	
CHECKLIST OF REQUIREMENTS (please take note requirements vary per type of appointment; please refer to HRDO)	WHERE TO SECURE	



<ol style="list-style-type: none"> 1. Basic Paper 2. Letter of Intent addressed to Chancellor 3. Terms of Reference (signed) 4. Curriculum Vitae of Applicant 5. Research Proposal that is in line with the Center's Extension and Research Agenda 6. Endorsement letter from Institution of Applicant 	Requesting Party (with academic affiliation) and UP CIS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant for Visiting Research Fellow, Visiting Artist, or Visiting Professor will submit their curriculum vitae with supporting documents such as Research Proposal, Source of Budget, and endorsement letter from the applicant's institution	<ol style="list-style-type: none"> 1.1 Office receives the Agreement and forwards this to the Director and the faculty 1.2 UPCIS Office will deliberate on the decision for the application 1.3 Office coordinates with University offices for the processing until the documents are all signed and the applicant is appointed 	None	2 Days (subject to the processing of other University offices)	<i>Extension/Research Personnel</i> <i>Director</i> <i>Legal Personnel</i> Office of International Linkages
2. Applicant will wait for communication from staff regarding the status of the request	<ol style="list-style-type: none"> 2.1 Staff will coordinate with the client to give updates about the process and the decision of the UPCIS regarding the application and the renewal. 2.2 If approved, the Applicant will sign the Terms of Reference with the Center's 	None	3 Days	<i>Extension Staff</i> <i>Director</i> <i>Faculty</i> <i>Legal Personnel</i> Office of International Linkages



	<p>representative (Director or Coordinator) and submits all documents with letter of endorsement for the appointment of applicant signed by the Director addressed to the Chancellor</p> <p>2.3. Staff will coordinate with the UP Offices and the client until the completion of the requirements in the Diliman/System level</p>			<i>Vice Chancellor for Research and Development</i>
3. Applicant will wait for confirmation of the success of the process	<p>3.1 Staff will coordinate with the client about the completion of the process</p> <p>3.2 IF necessary, staff will coordinate with the client with regard to the physical documents needed for formal completion of the process</p>	None	3 Days (Subject to the coordination with UP Offices involved)	<i>Releasing Personnel CIS</i>
TOTAL:		None	8 Days	

11. Organize symposia, roundtable discussions, theater performances, film documentaries, lectures, and other engagements of the Center including those conducted in cooperation with international partner institutions and other partners

Preparations and logistics management for symposia, roundtable discussions, theater performances, film documentaries, lectures, and other engagements of the Center

Office or Division:	Center for International Studies
Classification:	Complex



Type of Transaction:	Government to Government or Government to Citizen			
Who may avail:	Partner Institution, Academic Affiliates, Invited Lecturers/Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Program of activity 2. Letter of invitation for partnership 3. Requirements of partner 4. Letter for Chancellor 5. Venue, Accommodation, Transportation, Food, Budget, Honorarium 		Requesting Party and UP CIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit program of activity and letter of invitation with planned budget for the event (if applicable) to the Center	<ol style="list-style-type: none"> 1.1 Office receives the files from the client and will acknowledge receipt. 1.2. Staff will coordinate with the Director and Faculty about if the program is approved 	None	1 Day	<i>Receiving Personnel</i> CIS <i>Director</i> <i>Faculty</i>
2. Client will wait for communication from the staff	<ol style="list-style-type: none"> 2.1 If approved, staff will communicate with client about the program. 2.2. Staff will make arrangements with UP departments (if applicable) for the event to be hosted 2.3 Personnel will inform Director and Faculty and work closely with the Coordinator and the client for the program 	None	5 Days (Subject to the coordination with UP Offices involved)	<i>Receiving Personnel</i> CIS If needed, other UP Departments
3. Client will be informed formally of the approved program	<ol style="list-style-type: none"> 3.1 Arrangements will be finalized and communicated formally with the client once 	None	1 Days	<i>Releasing Personnel</i> CIS



	confirmed and approved by needed unit heads			
TOTAL:		None	7 Days	

12. Organize disaster response activities and initiate campaigns and other activities in response to current global and local issues

Preparations and logistics management for disaster response activities and initiate campaigns and other activities in response to current global and local issues

Office or Division:	Center for International Studies			
Classification:	Complex			
Type of Transaction:	Government to Government or Government to Citizen			
Who may avail:	Partner Institution, Academic Affiliates, Invited Lecturers/Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Program of activity 2. Letter of invitation for partnership 3. Requirements of partner 4. Letter for Chancellor 5. Venue, Accommodation, Transportation, Food, Budget, Honorarium 		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit program of activity and letter of invitation with planned budget for the event (if applicable) to the Center	<ol style="list-style-type: none"> 1.1 Office receives the files from the client and will acknowledge receipt. 1.2. Staff will coordinate with the Director and Faculty about if the program is approved 	None	1 Day	<i>Receiving Personnel</i> CIS <i>Director</i> <i>Faculty</i>
2. Client will wait for communication from Staff regarding the request	2.1 If approved, staff will communicate with client about the program.	None	5 Days (Subject to the coordination with UP)	<i>Receiving Personnel</i> CIS



	<p>2.2. Staff will make arrangements with UP departments (if applicable) for the event to be hosted</p> <p>2.3 Personnel will inform Director and Faculty and work closely with the Coordinator and the client for the program</p>		Offices involved)	<p>Director</p> <p>Faculty</p>
3. Client will be informed formally of the approved program	3. Arrangements will be finalized and communicated formally with the client once confirmed and approved by needed unit heads	None	1 Days	Releasing Personnel CIS
TOTAL:		None	7 Days	

13. Manage the Resource Collection of the Center

Management of books and other resource materials in the unit collection

Office or Division:	Center for International Studies			
Classification:	Simple			
Type of Transaction:	Government to Government and Government to Citizen			
Who may avail:	Faculty/Professors and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Requesting	Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will specify which book to request for room-use only	1. Administrative personnel will record student/visitor's time-in UPCIS sign-in sheet	None	20 Minutes	Administrative Personnel CIS



2. If borrowing books, students will have to present and leave student ID, visitors will have to present and leave valid ID	2. Administrative staff will log in the book borrowed with date and time and student information and store the student's ID	None	10 Minutes	<i>Administrative Personnel</i> CIS
TOTAL:		None	30 minutes	



Institute of Islamic Studies (IIS)

External Services



1. Arabic Language Proficiency Examination

Administering of Arabic Language Proficiency Examination (ALPE).

Office or Division:	Institute of Islamic Studies, Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Form for Proficiency Exam		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish proficiency exam form manual or in Portable Document Format (PDF) submit through the IIS drop box or electronic submission at iis@up.edu.ph	1. Check IIS drop box for manual submission and IIS email for electronic submission 1.1. Accept the Duly Accomplished Form 1.2. Inform and instruct the client about the next steps thru email 1.3. Copy furnish in the email: IIS library to prepare receiving of payment	None	1 Hour	<i>Student Records Evaluator</i> OCS
2. Pay the required fee at IIS Library	2. Accepts payment and issues official receipt	PHP 50.00	1 Hour	<i>Designated Collecting Officer</i> IIS Library
3. Submit copy of OR to OCS through the IIS drop box or electronic submission at iis@up.edu.ph	1. Schedule date of proficiency exam	None	1 Hour	<i>Student Records Evaluator</i> OCS
TOTAL:		PHP 50.00	4 Hours	



2. Translation Arabic/English/Filipino

Translation services for documents in Arabic, English, and Filipino

Office or Division:	Institute of Islamic Studies, Research Publication and Extension Division (RPED)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit the Duly Accomplished Request Form		Research Publication and Extension Division (RPED)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download required request form from the IIS website and fill up the required request form manually or electronically.	1. Check IIS drop box for manual submission and IIS email for electronic submission 1.1. Inform and instruct the client about the next steps thru email 1.2. Copy furnish in the email: IIS library to prepare receiving of payment	None	1 Day	<i>Receiving Personnel</i> RPED
2. Submit the documents to be translated for assessment through the IIS drop box or email at <i>iis@up.edu.ph</i>	2. Receive copy of documents to be translated	None	1 Hour	<i>Receiving Personnel</i> RPED
3. Pay the required fee at IIS Library	3. Issue claim stub	PHP. 500.00 per page	30 Minutes	<i>Receiving Personnel</i> RPED
4. Client receives translated documents through the IIS drop box or email.	4. Releasing personnel receives and verifies claim stub manually or electronically to return translated documents	None	1 Day	<i>Releasing Personnel</i> RPED



	*Duration of translation process vary depending on the volume of materials to be translated			
TOTAL:		NONE	10 Days	

3. Translation of Philippine Muslim Languages/Dialects

Translation services for documents in Philippine Muslim Languages/Dialects.

Office or Division:	Institute of Islamic Studies, Research Publication and Extension Division (RPED)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit the Duly Accomplished Request Form		Research Publication and Extension Division (RPED)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download required request form from the IIS website and fill up the required request form manually or electronically.	1. Check IIS drop box for manual submission and IIS email for electronic submission 1.1. Inform and instruct the client about the next steps thru email 1.2. Copy furnish in the email: IIS library to prepare receiving of payment	None	1 Day	<i>Receiving Personnel</i> RPED
2. Submit the documents to be translated for assessment through the IIS drop box or email at iis@up.edu.ph	2. Receive documents to be translated	PHP. 500.00 per page	1 Hour	<i>Receiving Personnel</i> RPED



3. Pay the required fee at IIS Library	3. Issue claim stub	None	30 Minutes	<i>Receiving Personnel</i> RPED
4. Client receives translated documents through the IIS drop box or email	4. Releasing personnel receives and verifies claim stub manually or electronically to return translated documents *Duration of translation process vary depending on the volume of materials to be translated	None	1 Day	<i>Releasing Personnel</i> RPED
TOTAL:		PHP. 500.00 per page	7 Days	

4. Islamic Rituals Khutbah, Prayer, Marriage, Paggunting

Performing of Islamic Rituals Khutbah, Prayer, Marriage, Paggunting

Office or Division:	Institute of Islamic Studies, Office of the Dean			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Dean		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request through the IIS drop box or email at iis@up.edu.ph	1. Check IIS drop box for manual submission and IIS email for electronic submission and receive letter of request	None	1 Day	RPED Personnel



	1.1 Acknowledge client's email and inform next steps			
2. Follow up status of request through email	2. Assign Person In-charge	Honorarium	7 Days	RPED Personnel
TOTAL:		NONE	7 Days and 1 Hour	

5. Islamic Lectures, Fora, Workshops, Trainings and Seminars

Services to facilitate and organize Islamic lectures, fora, workshops and seminars.

Office or Division:	Institute of Islamic Studies, Office of the Dean			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Dean		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request through the IIS drop box or email at iis@up.edu.ph	1. Check IIS drop box for manual submission and IIS email for electronic submission	None	1 Day	RPED Personnel
2. Follow up status of request through email	2. Assign Person In-charge	Honorarium	21 Days	RPED Personnel
TOTAL:		None	22 Days	



6. Islamic Consultancy

Processing of request for Islamic consultancy.

Office or Division:	Institute of Islamic Studies, Research Publication and Extension Division (RPED)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Head of Office		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request through the IIS drop box or email at iis@up.edu.ph	1. Check IIS drop box for manual submission and IIS email for electronic submission	None	1 Day	<i>Receiving Personnel Office of the Dean</i>
2. Follow up status of request through email	2. Assign Person In-charge to handle request	Honorarium as agreed	21 Days	<i>Receiving Personnel Office of the Dean</i>
TOTAL:		Honorarium as agreed by both parties	22 Days	



College of Law (CLaw)

External Services



1. Registration for Bar Review

To register law graduates in the Bar review

Office or Division:	Law Center, Training and Convention Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen/ Government to Business			
Who may avail:	All law graduates/bar candidates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Law Center, Training and Convention Division		
2. 2 pcs. 1.5" x 1.5" ID pictures		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Each applicant is given a form with data privacy notice, with all the requirements	1.1. Receiving Personnel provides each applicant with a copy of the application form by email upon request	None	5 Minutes	<i>Receiving Personnel</i> Training and Convention Division
2. Each applicant submits all requirements by email and pay the review/ registration fee through available remote payment modes (bank deposit, electronic transfer, GCash, or Paymaya)	2.1. Receiving Personnel accepts the completed application form with attached requirements and proof of payment of corresponding fee. 2.2. ID and access to initial materials are given to applicant, i.e.,	PHP. 15,000.00	10 Minutes	<i>Receiving Personnel</i> Training and Convention Division



	Bar planner and Program, and online resources 2.3. Receiving Personnel encodes registration details for records			
	TOTAL	15,000.00	15 Minutes	

2. Requests for legal opinion/comments on pending legislations/executive issuances

To act on requests for legal opinion/comments on matters pertaining to current/pending laws and executive issuances

Office or Division:	Law Center, Institute of Government and Law Reform (IGLR), Institute of Human Rights (IHR), Institute for the Administration of Justice (IJA), Institute for Maritime Affairs and Law of the Sea (IMLOS), Institute of International Legal Studies (IILS)			
Classification:	Complex			
Type of Transaction:	Government to Government/Private Parties			
Who may avail:	All Government Agencies and Private Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request personally and/or electronically	1.1. Receive the Request	None	5 Minutes	<i>Receiving Personnel of Institute</i>
	1.2. Acknowledge receipt personally or electronically, and respond whether to accept, refer to appropriate office or, reject the request	None	Within 7 Days of receipt	Experts/Lawyers
TOTAL:		NONE	7 Days	



3. Requests/Proposals for Codification and Revision

To act on requests/proposals to amend and update existing laws

Office or Division:	Law Center, Institute of Government and Law Reform (IGLR)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request personally and/or electronically	1.1 Accept letter and acknowledge receipt	None	5 Minutes	IGLR Staff
	1.2. Respond to request whether to accept or refer to appropriate office	None	Within 7 Days of Receipt	Lawyer
TOTAL:			7 Days	

4. Registration in Mandatory Continuing Legal Education (MCLE) Program

To register lawyers and non-lawyers in the MCLE program

Office or Division:	Law Center, Institute for the Administration of Justice (IAJ)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Lawyers and non-lawyers in the legal field			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MCLE Registration Form		Institute for the Administration of Justice (IAJ)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participant submits accomplished registration form personally and/or	1. Receiving personnel checks accomplished	None	5 Minutes	<i>Receiving Personnel</i> Institute for the Administration of



electronically via iaj_law.upd@up.edu.ph	registration form			Justice (IAJ) Personal submission to IAJ Personnel at 3/F UPLC
2. Applicant proceeds to the UP Law Complex Cash and Disbursing Section (UPLC CDS), or pay through available remote payment modes, for payment of registration fee	2. Receiving Personnel accepts payment and issues official receipt	PHP. 8,400.00	10 Minutes	<i>Receiving Personnel</i> UP Law Complex Cash and Disbursing Section (UPLC CDS) Current remote payment mode <i>via</i> Direct Bank Deposit to UPLC LBP Account
TOTAL:		PHP. 8,400.00	15 Minutes	

5. Issuance of MCLE Compliance Certificate

To issue MCLE Compliance Certificate to compliant lawyer

Office or Division:	Law Center, Institute for the Administration of Justice (IAJ)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Lawyers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lawyer's ID or Authorization letter		Lawyer applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lawyer or authorized representative presents ID for verification personally and/or electronically via iaj_law.upd@up.edu.ph	1. Receiving Personnel releases MCLE certificate directly or through courier/messenger and asks lawyer or authorized representative to sign in the	None	10 Minutes	<i>Receiving Personnel</i> Institute for the Administration of Justice Personal submission to IAJ Personnel at 3/F UPLC



	receiving list or acknowledge receipt from courier/messenger			
	TOTAL:		10 Minutes	

6. Application for UP Law Aptitude Examination (LAE)

To process LAE application

Office or Division:	College of Law, Office of the College Secretary
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	LAE applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Application Form	UP LAE Website
2. Certificate of Graduation 3. Certificate of General Weighted Average GWA	Office of the College Secretary of client's school of origin
4. Official Transcript of Records	Office of the Registrar of client's school of origin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creates and accomplishes online application form for UPLAE and Upload required documents to UP LAE Website	1.1. Check application for completeness and accuracy of required documents 1.2. Validate application if it is complete and accurate 1.2.1. If application is incomplete or inaccurate, notify applicant to update his/her application	None	3 Days	<i>Receiving Personnel</i> Office of the College Secretary <i>Student Records Evaluator</i> Office of the College Secretary
2. If application is incomplete, Client	2. Validate application after	None	1 Day	<i>Receiving Personnel</i> Office of the College



must re-upload or update the information in his/her application. 2.1. If application is complete and accurate, proceed to next step	complying with the comments on the validation			Secretary <i>Student Records Evaluator</i> Office of the College Secretary
3. Check email from OCS. Print the Order of Payment Slip and Pay the Application fee of PHP 1,500.00 for early registrants and PHP 2,000.00 for late registrants, and upload receipt / deposit slip to the UPLAE Website under their Account name	3. Validate Payment of applicant and confirm their application for qualification for UPLAE	PHP. 1,500.00 for Early Registrants PHP. 2,000.00 for Late Registrants	2 Days	<i>Receiving Personnel</i> Office of the College Secretary <i>Student Records Evaluator</i> Office of the College Secretary
4. Print the Test Permit to be brought for the UP LAE	None	None	None	
TOTAL:		PHP 1,500.00 for Early Registrants PHP 2,000.00 for Late Registrants	6 Days	

7. Application for Legal Assistance/Representation to Indigent Clients

To act on application for legal assistance/representation to indigent clients as mandated by Rule 138-A of the Rules of Court

Office or Division:	College of Law, Office of Legal Aid
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Indigent applicants/clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency	1. Barangay or DSWD



2. Sufficient information and supporting documents related to the case		2. Barangay/PNP or NBI/Public Attorney's Office/ Department of Justice Office of the City/Provincial Prosecutor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request legal assistance or representation at the OLA	1.1. Law Interns interview applicants to determine if cause of action exists 1.2. After interview, Law Interns submit Preliminary Interview Forms (PIFs)	None	1 Day	<i>Law Interns</i>
2. Await notification of acceptance or denial of request for legal assistance or representation	2.1. Supervising Lawyer recommends acceptance or denial on basis of need, indigency, or other relevant factors 2.2. OLA Director decides whether to accept or reject	None	3 Days	<i>Supervising Lawyer or OLA Director</i>
3. Client is provided legal services, or referred to other legal offices	3. OLA will inform applicant of decision whether to accept or reject client's case	None	3 Days	<i>Law Interns</i>
TOTAL:			7 Days	



8. Request for Legal Services

To act on request for legal services to paying clients

Office or Division:	College of Law, Law Internship Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preliminary Interview Form		Law Internship Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in client or referral from OLA or Faculty member proceeds to the LIC	1.1 Law intern interviews client and recommends action to LIC Head 1.2 The LIC Head evaluates recommendation 1.3 Law Intern informs applicant of decision	None	2 Hours	<i>Law Intern</i> <i>LIC Head</i>
2. Payment of applicable fees personally or through available remote payment options	2. Accept or verify payment, if accepted, issue official receipt	Defined in contract	15 Minutes	<i>Receiving Personnel</i> UP Law Complex Cash and Disbursing Section (UPLC CDS)
TOTAL:		As defined in contract	2 Hours and 15 Minutes	

9. Rules and Regulations filed by different Government Agencies

To receive Rules and Regulations filed by government LGU agencies as mandated by Administrative Code of 1987

Office or Division:	Law Center, Office of National Administrative Register (ONAR)
Classification:	Simple
Type of Transaction:	Government to Government/ Government to Citizen
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified Rules and Regulations (3 certified copies) 2. Order Payment Slip 3. Certificate of Registration		Office of National Administrative Register (ONAR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three (3) certified copies of Rules and Regulations	1.1. Receive Rules and Regulations filed by Government Agencies 1.2. Check if complying with required three (3) certified copies	PHP 20.00 per rule	15 Minutes	<i>Receiving Personnel</i> ONAR
2. If requirements are approved, client proceeds to UP Law Complex Cash and Disbursing Section (UPLC CDS), or avails of available remote payment options, for payment of fees	2. Receiving Personnel directs client to the UPLC CDS, or available remote payment options, for payment of fees	PHP 20.00 per rule	15 Minutes	<i>Receiving Personnel</i> ONAR
3. Client receives Certificate/s of Registration	3. Releasing Personnel issues Certificate of Registration	None		<i>Receiving Personnel</i> UPLC CDS
TOTAL:		PHP 20.00 per rule	30 Minutes	

10. Issuance of Certification of Filing or Non-Filing of Rules and Regulations

To determine if a government office has filed its rules and regulations with ONAR

Office or Division:	Law Center, Office of National Administrative Register (ONAR)
Classification:	Simple
Type of Transaction:	Government to Government/ Government to Citizen
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting Party		
2. Request Form 3. Requested copy of rules 4. Order Payment Slip 5. Certification of Filing/Non-Filing		Office of National Administrative Register (ONAR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request/ request form for Certification of Filing or Non-Filing of Rules and Regulations personally and/or electronically	1. Receive Letter Request/Request Form and acknowledge receipt	None	5 Minutes	ONAR Staff -Administrative Aide VI ONAR Personal submission to ONAR Personnel at 2/F UPLC Electronic submission to onar_law.upd@up.edu.ph
	1.1 Verify the filing or non-filing of the rules and regulations indicated, using the Records System logbook, digital index, and hard copy files	None	1 Day	ONAR Staff – University Research Associate ONAR
2. Await and receive certification	2. Issue and release certification	PHP.100.00 per rule per certification	15 Minutes	ONAR staff – University Research Associate ONAR
TOTAL:		PHP 100.00 per rule per certification	1 Day and 20 Minutes	

11. Issuance of certified copies of rules and regulations filed with ONAR

To confirm the submission of the rules and regulations of a government office.

Office or Division:	Law Center, Office of National Administrative Register (ONAR)		
Classification:	Simple		
Type of Transaction:	Government to Government/ Government to Citizen		
Who may avail:	All Government Agencies, LGU's, GOCC's , Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Request		Requesting Party	



2. Request Form 3. Requested copy of rules 4. Order Payment Slip 5. Certification of Filing/Non-Filing		ONAR Collecting and Disbursing Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form for Certified Copy/ies of Rules and Regulations filed with ONAR	1.1 Receive Letter Request/Request Form and acknowledge receipt, personally or electronically	None	2 Minutes	ONAR Staff - Administrative Aide VI ONAR
	1.2 Verify the filing or non-filing of the rules and regulations using the Records System logbook, digital index, and hard copy files	None	10 Minutes	ONAR Staff – University Research Associate ONAR
2. Receive Certified Copy/Copies of Rules and Regulations filed with ONAR	2.1 Secure copies from the Records room. Seal with Certified Original Copy stamp and UPLC dry seal.	PHP 20.00/per page	15 Minutes	ONAR staff – University Research Associate ONAR
	TOTAL:	PHP 20.00 per page	27 Minutes	

12. Processing of certification for Bar Applications

To process issuance of certification for Bar application

Office or Division:	College of Law, Office of the Dean			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the certificate to the Office of the Dean for the Dean's approval,	1.1 Check completeness of certification and any supporting documents.	None	1 Day	Office of the Dean Staff - Administrative Aide



personally and/or electronically.				
	1.2 College Secretary to confirm status of student. If student record is clear, the College Secretary will put her initials on the certificate	None	2 Days	<i>College Secretary</i>
	1.3 College Secretary Sends the certificate to the Dean for approval and signature.	None	1 Day	<i>Office of the Dean Staff - Administrative Aide</i>
	1.4 Dean checks the certificate and signs if approved.	None	2 Days	<i>Dean</i>
2. Student receives the certificate for the Bar application	2. Once approved, release the certificate to the student.	None	1 Day	Office of the Dean staff
TOTAL:		None	7 Days	

13. Request for Conduct of trainings/fora/symposia

To act on request for conduct of trainings

Office or Division:	Law Center, Institute of Human Rights (IHR), Institute for the Administration of Justice (IAJ), Institute for Maritime Affairs and Law of the Sea (IMLOS), Institute of International Legal Studies (IILS), Institute of Government and Law Reform (IGLR), Training and Convention Division (TCD)
Classification:	Complex
Type of Transaction:	Government to Government/ Government to Citizen
Who may avail:	All Government Agencies, Civil Society Organizations



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Requesting Party		
2. Pertinent documents from partner organization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request personally or electronically	1. Acknowledge receipt and respond whether to accept, refer to other appropriate office, or reject request	None	7 days	<i>Institute Director/Lawyer REPS</i>
TOTAL:			7 Days	

14. Book Sale

To sell published materials of the Law Complex

	Law Center, Information and Publication Division (IPD)			
Classification:	Simple			
Type of Transaction:	Office to Client/Customer			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order Payment Slip		IPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Purchase publication/s from Book Room	1. Prepare Order Payment Slip/Quotation	None	10 Minutes	IPD Staff - <i>Publication Circulation Officer</i>
2. Pay at the Cash and Disbursing Section (CDS)	2. Verify accuracy of entry in Order Payment Slip/Quotation and issue official receipt (OR)	Cost of book/s	10 Minutes	IPD Staff – <i>Cash Disbursing Officer</i>
3. Return to Book Room and present OR for release of	3. Verify OR as against Order	None	5 Minutes	IPD Staff – <i>Publication Circulation Officer</i>



publication purchased.	Payment Slip; if confirmed, release publication			
TOTAL:			25 Minutes	



College of Social Science and Philosophy (CSSP)

External Services



1. Basic papers for appointment (original, renewal or OIC appointment)

Processing of request for appointments

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Qualified Students for Student Assistant/Graduate Assistant positions, Faculty, and Non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Basic Paper		Unit Office/Department		
2. Cover Letter with justification		Requesting party		
3. OVCSA requirements (for Student/Graduate Assistant)				
4. HRDO/CSC requirements (for faculty and non-teaching personnel)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client informs Unit Office/Department regarding interest to apply for available appointment position	1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature 1.2. Basic Paper is prepared a. Endorsed by Head of Office attached with the OVCSA requirements for SA/GA b. Endorsed by Department Personnel Committee (for faculty) c. Endorsed by College/Office Personnel Committee (for	None	2 Days	<i>Receiving Personnel Designated Office/Department</i>



	<p>non-teaching personnel)</p> <p>1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p>			
<p>2. Client submits prepared Basic Paper with all necessary requirements to the Office of the Dean</p>	<p>2.1. Receiving Personnel accepts the Basic Paper with the necessary attachments and affixes Receiving stamp and signature</p> <p>2.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p> <p>2.3. Approved requests are then forward to: - Office of Scholarship and Student Services (OSSS) (For Students) - HRDO (For Faculty and Non-Teaching Personnel)</p>		<p>2 Days</p>	<p><i>Receiving Personnel</i> Office of the Dean</p> <p><i>Dean</i> Office of the Dean</p>
<p>3. Client receives response</p>	<p>3. Releasing Personnel from designated office contacts the client regarding the results of the request.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Releasing Personnel</i> Office of the Dean or Designated Office</p>
TOTAL:		NONE	5 Days	



2. Concierge for Lost and Found items within the premises of Palma Hall

Processing for Lost and Found items

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Requesting party inquires at the Office of the Dean if a specific item or possession has been found</p> <p><i>All items surrendered to the Office of the Dean are first checked for any contact information. If contact details are available, office personnel will establish communication and inform the owners that their possession/s have been found.</i></p>	<p>1. Receiving Personnel asks for Proof of Ownership (specific description of the lost item/s, IDs, etc.)</p>	None	15 Minutes	<p><i>Receiving Personnel</i> Office of the Dean</p>
<p>2. Requesting party receives returned item/s and signs the logbook entry for the specific item</p>	<p>2. Once ownership is verified, Releasing Personnel asks the owner to sign the Lost and Found Log</p>	None	10 Minutes	<p><i>Releasing Personnel</i> Office of the Dean</p>



	Book for documentation			
TOTAL:		NONE	25 Minutes	

3. Endorsement Letter for Students to Cross-enroll in Local or Foreign Universities

Processing of request for Endorsement Letter to cross-enroll to local or foreign partner universities

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All students of CSSP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter addressed to the Dean <i>Request Letter must indicate contact details such as student's cellular number and UP Webmail.</i> 2. Student's Curriculum Vitae 3. Photocopy of True Copy of Grades (Certified)	Requesting Party
4. Invitation/acceptance letter from partner foreign university/school	Partner Foreign Educational Institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Request Letter and all necessary attachments to the Office of the Dean via drop-off or through email (<i>csspdekano.upd@up.edu.ph</i>).	1. Receiving Personnel accepts the Request Letter and forwards it to the Dean for evaluation and approval	None	4 Hours	<i>Receiving Personnel Office of the Dean Dean</i>
2. Student receives Endorsement Letter via pick-up.	2. Releasing Officer informs the student that the Endorsement Letter is ready for pick-up	None	4 Hours	<i>Receiving Personnel Office of the Dean</i>



	through SMS or email.			
TOTAL:		NONE	1 Day	

4. Funding assistance (Faculty Development Fund (FDF) /Research Dissemination Grant (RDG) and other funding request for college activities

Processing of request for financial assistance for research projects and college activities

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All registered students, faculty, and non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Chancellor through channels endorsed by the Head of Office		Requesting party		
2. Invitation from Event Organizer				
3. Travel Form		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party writes a letter addressed to the Chancellor (through channels) with duly accomplished Travel Form endorsed by the Head of Office.	1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature	None	15 Minutes	<i>Receiving Personnel Office of the Dean</i>
	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Once approved by		1 Day	



	the Dean, the documents are forwarded to the Office of the Chancellor (Thru Channels) OVCSA (student) HRDO (faculty/non-teaching personnel)			<i>Dean</i> Office of the Dean <i>Releasing Personnel</i> Office of the Dean <i>Receiving Personnel</i> OVCSA/HRDO
2. Client receives response	Releasing Personnel from designated office contacts the client regarding the results of the request.	None	1 Day	<i>Releasing Personnel</i> Office of the Dean
TOTAL:		NONE	2 Days, 15 Minutes	

5. Recommendation Letters for Graduating Students

Processing of request for recommendation letters for applications to other educational institutions and agencies

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	All graduating students of CSSP		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter addressed to the Dean <i>Request Letter must indicate contact details such as student's cellular number and UP Webmail.</i>		Requesting party	
2. Student's Curriculum Vitae			
3. Photocopy of True Copy of Grades (Certified)			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Request Letter and all necessary attachments to the Office of the Dean via drop-off or through email (<i>csspdekano.upd@up.edu.ph</i>).	1. Receiving Personnel accepts the form and forwards it to the Dean for evaluation and approval	None	4 Hours	<i>Receiving Personnel</i> Office of the Dean <i>Dean</i>
2. Student receives Endorsement letter via pick-up.	2. Releasing Officer informs the student that the Endorsement Letter is ready for pick-up through SMS or email.	None	4 Hours	<i>Receiving Personnel</i> Office of the Dean
TOTAL:		NONE	1 Day	

6. Travel Request

Processing of request for financial assistance for academic-related travel.

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All registered students, faculty, and non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Chancellor through channels endorsed by the Head of Office		Requesting party		
2. Invitation from Event Organizer				
3. Travel Form		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party writes a letter addressed to the Chancellor (through channels) with duly	1. Receiving Personnel accepts the letter request with the	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean



accomplished Travel Form endorsed by the Head of Office.	necessary attachments and affixes Receiving stamp and signature			
	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Once approved by the Dean, the documents are forwarded to the Office of the Chancellor (Thru Channels) OVCSA (student) HRDO (faculty/non-teaching personnel)		4 Day	<p style="text-align: center;"><i>Dean</i> Office of the Dean</p> <p style="text-align: center;"><i>Releasing Personnel</i> Office of the Dean</p> <p style="text-align: center;"><i>Receiving Personnel</i> OVCSA/HRDO</p>
2. Client receives response and Travel Authority	Releasing Personnel from designated office contacts the client regarding the results of the request.	None	1 Day	<p style="text-align: center;"><i>Releasing Personnel</i> Office of the Dean</p>
TOTAL:		NONE	5 Days and 15 Minutes	



7. Requests for simple data or report on curriculum matters

Requests of UPD units/individual faculty/ CSSP departments for simple data or report regarding curriculum matters available at the OADAA

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Academic Affairs (OADAA)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	All CSSP Academic Departments and other UPD Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/written request from department chair/unit head or faculty member concerned		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests submitted to the OADAA through drop-off or via designated office email (<i>oadaa@kssp.upd.edu.ph</i>).	1.1. Receive the request letter/verbal request. 1.2. Process documents submitted as required 1.3. Review/Finalize the data	None	1 Day	<i>URA II/ Admin. Aide VI or Student Assistant of OADAA</i>
2. Client receives approved request	2. Release/approve the request	None	1 Hour	<i>URA II or Associate Dean for Academic Affairs</i>
TOTAL:		NONE	1 Day and 1 Hour	

8. Issuance and Processing of Room Reservation/Facilities

Processing of room/facilities/equipment reservations

Office or Division:	College of Social Sciences and Philosophy, Office of Associate Dean for Administration and External Affairs (OADEA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Requesting party



Reservation Form		Office of Associate Dean for Administration and External Affairs, CSSP Official Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party sends a letter addressed to the Associate Dean for request of reservation/permit through drop-off or via designated office email (<i>oadaea@kssp.upd.edu.ph</i>).	1.1. Receiving Personnel accepts the form and forwards it to the Dean for evaluation and approval 1.2. If approved, client proceeds to fill up the reservation form	None	1 Day	<i>Receiving Personnel</i> OADA
2. Student/Orgs/ Authorized Person fills out reservation form. <i>For online process, request forms are available in the unit's official website and email address</i>	2.1. Receiving Personnel accepts and processes the reservation. 2.2. Documents are also forwarded to the Assoc. Dean for signing	None	10 Minutes	<i>Receiving Personnel</i> OADA
3. Student/Orgs/staff/ authorized person submits copy of signed reservation form to the Designated Collecting Officer (Computer Laboratory)	3. Designated Collecting Officer accepts payment for all applicable fees	Fees depend on facilities and equipment to be used	30 Minutes	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
TOTAL:	Fees depend on facilities and equipment to be used		1 Day and 40 Minutes	

9. CSSP Extramural Training Seminar for Social Science Teachers CSSPEX

Processing of request to conduct CSSP Extramural Training Seminar for Social Science Teachers CSSPEX

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Research, Extension and Publications (OADREP)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Social Science Teachers K-12, tertiary level
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Registration Form	Office of the Associate Dean for Research, Extension and Publications



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registrant may opt to pre-register online after CSSP-OADREP calls for participation.	1. CSSP-OADREP notes the demand of the parallel workshops	None	5 Minutes	CSSPEX Secretariat CSSP-OADREP
2. Registrant confirms attendance or non-attendance.	2. CSSP-OADREP notes attending participants and surveys specific needs e.g. dietary requests, assistance for accommodation	None	5 Minutes	CSSPEX Secretariat CSSP-OADREP
3. Confirmed participants will automatically be registered. <i>*On-site registrants will have to register with the Secretariat.</i>	3. CSSP-OADREP registers the participants.	None	5 Minutes	CSSPEX Secretariat CSSP-OADREP
4. Registrants may opt to pay ahead of time and avail the early-bird rate. They may also pay onsite.	4. SSPRF issues an official receipt.	PHP 4,500 early-bird registrants PHP 5,000 regular registration	5 Minutes	CSSPEX Secretariat CSSP-OADREP Receiving Personnel Social Science and Philosophy Research Foundation (SSPRF)
5. Participants log their attendance for each session.	5. CSSPEX staff and volunteers monitors and records attendance.	None	5 Minutes	CSSPEX Secretariat and Volunteers CSSP-OADREP
6. Participants take pre-tests.	6. CSSPEX staff and volunteers administers pre-tests.	None	10 Minutes	CSSPEX Secretariat and Volunteers CSSP-OADREP
7. Participants take post-tests.	7. CSSPEX staff and volunteers administers post-tests.	None	10 Minutes	CSSPEX Secretariat and Volunteers CSSP-OADREP
8. Evaluation Participants evaluates CSSPEX; resource speakers evaluates participants.	8. CSSPEX staff and volunteers administers evaluation; resource speakers evaluates participants.	None	10 Minutes	CSSPEX Secretariat, Speakers and Volunteers CSSP-OADREP



9. Awarding of Certificates	9. CSSPEX staff and volunteers awards certificates.	None	15 Minutes	CSSPEX Secretariat and Volunteers CSSP-OADREP
TOTAL:		PHP 4,500 early-bird registrant PHP 5,000 regular registration	1 Hour and 10 Minutes	

10. CSSP PROFESS: Professional Education Series

Processing of request to conduct CSSP PROFESS: Professional Education Series

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Research, Extension and Publications (OADREP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Social Science Teachers K-12, tertiary level			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Registration Form		Office of the Associate Dean for Research, Extension and Publications		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registrant may opt to pre-register online after PROFESS Secretariat calls for participation.	1. PROFESS Secretariat notes the demand of the parallel workshops	None	5 Minutes	<i>CSSP Department</i> <i>CSSP PROFESS Secretariat</i> <i>CSSP-OADREP</i>
2. Registrant confirms attendance or non-attendance.	2. PROFESS Secretariat notes attending participants and surveys specific needs e.g. dietary requests, assistance for accommodation	None	5 Minutes	<i>CSSP Department</i> <i>CSSP PROFESS Secretariat</i> <i>CSSP-OADREP</i>
3. Confirmed participants may will automatically be registered. <i>*On-site registrants will</i>	3. PROFESS Secretariat registers the participants.	None	5 Minutes	<i>CSSP Department</i> <i>CSSP PROFESS Secretariat</i> <i>CSSP-OADREP</i>



<i>have to register with the Secretariat.</i>				
4. Registrants may opt to pay ahead of time and avail the early-bird rate. They may also pay onsite.	SSPRF issues an official receipt.	PHP 4,500 early-bird registrants PHP 5,000 regular registration	5 Minutes	CSSP Department CSSP PROFESS Secretariat CSSP-OADREP
5. Participants log their attendance on each session.	PROFESS Secretariat and volunteers monitors and records attendance.	None	5 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP
6. Participants take pre-tests.	PROFESS Secretariat and volunteers administers pre-tests.	None	10 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP
7. Participants take post-tests.	PROFESS Secretariat and volunteers administers post-tests.	None	10 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP
8. Participants evaluates PROFESS; resource speakers evaluates participants.	PROFESS Secretariat and volunteers administers evaluation; resource speakers evaluates participants.	None	10 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP Resource Speakers
9. Awarding of Certificates	PROFESS Secretariat and volunteers awards certificates.	None	15 Minutes	CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP
	TOTAL:	₱ 4,500 early-bird registrants ₱ 5,000 regular registration	1 Hour and 10 Minutes	



11. Facilities Reservation

Processing of reservation request for rooms and event spaces in the Palma Hall Building

Office or Division:	College of Social Sciences and Philosophy, Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1. CSSP-OSA Form 2A-CSSP 1.2. CSSP-OSA Form 2B Non-CSSP 1.3. CSSP-OSA Form 5 – AVR 1.4. CSSP-OSA Form 2C – Lockers 2. Payment for the approved Facilities Reservation - CSSP-OSA Form 4 (Payment Form)		Office of Student Affairs, CSSP College Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires for room/venue rental/including costs/rates at the Office of Student Affairs (PH 113)	1. Receiving Personnel checks room availability and verify schedule for conflict	None	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
2. Submit reservation form for approval	2. Receive the form for approval	None	1 Day	<i>Receiving Personnel</i> Office of Student Affairs
3. Go back to CSSP-OSA	3. Release approved reservation form and finalize the computation of rental fees	Refers to the forms for corresponding fees	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
4. For payment of fees proceed to CSSP Computer Laboratory CSSP-OSA Form 4	4. Process payment and issuance of Official Receipt	Refers to the forms for corresponding fees	3 Minutes	<i>Designated Collecting Officer</i> CSSP Computer Laboratory



5. Submit the official receipt to CSSP-OSA	5. Release of approved reservation form	None	2 Minutes	<i>Releasing Personnel</i> Office of Student Affairs
TOTAL:		All applicable fees indicated in reservation form	1 Day and 15 Minutes	

12. Issuance of Organization Recognition Certificate

Processing of Organization Recognition Certificates for CSSP-based student organizations

Office or Division:	College of Social Sciences and Philosophy, Office of Student Affairs (OSA)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All CSSP Undergraduate and Graduate Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 1A Org Head Consent 2. Form 1B Org Faculty Adviser 3. Form 1C Org Financial Statement 4. Form 6 Bulletin Board 5. CSSP-OSA Form 4 (Payment Form)		Office of Student Affairs, CSSP College Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare all the attachments for submission ex. Training certificate	1. Release a call for org recognition for the current academic year	None	2 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
2. Submit all the requirements to the Office of Student Affairs (PH113) before the deadline	2.1. Receive/check/verify all the submitted requirements. 2.2. Include signature/s of CSSP-OSA Coordinator in some forms and letters	None	10 Days	<i>Receiving Personnel</i> Office of Student Affairs CSSP-OSA Coordinator



3. Wait for the release of recognized organization	3.1. Finalize all the documents and prepare the certificates for the signature of College Officials 3.2. Forwards documents to respective offices for specified signatures	None	7 Days	Receiving Personnel Office of Student Affairs Designated College Officials
4. Claim the certificate	4. Release the certificate	None	2 Minutes	Receiving Personnel Office of Student Affairs
TOTAL:		None	17 Days and 4 Minutes	

13. Request for Certificate of Good Moral

Processing of request for Certificate of Good Moral

Office or Division:	College of Social Sciences and Philosophy, Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All CSSP Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished CSSP-OSA Form 3 CGMC <i>*Forms are available in the unit/office official website.</i>		Office of Student Affairs link: https://bit.ly/cssposa-CGMC		
2. Original Transcript of Records (for graduated students)		Office of the University Registrar		
3. Form 5A (for undergraduate students)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request for certification form and present original copy of TOR graduated student / Form 5A undergraduate student to Receiving Personnel at the Office of Student Affairs (PH 113) Or Accomplish electronic request form at https://bit.ly/cssposa-CGMC	1. Receive/review accomplished request form, advise student to pay at the Computer Laboratory Or Receive/review accomplished	None	5 Minutes	Receiving Personnel Office of Student Affairs



<p>& upload a copy of TOR (graduated student) / Form 5 (undergraduate student) and other requirements (e.g. proof of payment)</p>	<p>electronic request form, check the uploaded requirements and scanned/photo of proof of payment (online payment process)</p>			
<p>2. Pay at the CSSP Computer Laboratory</p> <p>Or</p> <p>1. Payment using Landbank Linkbiz. https://bit.ly/StepsforPaymentthruLinkbiz "Some of the Transaction Type is not yet available. e.g. Student Housing"</p> <p>2. Online Payment Transaction. - https://bit.ly/OnlineBankTransfer</p> <p>3. Direct Bank Payment. - https://bit.ly/DirectBankPayment</p> <p>A copy of Uniform Format of the Bill for Payment / Statement of Account can be downloaded at - https://bit.ly/BillingDilimanCashOffice</p>	<p>2. Process payment and issue Official Receipt</p>	<p>PHP 20.00 / copy</p>	<p>30 Minutes</p>	<p><i>Designated Collecting Officer CSSP Computer Laboratory</i></p>
<p>3. Return to the OSA to submit request form and photocopy of official receipt</p>	<p>3. Receive request form, photocopy of O.R and verify all information on forms</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Receiving Personnel Office of Student Affairs</i></p>
<p>4. Wait for the request to be processed</p>	<p>4. Prepare/make the certificate/document for signature of College Official</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel Office of Student Affairs</i></p>
<p>5. Claim requested certificate. Claim Stub/OR/to bring letter of authorization if claiming certificates of another person</p> <p><i>Bring Claim Stub/OR/ and letter of authorization if claiming certificates for another person/organization</i></p>	<p>5. Release certificate or send electronic copy to client's UP Webmail</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Releasing Personnel Office of Student Affairs</i></p>
<p>TOTAL:</p>		<p>PHP 20.00 /</p>	<p>1 Day and 43 Minutes</p>	



	Copy of CGMC		
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14. Application for Extension of Academic Residency

Students request for extension of academic residency

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished OGP Form 35 endorsed by the department.		Office of the Graduate Program		
2. Letter addressed to the Dean, thru channels stating your accomplishment from the previous academic year duly endorsed by the department		Requesting party		
3. Timetable noted by the adviser		Timetable format available at OGP		
4. For 3rd extension and up, Endorsement Letter or Certification from the Adviser stating your current progress with your thesis/dissertation		Thesis/dissertation adviser		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student prepares letter addressed to the Dean, timetable and fills up OGP Form 35. For student requesting 3rd to 5th extension, attach certification from adviser. Submit request for extension to department/institute for endorsement. (submission may be done online	1.1. Student Records Coordinator verifies status of student, for Graduate Program Coordinator's recommendation. 1.2. Request is forwarded to the Dean for approval	None	5 Days	<i>Receiving Personnel</i> Office of the Graduate Program <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i> <i>Receiving Personnel</i> Office of the Dean <i>Dean</i>



through the department's email)				
TOTAL:		NONE	5 Days	

15. Application for Graduation (Graduate Program)

Students' request for application for graduation

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Application for Graduation Form (Original and Photocopy)		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student gets form at OGP office and fill up the form or student downloads form from the CSSP Website at http://web.kssp.upd.edu.ph/admissions/graduate-programs/admission or from OGP's Google Drive at https://drive.google.com/drive/folders/1qBlDbgGKF6pklUfhZDx3xab8o64VJGm?usp=sharing	1. OGP issues application for graduation form	None	10 Minutes	<i>Receiving Personnel</i> Office of the Graduate Program
2. Submit original and photocopy of the form to OGP office or submit the soft copy via the Google Form posted on OGP's Facebook page at https://www.facebook.com/CSSPGradProgram	2. Receives application form	None	10 Minutes	<i>Receiving Personnel</i> Office of the Graduate Program



. The google form varies per semester.				
TOTAL:		NONE	20 Minutes	

16. Application for Penalty Course Substitution

Students application for penalty course substitution

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished OGP Form 36 endorsed by the department		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits OGP Form 36 to Department/Institute for endorsement of Department Chairperson and Adviser (submission may be done online through the department's email)	1.1. Receiving Personnel accepts form 1.2. Receiving Personnel forwards documents to the Adviser and Department Chairperson for endorsement 1.3. Releasing Personnel prepares the form for pick-up by the student	None	10 Minutes	<i>Receiving Personnel Department/Institute Chairperson</i>
1. Student forwards endorsed Substitution Form to OGP (submission may be done online through OGP's email)	2.1. Student Records Evaluator verifies subjects for substitution and forwards form to Graduate Program Coordinator for approval. 2.2. Forwards the	None	2 Days	<i>Receiving Personnel Office of the Graduate Program Student Records Evaluator Graduate Program Coordinator</i>



	request to the Dean's Office for approval of the Dean.			Receiving Personnel Office of the Dean Dean
TOTAL:		NONE	2 Days and 10 Minutes	

17. Assessment of Change of Matriculation Requests

Students' request for assessment of change of matriculation

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 (paid and validated by the Cashier) <i>*Students should have undergone change of matriculation online post-advising by the adviser in the Department</i>		Computerized Registration System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student go back to OGP office after online post advising for change of matriculation assessment through CRS and printing of Form 26 or student notifies OGP via OGP's Facebook page or email for their change of matriculation assessment	1. Receiving Personnel assesses change of matriculation	None	20 Minutes	Receiving Personnel Office of the Graduate Program
2. After printing of Change Matriculation Form, student pays at the Cashier's Office	2. Designated Personnel from the Cashier's Office receives	PHP 10.00	30 Minutes	Designated Personnel Cashier's Office



or after assessment, student goes to the Settlement of Outstanding Transaction module of their CRS account and pay for the change of matriculation if the student needs to pay	payment and issues official receipt			
TOTAL:		PHP 10.00	50 Minutes	

18. Assistance in Assessment of fees during Registration

Assists students on registration assessment

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Admission Slip for newly admitted students and re-admitted students from AWOL* <i>*If the student is on MRR status, an approved letter of extension is required.</i>	Office of the University Registrar
2. Students should have undergone online post-advising by the adviser in the Department	Department/Institute

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP and presents his/her ID for assessment after online post-advising or student waits for his/her assessment as OGP assess queued students chronologically through the CRS	1. Receiving Personnel Assesses student's registration	None	15 Minutes	<i>Receiving Personnel Office of the Graduate Program</i>
TOTAL:		NONE	15 Minutes	



19. Certification of Language/Statistics Proficiency Examination Result

Students submission of certificate of Language Proficiency Examination result

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished OGP Form 38 endorsed by the department		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student fills up OGP Form 38 and submits to department/institute for endorsement (submission may be done online through the department's email)	<p>1.1. Receiving Personnel from the department/institute endorses the certification filed by the student to OGP.</p> <p>1.2. Receiving Personnel from the OGP evaluates and records student's request.</p> <p>1.3. Graduate Program Coordinator signs request and endorses to the Dean.</p>	None	3 Days	<p><i>Receiving Personnel</i> Office of the Graduate Program</p> <p><i>Student Records Evaluator</i></p> <p><i>Graduate Program Coordinator</i></p> <p><i>Receiving Personnel</i> Office of the Dean</p> <p><i>Dean</i></p>
TOTAL:		NONE	3 Days	

20. Issuance of College Admission Slip for Re-admission from AWOL

Student claim college admission slip for re-admission from AWOL from OGP Office

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter endorsed by the Dean		Requesting party		
2. Duly Accomplished Appeal for Re-admission from AWOL Form approved by the Dean		Office of the Graduate Program		
3. Medical Certificate from UP Health Service (one (1) original and one (1) photocopy) for those who are AWOL for 2 semesters or more or Certificate of Compliance from UP Diliman Health Service		UP Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student claims College Readmission Slip (for AWOL of 1 semester only) or College Referral Slip for Medical Examination (for those AWOL for more than 1 semester or process online the Certificate of Compliance from UP Diliman Health Service	1. Releasing Personnel provides a copy of the readmission slip	None	20 Minutes	<i>Releasing Personnel</i> Office of the Graduate Program
2. Student proceed to Cashier's Office to pay AWOL fee or follow the steps found here https://our.upd.edu.ph/files/announce/awolpaypro.pdf	2. Designated Personnel of the Cashier's Office accepts payment of AWOL fee and issues official receipt	PHP 225.00	30 Minutes	<i>Designated Personnel</i> Cashier's Office
3. Student proceed to OUR- Admission's Office and submits readmission slip, OR of AWOL fee and medical certificate (if AWOL for more than one	3. OUR - Admission section issues re-admission slip from AWOL	None	30 Minutes	<i>Receiving Personnel</i> Office of the University Registrar



semester) for the issuance of University Readmission Slip or student may wait for the notification from OGP as the OGP submits the completed requirements to the OUR online				
TOTAL:		PHP 225.00	1 Hour and 20 Minutes	

21. Issuance of College Admission Slip for submission to OUR for the newly admitted graduate students

Processing of admission slip for newly admitted graduate students

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Newly Admitted Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Authenticated Birth Certificate (Original and Photocopy) / Married Certificate for married women (Original and Photocopy)		Philippine Statistics Authority		
2. Official Transcript of Records (Original and Certified True Copy)		Previous school		
3. Medical Certificate from UP Health Service (Original and Photocopy)		UP Health Service		
4. 2 copies of Passport size photos		Requesting party		
5. Duly Accomplished OGP Form 31 (Offer of Acceptance)		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to UP Health Service to process medical certificate	1. Designated Health Service Personnel prepares Medical Certificate upon finishing the physical exam of the student	None	2 Days	<i>Designated Personnel UP Health Service</i>



2. Student submits medical certificate and other documents from the OGP to the Office of the University Registrar (OUR), Admission Section	2.1. OGP issues documents submitted by the student for submission to OUR 2.2. OUR Admission section issues University Admission slip	None	20 Minutes	Releasing Personnel Office of the Graduate Program Receiving Personnel Office of the University Registrar
3. Student submits to OGP the University Admission Slip issued by the OUR (Green Slip)	3. OGP receives University Admission Slip for student file	None	7 Hours and 40 Minutes	Receiving Personnel Office of the Graduate Program
TOTAL:		NONE	3 Days	

22. Issuance of Notification of Admission and Non-Admission to Graduate Programs

Notification to admitted and not-admitted graduate students to the graduate program

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Program Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Referral Slip from the Department with the application requirements submitted by the applicants		Departments under CSSP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student receives an email from OGP regarding the results of their application to the graduate program. The student should print all documents sent by the OGP and process	1.1. OGP receives referral slip from the department/institute regarding the recommendation for the acceptance or non-acceptance of the graduate applicant 1.2. OGP prepares documents such as	None	7 Days	Receiving Personnel Office of the Graduate Program



admission slip as per instruction given.	letter of admission/non-admission, College admission slip, program and program of study 1.3. OGP emails the result and instruction for the processing of admission slip for admitted students.			
TOTAL:		NONE	7 Days	

23. Issuance of Permit to Complete/Remove Program Course/s

Students request for permit to complete/remove course/s

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Permit for Completion/Removal Examination Form		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes Permit to Complete Form available at OGP for approval of the Graduate Program Coordinator or student may email OGP to request the form and submit the accomplished form to OGP's email for approval of the Graduate	1.1. Receiving Personnel accepts the form and forwards it to the Student Records Evaluator (SRE). 1.2. SRE checks if completion is still valid and the student is enrolled during the semester of completion.	None	1 Day	<i>Receiving Personnel</i> Office of the Graduate Program <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i>



Program Coordinator				
TOTAL:		NONE	1 Day	

24. Permit to Transfer to Different Program/College

Students request for permit to transfer to different program/college

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Kahilingan Para sa Paglipat ng Programa/Kolehiyo Form signed by the respective Department/College heads		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student gets Form at OGP or student may email OGP (ogp@kssp.upd.edu.ph) to request the form	1. OGP releases Form for permit to transfer	None	5 Minutes	<i>Releasing Officer</i> Office of the Graduate Program
2. Client processes clearance from home department/ college	2. The Program Adviser and Department Chairperson approves the permit of the student to transfer to other program or college.	None	7 Hours and 55 Minutes	<i>Program Adviser</i> <i>Department Chairperson</i>
3. Client acquires signatures from transferring department/college	3. Receiving unit processes signatures and approval from Department Chairperson/Unit Head	None	1 Day	<i>Receiving Personnel</i> <i>Department Chairperson</i> or <i>Unit Head</i>
4. Proceed to OGP for the signature of Graduate Program Coordinator or	4. Student Records Evaluator verifies records	None	1 Day	<i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i>



student may email the form to OGP for signature	of student. GP Coordinator signs request to transfer.			
TOTAL:		NONE	3 Days	

25. Printing of Dropping Slip

Students request for printing of dropping slip

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Dropping Application noted/approved by the adviser in the CRS Module		Computerized Registration System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP office and present his/her ID for printing of dropping after approval from the department or student may email or message OGP and request for approval of dropping application	1. Receiving Personnel prints dropping form	None	1 Hour	<i>Receiving Personnel Office of the Graduate Program</i>
2. If signatory is available, student may pick-up signed dropping form	2. Graduate Program Coordinator signs the dropping slip for the Dean	None	1 Day	<i>Graduate Program Coordinator</i>
3. Student pay dropping fee at the Cashier's Office or student goes to the Settlement of Outstanding Transaction module of their CRS account	3. Designated Cashier receives payment for dropping and issues official receipt	PHP 30.00	30 Minutes	<i>Designated Personnel Cashier's Office</i>



and pay for the dropping application				
TOTAL:		PHP 30.00	1 Day, 1 Hour and 30 Minutes	

26. Printing of Form and Processing of Leave of Absence (LOA)

Students' application for LOA for approval and printing

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of the Adviser, the Department Chairperson/Institute Director thru the Computerized Registration System (CRS)		Computerized Registration System (CRS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student apply for LOA through their CRS account and	None	None	10 Minutes	<i>Requesting Party</i>
2. Student notifies instructors of enrolled subject, if enrolled, for instructor's endorsement		None	10 Minutes	<i>Requesting Party Instructor</i>
3. Student notifies their adviser and Department Chairperson/institute director for their LOA application for endorsement		None	20 Minutes	<i>Requesting Party Adviser Department Chairperson</i>
4. Student notifies the OGP of their LOA application	4.1. Receiving Personnel checks student's application of LOA in the CRS. Student Records Evaluator verifies student status.	None	1 Day	<i>Receiving Personnel Office of the Graduate Program Student Records Coordinator Graduate Program Coordinator</i>



	4.2. If LOA is approved, OGP prints LOA form for Graduate Program Coordinator's signature for the Dean			
5. Student claim their approved LOA form from OGP for payment at the Cashier's Office or student checks their Settlement of Outstanding Transaction Module to generate a payment slip and pay for their LOA	5. Release of LOA form upon presenting ID	PHP 150.00	1 Day	<i>Designated Receiving Personnel Cashier's Office</i>
TOTAL:		PHP 150.00	3 Days	

27. Processing of Application for Admission to Graduate Programs

Students submission of application for admission to graduate programs

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	All Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application letter addressed to: The Dean University of the Philippines Diliman, Quezon City <i>For MPops, MADEM, MIS, MA/PhD Pol Sci, MA/PhD Psychology please proceed to the Department</i>		Office of the Graduate Program	



2. Duly Accomplished Application Form in Duplicate with four (4) passport size photos	Office of the Graduate Program
3. Original Copy of GWA Certificate attached to the application form	School last graduated
4. Official Transcript of Records of undergraduate work (and graduate if any), one (1) original, one (1) certified true copy and one (1) photocopy	School last graduated
5. One (1) copy of Curriculum Vitae (CV)	Requesting party
6. Birth Certificate (PSA authenticated) - one (1) original - two (2) photocopies of the original Marriage Certificate (for married woman applicant) - one (1) original - two (2) photocopies of the original.	Philippine Statistics Authority Office
7. Three (3) letters of recommendation (please use Recommendation Form) from former professors and/or employers with their evaluation of the applicant's potential for graduate work. Each letter must be in a sealed envelope with the signature of the person recommending you.	Requesting party
8. One to two-page description of research proposal (for doctoral applicants only)	Requesting party
9. For applicants whose native language is not English and/or who come from an Institution where the medium of instruction is not English: Certification of English language proficiency with TOEFL score of: Internet based - 61 or better; Computer based - 173 or better and for Paper based - 500 or better.	Requesting party



10. Other requirements that may be specified by the department/institute. Inquire from the department/institute concerned.		Respective department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits complete requirements for admission to graduate program at Office of the Graduate Program or student may submit a pdf file of their admission requirements directly to the department of which program they are applying.	1. Receiving Personnel checks completeness of the requirements. OGP will not accept incomplete requirement	A non-refundable application fee of: a. PHP 100.00 for Filipino citizens b. US \$25 for non-resident aliens	30 Minutes	<i>Receiving Personnel</i> Office of the Graduate Program
2. Student waits for the result of his/her application	2. OGP forwards all graduate applicants to respective department/institute for evaluation	None	Pause Clock	Department in-charge for evaluation
TOTAL:		A non-refundable application fee of: a. PHP 100.00 for Filipino citizens b. US \$25 for non-resident aliens	30 Minutes	

28. Processing of Enlistment for Residency

Students request for enlistment of residency

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
Classification:	Simple
Type of Transaction:	Government to Citizen



Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID or Form 5 from previous semester		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP for residency enlistment or student may apply for residence enlistment via the Google Form posted on OGP's Facebook page at https://www.facebook.com/CSSPGradProgram . The Google Form varies per semester.	1. SRE checks student's residency status	None	30 Minutes	<i>Student Records Evaluator</i> Office of the Graduate Program
TOTAL:		NONE	30 Minutes	

29. Processing of Re-admission from AWOL (Absence Without Leave)

Students request for readmission from AWOL

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Dean, thru channels requesting readmission from AWOL stating reason for AWOL duly endorsed by the Department		Requesting party		
2. Duly Accomplished Appeal for Re-admission from AWOL Form and Student Directory Form		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student prepares letter addressed to the Dean requesting for readmission from AWOL and proceeds to OGP to fill-up Readmission Form and Student Directory Form to be attached to	1.1. Receiving Personnel provides copies of Readmission Form and Student Directory Form 1.2. Student Records	None	20 Minutes	<i>Receiving Personnel</i> Office of the Graduate Program <i>Student Records Evaluator</i>



the letter or student may download the forms through OGP's Google Drive at https://drive.google.com/drive/folders/1qBlDbgGKF6pIkIUfhZDx3xab8o64VJGm?usp=sharing	Evaluator verifies student's status			
2. Student submits letter and forms to respective department for endorsement	<p>2.1. Department receives student request for Chairperson and Coordinator's endorsement and transfers documents to OGP after endorsement.</p> <p>2.2. SRE re-evaluates record of student and is prepares files for endorsement of OGP Coordinator</p> <p>2.3. Dean approves request for readmission from AWOL</p>	None	5 Days	<p><i>Receiving Personnel Department</i></p> <p><i>Department Chairperson</i></p> <p><i>Receiving Personnel Office of the Graduate Program</i></p> <p><i>Student Records Evaluator</i></p> <p><i>Graduate Program Coordinator</i></p> <p><i>Dean</i></p>
TOTAL:		NONE	5 Days and 20 Minutes	

30. Processing of Re-admission from LOA (Leave of Absence)

Students request for re-admission from LOA

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Graduate Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Validated and Paid LOA Form <i>*Please check with your Department if they require separate letter for Re-admission from LOA*</i>		Department		
2. Duly accomplished Return from LOA Form		Office of the Graduate Program		
3. Medical Certificate from UP Health Service (original and photocopy) for those who are LOA for 2 semesters or more or Certificate of Compliance from UP Diliman Health Service		UP Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP to accomplish Return from LOA Form or student may download the form through OGP's Google Drive at https://drive.google.com/drive/folders/1qBldbgGKF6pIklUfhZDx3xab8o64VJGm?usp=sharing	1. Receiving Personnel issues Return from LOA Form	None	1 Day	<i>Releasing Personnel</i> Office of the Graduate Program
2. Student accomplishes the form and submits to OGP	2. The Student Records Evaluator verifies the student's request for Return from LOA for signature of the Graduate Coordinator	None	1 Day	<i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i>
3. Student claims signed form and forwards the form to the OUR for Registrar's approval (If student is on LOA for more than 1 semester, he/she should get medical certificate or Certificate of Compliance at UP Health Service) or student may wait for	3. Releasing Personnel releases form	None	1 Day	<i>Releasing Personnel</i> Office of the Graduate Program



the notification from OGP as the OGP submits the completed requirements to the OUR online				
TOTAL:		NONE	3 Days	

31. Request for Appointment of Critic/Reader

Request from adviser for the appointment of critic/reader

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from the Adviser addressed to the Dean, CSSP thru channels endorsed by the Department		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Adviser writes a letter to the Dean for the request of the appointment of critic. (submission may be done online through OGP's email: ogp@kssp.upd.edu.ph)	<p>1.1. With the endorses of the Department Chairperson and Dept. Graduate Coordinator, the letter from the adviser requesting for the appointment of critic/reader submitted to the OGP. The SRE verifies the student's records and forwards documents to the unit GP Coordinator</p> <p>1.2. Request is then forwarded to the Dean for approval.</p> <p>1.3. OGP prepares notice of appointment for the critic upon approval of the dean.</p>	None	3 Days	<p><i>Adviser</i></p> <p><i>Department Chairpeson</i></p> <p><i>Receiving Personnel Office of the Graduate Program</i></p> <p><i>Student Records Evaluator</i></p> <p><i>Graduate Program Coordinator</i></p> <p><i>Receiving Personnel Office of the Dean</i></p> <p><i>Dean</i></p>
TOTAL:		NONE	3 Days	



32. Request for Appointment of Thesis/Dissertation Adviser

Students request to appoint thesis/dissertation adviser

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished OGP Form 39		Office of the Graduate Program Departments under CSSP web.kssp.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student gets Form 39 from OGP, from the department or download the form through the CSSP website at http://web.kssp.upd.edu.ph/admissions/graduate-programs/admission or from OGP's Google Drive at https://drive.google.com/drive/folders/1qBldbgGKF6pIkUfhZDx3xab8o64VJGm?usp=sharing	1. Releasing Personnel provides client with a copy of OGP Form 39	None	5 Minutes	<i>Releasing Personnel Department or OGP</i>
2. Duly accomplished Form 39 should be submitted to the department/ institute for endorsement	2.1. Receiving Personnel accepts and endorses the request. 2.2. Completed request with endorsement is then forwarded to the Office of the Graduate Program 2.3. The OGP receives the endorsed form from the department.	None	2 Days and 55 Minutes	<i>Receiving Personnel Department Receiving Personnel Office of the Graduate Program Student Records Evaluator Graduate Program Coordinator Receiving Personnel Office of the Dean Dean</i>



	<p>2.4. The Student Records Evaluator verifies the client's records.</p> <p>2.5. The Graduate Program Coordinator signs and endorses the request to Dean for approval.</p> <p>2.6. Receiving Personnel from the Office of the Dean accepts the request and forwards it to the Dean for approval</p> <p>2.7. Upon approval of the Dean, the OGP prepares notice of appointment for the adviser</p>			
TOTAL:		NONE	3 Days	

33. Request for Comprehensive Examination Schedule for Graduate students of PhD Programs

For MPOps, MIS, MA/PhD Political Science, PhD Psychology, PhD Sociology, please refer to your Department
 Students request for the schedule of comprehensive examination

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	All Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of request addressed to the Dean, thru channels stating the names of Examiners, Area, Date and Time of		Requesting party	



Comprehensive Examination duly endorsed by the Department				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student prepares the letter request and submits it to the department for endorsement by the Graduate Program Coordinator and Department Chairperson (submission may be done online through the department's email)	1. Receiving Personnel accepts letter and forwards it to the Department Graduate Program Coordinator and Chairperson for their endorsement	None	1 Day	<i>Receiving Personnel Department</i> <i>Department Graduate Program Coordinator</i> <i>Chairperson</i>
2. Student submits endorsed letter to OGP for evaluation and endorsement to Dean's Office (submission may be done online through OGP's email)	2.1. SRE evaluates record of student and prepares for endorsement of OGP Coordinator 2.2. OGP forwards endorsed letter to the Dean's Office for approval of the Dean. OGP prepares notice for examiners upon approval of the Dean	None	4 Days	<i>Receiving Personnel Office of the Graduate Program</i> <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i> <i>Receiving Personnel Office of the Dean</i> <i>Dean</i>
TOTAL:		NONE	5 Days	

34. Request for Evaluation of Academic Standing

Students request for evaluation of academic status

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All Graduate Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
UP ID or Form 5 from previous semester		Requesting party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP and presents his/her ID and request for evaluation or student may send an email or message to OGP to request for an evaluation	1. Students Records Evaluator (SRE) checks the record of the student upon verification of UP ID	None	30 Minutes	<i>Student Records Evaluator</i> Office of the Graduate Program
TOTAL:		NONE	30 Minutes	

35. Request for Substitution of Subjects

Students request for substitution of subject/s

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request for Substitution of Subjects Form in Triplicate		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits in triplicate endorsed Request for Substitution Form from the Department to the OGP or student may email a PDF copy to OGP (<i>ogp@kssp.upd.edu.ph</i>)	1.1. Receiving Personnel accepts the form and checks if duly endorsed by the Department. 1.2. SRE records the course substituted and ready for endorsement by the Graduate Coordinator	None	3 Days	<i>Receiving Personnel</i> Office of the Graduate Program <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i>
TOTAL:		NONE	3 Days	



36. Request for Thesis/Dissertation Final Defense Schedule

Thesis/Dissertation adviser request for the final defense schedule of his/her student

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from the Adviser addressed to the Dean, CSSP thru channels stating the schedule and venue of the defense duly endorsed by the Department* 2. Student should make sure to submit a copy of the manuscript for the Dean's Representative as soon as the adviser request for the schedule of the final defense <i>*Request must be submitted one (1) month prior the scheduled final defense</i>		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Adviser writes a letter for the request of final defense schedule upon endorsement of the critic that the thesis/dissertation is ready for defense. The student should submit a copy of the manuscript to OGP for the Dean's Representative's copy (submission may be done online through OGP's email: ogp@kssp.upd.edu.ph)	1. SRE verifies student's status. Upon confirmation of the status, GP Coordinator endorses the request for defense and approval of the Dean.	None	3 Days	<i>Receiving Personnel Office of the Graduate Program</i> <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i> <i>Receiving Personnel Office of the Dean</i> <i>Dean</i>
TOTAL:		NONE	3 Days	

37. Request for Thesis/Dissertation Proposal Defense Schedule

The adviser request for thesis/dissertation proposal defense schedule

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished OGP Form 37 endorsed by the department 2. Copy of the draft of the manuscripts for the panel members <i>*Request must be submitted two (2) weeks prior the scheduled proposal defense</i>		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students submits copy of the draft of his/her thesis or dissertation to adviser (submission may be done online through the adviser's email)	1. Adviser fills up OGP Form 37 for the request of proposal defense schedule for endorsement of the department 1.2. Department forwards the request to OGP along with the copy of the draft for evaluation of SRE. 1.3. GP coordinator endorses the request to the Dean's Office for approval. 1.4. Upon approval of the Dean, OGP prepares notice of the proposal defense schedule for the panel members.	None	3 Days	<i>Receiving Personnel Department</i> <i>Receiving Personnel Office of the Graduate Program</i> <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i> <i>Receiving Personnel Office of the Dean</i> <i>Dean</i>
TOTAL:		NONE	3 Days	

38. Request for True Copy of Grades (TCG) and Certifications (GWA, Enrollment, Units Earned, Completion of Coursework)

Students request for TCG and certifications

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Slip		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes Request Slip for TCG and certification and pay at PH 115-117 or student may request via google form from OGP https://bit.ly/CSSPOGP-TCG-Certification Request	1.1. Receiving Personnel issues request slip 1.2. Designated Collecting Officer receives payment and issues official receipt	PHP 20.00 per copy	20 Minutes	<i>Receiving Personnel</i> Office of the Graduate Program <i>Designated Collecting Officer</i> CSSP Computer Laboratory
2. Student submits the request slip and OR of request	2. SRE prepares TCG and certification requested by the student for the Graduate Coordinator's signature	None	2 Days	<i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i>
TOTAL:		PHP 20.00	2 Days and 20 Minutes	

39. Request to Cross-Register

Students request to cross-register to other UP units or other university

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	All Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter addressed to the Dean thru channels stating reason/s for the request to cross-register duly endorsed by the Department Chairperson		Requesting party	



2. Duly Accomplished Request to Cross-Register Form endorsed by the Department Chairperson		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits request to cross register to OGP upon the department's' endorsement (submission may be done online through OGP's email: <i>ogp@kssp.upd.edu.ph</i>)	1.1. Student Records Evaluator verifies student's status and forwards documents to the Graduate Program Coordinator. 1.2. Requests are forwarded to the Dean for recommendations	None	3 Days	<i>Receiving Personnel</i> Office of the Graduate Program <i>Student Records Evaluator</i> <i>Graduate Program Coordinator</i> <i>Receiving Personnel</i> Office of the Dean <i>Dean</i>
2. Student claims endorsed request from OGP upon endorsement by the dean, and submit form to OUR for the registrar's approval or student may send an email to OGP to get the pdf copy of the endorsed form for submission to OUR online	2. Documents are released to the student	None	1 Day	<i>Releasing Personnel</i> Office of the Graduate Program
TOTAL:		NONE	4 Days	

40. Validation of Change of Matriculation Requests

Students' request for validation of change of matriculation through CRS

Office or Division:	College of Social Sciences and Philosophy, Office of the Graduate Program (OGP)
Classification:	Simple
Type of Transaction:	Government to Citizen



Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 (paid and validated by the Cashier)		Requesting party		
2. Subjects already enlisted/cancelled by the Department in the CRS Module		Computerized Registration System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student proceeds to OGP and presents paid Form 5 for validation of changes in matriculation through CRS or student notifies OGP via OGP's Facebook page or email of their application for Change Matriculation	1.1. OGP Staff checks and validates changes in matriculation through CRS 1.2. After validation through CRS, student proceed to their department for online post advising.	None	1 Day	<i>Receiving Personnel Office of the Graduate Program</i>
TOTAL:		NONE	1 Day	

41. Issuance of Certificate of Attendance (Common Module Make-Up)

Processing and issuance of Certificate of Attendance for make-up activities.

Office or Division:	College of Social Sciences and Philosophy, National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All registered students of CSSP NSTP Common Module			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/written request from student 2. Accomplishment of make-up task by student 3. Certificate of Attendance to be signed by NSTP Teacher		CSSP National Service Training Program (NSTP) Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the CSSP NSTP	1. Receiving Personnel accepts request and forwards	None	10 Minutes	<i>Receiving Personnel CSSP NSTP Office</i>



Coordinator for request of make-up activity for absence/absences. He/she may also make the request verbally.	them to NSTP Coordinator for approval of make-up request and scheduling of make-up session.			<i>NSTP Coordinator</i>
2. Student accomplishes make-up task (e.g. watching a video of the missed Common Module topic or any other activity as agreed upon with NSTP Instructor).	2. Admin. Assistant prepares laptop and copy of video.	None	3 Hours (depending on number of absences incurred by student)	<i>Administrative Assistant CSSP NSTP Office</i>
3. Student fills out Certificate of Attendance.	3. Receiving Personnel forwards Certificate to of NSTP Instructor for signature approval	None	10 Minutes	<i>NSTP Instructor</i>
4. Student submits copy of signed Certificate of Attendance to the CSSP NSTP Office	4. For filing of CSSP NSTP Office	None	10 Minutes	<i>Receiving Personnel CSSP NSTP Office</i>
TOTAL:		NONE	3 Hours and 30 Minutes	

42. Processing of Student Appeals

Processing of student appeals to credit NSTP 1 or NSTP 2

Office or Division:	College of Social Sciences and Philosophy, National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All registered students of CSSP NSTP and students who took NSTP 1 or NSTP 2 at the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Appeal		CSSP National Service Training Program (NSTP) Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Student writes a letter addressed to the OVCAA for request to credit NSTP 1 or NSTP 2.	1. Receiving Personnel accepts request and forwards them to NSTP Coordinator and Instructor for signatures	None	30 Minutes	Receiving Personnel CSSP NSTP Office NSTP Instructor NSTP Coordinator
2. CSSP NSTP Office forwards Letter of Appeal to NSTP Diliman.	2. For signature of NSTP Diliman Director.	None	Pause Clock	NSTP Administrative Assistant NSTP Diliman
TOTAL:		NONE	30 Minutes	

43. Use of CSSP Multi-media Room PH 400

Processing of reservation of CSSP Multi-media Room PH 400

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students & Community, Private & NGO's Organization			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Verbal/written request from student			Requesting party	
2. Duly accomplished Reservation Form <i>*For non-CSSP based organizations, if the event would be held 5 pm onwards, secure an Activity Approval Form AAF from OSA at Vinzon's Hall</i>			CSSP Computer Laboratory OSA or Vinzon's Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student checks the room availability over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request and approves or disapproves accordingly	None	5 Minutes	Receiving Personnel CSSP Computer Laboratory
2. Student writes a letter requesting use of facility addressed to the	2. Receiving Personnel rechecks the availability of the venues on request	None	1 Day	Receiving Personnel



Coordinator of CSSP - Computer Laboratory duly signed by the Faculty Adviser.	and approves or disapproves accordingly			CSSP Computer Laboratory
3. Student accomplishes the reservation form from http://tinyurl.com/CSSPPH400 and submits it to CSSP, Computer Laboratory Room 117.	3. Receiving Personnel processes request	Depends on what equipment to use	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
4. Student confirms the reservation and pays the reservation fee at CSSP-Computer Laboratory, Room 117.	4. Receiving Personnel accepts payment for all applicable fees and issues official receipt	Depends on what equipment to use	7 Hours and 55 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
TOTAL:		Fees to be based on facilities and equipment to be used	3 Days	



ROOM RESERVATIONS (Multi-Media Room)	
CSSP Class and CSSP-based Organization	Rate per hour (PHP)
Room rental only	110.00
Room rental with sound system and/or LCD projector	450.00
LCD Projector	200.00
Partnership with CSSP-based organization	
Room rental only	400.00
Room rental with sound system and/or LCD projector	600.00
LCD Projector	550.00
Non-CSSP class and University based-organization	
Room rental only	600.00
Room rental with sound system and/or LCD projector	800.00
LCD Projector	550.00
Non-UP Organization	
Room rental with sound system (first three hours)	2,000.00
Room rental with sound system and/or LCD projector (first three hours)	2,500.00
Succeeding hours	600.00
LCD PROJECTOR	
CSSP class and CSSP based Organization	200.00
Partnership with CSSP-based organization	550.00
Non-CSSP class and University based-organization	550.00



44. Use of LCD Projector

Processing of reservation for use of LCD Projector

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Reservation Form		CSSP Computer Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Student checks the availability of LCD projector over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request	None	2 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
2. Student accomplishes the reservation form from http://tinyurl.com/CSSPPH400 and submits it to CSSP, Computer Laboratory Room 117 duly signed by the Faculty Adviser.	2. Receiving Personnel processes request	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
3. Student pays the rental fee at CSSP- Computer Laboratory, Room 117.	3. Receiving Personnel accepts payment for all applicable fees and issues official receipt	Depends on the total number of Hours the equipment is used. Rates are as follows. CSSP class and CSSP-based organizations – PHP 200.00 per Hour , Partnership with CSSP-based organization – PHP 550.00 per Hour, Non-CSSP class and University-based organization – PHP 550.00 per Hour	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory



TOTAL:	Depends on hours of use, facility, equipment, and other requirements	2 Days and 2 Minutes	
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45. Use of Video-Conferencing Room PH119

Processing of reservation of Video-Conferencing Room PH 119

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All CSSP-based offices and departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal inquiry or written request from head of office/department		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office/Department checks the room availability over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request	None	2 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
2. The Office/department writes a letter requesting use of facility addressed to the Coordinator, CSSP - Computer Laboratory.	2. Based on the request and availability, Receiving Personnel approves or disapproves accordingly	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
TOTAL:		None	1 Day and 2 Minutes	

46. Request for venue/equipment AVR museum

Processing of request to use the Anthropology AVR/Museum

Office or Division:	College of Social Sciences and Philosophy, Department of Anthropology
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	All registered students and faculty of the Department of Anthropology			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the Department Chair.		Requesting party		
2. Duly accomplished Request Form		Department of Anthropology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the Chair, fills out request form and submits both to the Museum Researcher	1. Museum Researcher accepts letter and request to evaluate the availability of the facility	None	1 Day	<i>Receiving Personnel</i> Department of Anthropology
2. Student submits letter and filled out form to Department of Anthropology Office.	2. Receiving personnel checks the submissions. If all details are in order, forwards them to the Department Chairperson for approval	None	1 Day	<i>Receiving Personnel</i> Department of Anthropology
TOTAL:		NONE	2 Days	

47. Geographic Information Systems GIS and Mapping Workshop

Processing of request to facilitate a GIS and Mapping Workshop

Office or Division:	College of Social Sciences and Philosophy, Department of Geography			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Government to Citizen/Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter to facilitate workshop 2. Honorarium for facilitators and fee for venue, equipment and other workshop materials 3. Minimum of 10 participants		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. E-mail the department and arrange a schedule for the workshop. The department also sets a schedule and sends out invitation to interested participants <u>geography.upd@up.edu.ph</u>	1. For endorsement by the Department Chair to the Training Committee	None	1 Day	<i>Client Government and NGOs</i> <i>Receiving Personnel</i> Department of Geography <i>Chairperson</i>
2. Preparation and presentation of the course outline of the workshop	2. For approval of the Chairperson	None	5 Days	<i>Training Committee</i> <i>Chairperson</i>
3. Presentation of the requirements and course outline to the client	N/A	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	Depends on the length of Days that the client conforms with the proposal	<i>Client Government Agency/NGO</i> <i>Training Committee</i>
TOTAL:		Fees and charges depend on the number of participants and the equipment to be used	20 Days (Maximum)	

48. Teacher training/seminar on the teaching of Geography

Processing of request for teacher training/seminar on the teaching of Geography

Office or Division:	College of Social Sciences and Philosophy, Department of Geography
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	Teachers and organizations in primary and secondary education
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request Letter to facilitate workshop	Requesting party



2. Honorarium for facilitators and fee for venue, equipment and other workshop materials				
3. Minimum of 10 participants				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the department and arrange a schedule for the workshop. The department also sets a schedule and sends out invitation to interested participants geography.upd@up.edu.ph	1. For endorsement by the Department Chair to the Training Committee	None	1 Day	<i>Client Government and NGOs</i> <i>Receiving Personnel</i> Department of Geography <i>Chairperson</i>
2. Preparation and presentation of the course outline of the workshop	2. For approval of the Chairperson	None	5 Days	<i>Training Committee</i> <i>Chairperson</i>
3. Presentation of the requirements and course outline to the client	N/A	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	Depends on the length of Days that the client conforms with the proposal	<i>Client Government Agency/NGO</i> <i>Training Committee</i>
TOTAL:		Fees and charges depend on the number of participants and the equipment to be used	20 Days	



49. Training/Seminar on Disaster Risk Reduction and Management DRRM

Processing of request for training/seminar on Disaster Risk Reduction and Management (DRRM)

Office or Division:	College of Social Sciences and Philosophy, Department of Geography			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter to facilitate workshop 2. Honorarium for facilitators and fee for venue, equipment and other workshop materials 3. Minimum of 10 participants		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the department and arrange a schedule for the workshop. The department also sets a schedule and sends out invitation to interested participants <u>geography.upd@up.edu.ph</u>	For endorsement by the Department Chair to the Training Committee	None	1 Day	<i>Client Government and NGOs</i> <i>Receiving Personnel</i> Department of Geography <i>Chairperson</i>
2. Preparation and presentation of the course outline of the workshop	For approval of the Chairperson	None	5 Days	<i>Training Committee</i> <i>Chairperson</i>
3. Presentation of the requirements and course outline to the client	N/A	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	Depends on the length of Days that the client conforms with the proposal	<i>Client Government Agency/NGO</i> <i>Training Committee</i>
	TOTAL:	Fees and charges	20 Days	



		depend on the number of participants and the equipment to be used		
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50. Training/Seminar on Participatory 3D Mapping P3DM

Processing of request for training/seminar on Participatory 3D Mapping

Office or Division:	College of Social Sciences and Philosophy, Department of Geography			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Registration Form		Online forms provided in promotional materials		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail the department and arrange a schedule for the workshop. The department also sets a schedule and sends out invitation to interested participants geography.upd@up.edu.ph	For endorsement by the Department Chair to the Training Committee	None	1 Day	<i>Client Government and NGOs</i> <i>Receiving Personnel</i> Department of Geography <i>Chairperson</i>
2. Preparation and presentation of the course outline of the workshop	For approval of the Chairperson	None	5 Days	<i>Training Committee</i> <i>Chairperson</i>
3. Presentation of the requirements and course outline to the client	N/A	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	Depends on the length of Days that the client conforms with the proposal	<i>Client Government Agency/NGO</i> <i>Training Committee</i>



TOTAL:	Fees and charges depend on the number of participants and the equipment to be used	20 Days	
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51. Request for Language Proficiency Exam

Processing of request for Language Proficiency Examination

Office or Division:	College of Social Sciences and Philosophy, Department of History
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to Department of European Languages Chairperson (Through Channels)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a letter request addressed to the Department of European Languages (Through channels)	1. Receiving Personnel forwards the request to the Dept. Chairperson for approval	None	1 Day	<i>Receiving Personnel</i> Department of History <i>Chairperson</i> Department of History
TOTAL:		NONE	1 Day	

52. Request to attend the National Training Seminar for Teachers of Philippine History (PROFESS)

Processing of request to attend the National Training Seminar for Teachers of the Philippines (PROFESS-History)

Office or Division:	College of Social Sciences and Philosophy, Department of History
Classification:	Complex
Type of Transaction:	Government to Citizen



Who may avail:	Teachers, history enthusiasts and social science practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Registration Form		Online forms in designated links		
2. Registration Fee* * Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client completes registration* process in provided online registration forms *Fees may be shouldered by sponsoring agencies and offices	1. Receiving Personnel forwards collated list to committee in charge	None	6 Days and 40 Minutes	<i>Receiving Personnel</i> Department of History <i>Training Committee</i> Department of History <i>Chairperson</i> Department of History
2. Client receives confirmation email and additional details for the event	2. Receiving Personnel send confirmation email to registered participants	None	20 Minutes	<i>Receiving Personnel</i> Department of History
TOTAL:		NONE	7 Days	

53. Request to attend the Philippine-Spanish Friendship Day Conference

Processing of request to attend the Philippine-Spanish Friendship Day Conference

Office or Division:	College of Social Sciences and Philosophy, Department of History
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	History Scholars
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly accomplished Registration Form	Online forms provided in promotional materials



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client completes registration process in provided online registration forms	1. Receiving Personnel forwards collated list to committee in charge	None	6 Days and 40 Minutes	<i>Receiving Personnel</i> Department of History <i>Training Committee</i> Department of History <i>Chairperson</i> Department of History
2. Client receives confirmation email and additional details for the event	2. Receiving Personnel send confirmation email to registered participants	None	20 Minutes	<i>Receiving Personnel</i> Department of History
TOTAL:		NONE	7 Days	

54. Administer Language Proficiency Exam

Processing request to administer Language Proficiency Examination

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All registered students of the university under a program with required Asian/ Philippine language courses.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request from the student; or			Requesting party	
2. Letter of endorsement from the department's Chairperson or from the Dean.			Student's Department or Office of the Dean	
3. Language Proficiency Exam Form			Department of Linguistics	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter of request to take a Language Evaluation Exam with endorsement from his/her department or college or submits the Exam Request Form his/her home unit/College	1.1. Receive letter of request 1.2. Forwards request for approval. 1.3. Prepares and schedule exam.	None	10 Minutes	<i>Receiving Personnel</i> Department of Linguistics



and send it via email at linguistics.upd@up.edu.ph				
2. Student takes the exam for no more than 3 Hours.	2. Designated Exam Proctor conducts the exam and checks it afterwards.	None	2 Days and 40 Minutes	<i>Examination Proctor</i> Department of Linguistics
3. The results of the exam are sent out to the requesting student's department or college.	3. Certification of the Language Proficiency Exam is issued and sent to the requesting unit's office.	None	10 Minutes	<i>Releasing Personnel</i> Department of Linguistics
TOTAL:		NONE	3 Days	

55. Conduct seminar and training workshops

Processing of request to conduct seminar and training workshops for subjects and topics under the Department of Linguistics

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All interested professional participants from within or outside university.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished online or printed Registration Form		Online or Department of Linguistics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested participants should fill out the Registration Form online or at the department's office <i>*Participants may also open their ExCRS account to register.</i>	1. Receiving Personnel provides form sheet for participants or logs into the ExCRS account creation page.	None	10 Minutes	<i>Receiving Personnel</i> Department of Linguistics
2. Client secures payment at the CSSP Collecting Officer or pay through Bank Deposit	2. Designated Collecting Officer accepts payment and issue official receipt.	PHP 3,500.00	1 Hour	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
3. Client emails a copy of receipt or deposit slip to the Department as proof of registration	3. Receiving Personnel confirms/acknowledges payment and registration	None	5 Minutes	<i>Receiving Personnel</i> Department of Linguistics



TOTAL:	PHP 3,500.00	1 Hour and 15 Minutes	
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56. Extension Program Offer through Extramural Classes in Asian Languages and Linguistics

Processing of request for Extension Program Offer through Extramural Classes in Asian Languages and Linguistics

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	The Extramural Classes is open to the public for those interested to study Asian Languages.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ExCRS Account		Department of Linguistics		
2. Online reservation of slot		Department of Linguistics website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance at the Department of Linguistics' office for the ExCRS Account creation <i>*Enrollee should bring at least one government-issued ID</i> Or Students fill out an online form for the creation of ExCRS Account at: http://bit.ly/ExCRSAccount . <i>*Enrollee should upload at least one government-issued ID and their own picture for identification.</i>	1. Receiving Personnel directs student to the ExCRS website registration and then checks ID and information entered on the website. Or Receiving Personnel verifies the answers submitted and processes the creation of ExCRS Account at the ExCRS website http://uplinguistics.com	None	10 Minutes	Receiving Personnel Department of Linguistics
2. Online reservation for a slot in the language class through the ExCRS website http://uplinguistics.com . <i>*The reservation is effective for two business Days and</i>	2. Monitors reservation and administers ExCRS website operations.	None	5 Minutes <i>*2 Days reserved slot validity</i>	Receiving Personnel Department of Linguistics



<p><i>should be paid within the given period.</i></p>				
<p>3. Payment of the enrollment fee at the CSSP Collecting Officer CompLab/PH 117</p> <p>Or</p> <p>Download and fill out the billing statement from http://bit.ly/extramsbill. If student is enrolling in more than one class, s/he will fill out separate billing statement for each class. (1 billing statement, 1 class.)</p> <p>Payment of the enrollment fee may be done via:</p> <p>a. Landbank over-the-counter transaction (cash/check deposit) http://bit.ly/DirectBankDeposit</p> <p>b. Online bank transfer via PESONet to Landbank http://bit.ly/BankTransferLandbank</p> <p>c. Landbank Link.BizPortal (Landbank ATM Card or VISA Debit Card; Cash payment via Landbank ATM or 7/11 convenience stores; Other Banks via PCHC PayGate: Union Bank, Robinsons Bank, RCBC ATM cards) -- with convenience fee. http://bit.ly/LinkBizPortal</p> <p>Fill out the Verify Payment Request Form at http://bit.ly/verifypaymentrequest in order to initiate the process of verifying payment by the UP Diliman Cash Office. The billing statement and proof of deposit/transaction will be uploaded.</p>	<p>3. Designated Collecting Officer receives payment and issues receipt.</p>	<p>PHP 3,500.00 for one language course</p>	<p>10 Minutes</p>	<p><i>Designated Collecting Officer CSSP Computer Laboratory</i></p>
<p>TOTAL:</p>	<p>PHP 3,500.00</p>	<p>25 Minutes</p>		



	for one language course		
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57. Translation services to/from Philippine and Asian Languages

Processing of request to translate materials to/from Philippine and Asian Languages

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All requesting units within the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original document to be translated		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an electronic copy of the documents to be translated via email at linguistics.upd@up.edu.ph (e.g. Memorandum of Agreement from English to Japanese or vice-versa)	1.1. Receive materials for translation 1.2. Forwards the materials to be translated to designated faculty.	None	1 Day	<i>Receiving Personnel</i> Department of Linguistics <i>Faculty</i> Department of Linguistics
2. Client receives the original document along with the translation	2. Releasing Personnel returns the original document with the translation	None	6 Days	<i>Releasing Personnel</i> Department of Linguistics
TOTAL:		NONE	7 Days	

58. Certification of Philo 198 taken twice

Processing of request for Certification of Philosophy 198 (Special Problems) if taken more than once and with different primary topics

Office or Division:	College of Social Sciences and Philosophy, Department of Philosophy
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	All Department of Philosophy undergraduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form		Department of Philosophy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for Certification for Philo 198 taken twice	1. Receiving Personnel evaluates student request and prepares Certification for Philo 198 taken twice	None	3 Days	<i>Receiving Personnel</i> Department of Philosophy
TOTAL:		NONE	3 Days	

59. Endorsement of requests to take foreign language examination in other units

Processing endorsement of requests to take foreign language examination from other units

Office or Division:	College of Social Sciences and Philosophy, Department of Political Science			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Graduate Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request to unit facilitating exam endorsed by Department Graduate Program Coordinator GPC and Department Chair		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter to the Chair of the Department facilitating the exam	1. Receiving Personnel accepts letter request and forwards it to the Graduate Program Coordinator and Department Chair for signing	None	10 Minutes	<i>Receiving Personnel</i> Department of Political Science <i>Graduate Program Coordinator</i> <i>Chairperson</i>



2. Student receives signed endorsement letter	2. Releasing Personnel gives the signed endorsement letter	None	20 Minutes	<i>Releasing Personnel</i> Department of Political Science
TOTAL:		NONE	30 Minutes	

60. Evaluation of request to shift track in MIS Program

Processing of request to shift track in Master's in International Studies Program

Office or Division:	College of Social Sciences and Philosophy, Department of Political Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Graduate Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the CSSP Dean and endorsed by Department Graduate Program Coordinator (GPC) and Department Chairperson		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the Dean	1.1. Receiving Personnel accepts letter request for processing 1.2. University Research Associate evaluates the student's records and once verified, forwards the request to the GPC and Dept. Chairperson for signing 1.3. GPC and Dept. Chairperson signs the endorsement letter 1.4. Signed request is then forwarded to the Office of	None	8 Days	<i>Receiving Personnel</i> Department of Political Science Student Records Evaluator Department of Political Science <i>Graduate Program Coordinator</i> Department of Political Science <i>Department Chairperson</i> <i>Receiving Personnel</i> Office of the Graduate Program <i>Receiving Personnel</i> Office of the Dean



	<p>the Graduate Program</p> <p>1.5 SRE for the Office of the Graduate Program verifies the student's records and forwards request to the OGP Coordinator for signing</p> <p>1.6. Signed request is then forwarded to the Office of the Dean for evaluation</p> <p>1.7. Whether approved or disapproved by the Dean, the request is returned to the OGP for processing.</p> <p>1.8. OGP relays the Dean's decision to the department</p>			<i>Dean</i>
2. Student receives the decision	2. The Releasing Personnel contacts the student and informs him/her regarding the decision on the request	None	10 Minutes	<i>Releasing Personnel</i> Department of Political Science
TOTAL:		NONE	8 Days and 10 Minutes	

61. Conduct Survey

Processing of request to conduct surveys as defined by the parameters and target data of requesting party

Office or Division:	College of Social Sciences and Philosophy, Population Institute
Classification:	Complex
Type of Transaction:	Government to Government, Government to Citizen, Government to Business



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Terms of Reference 2. Memorandum of Agreement/Memorandum of Understanding		Population Institute		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Request Letter to the Population Institute	1.1. Receiving Personnel accepts Request Letter for processing. 1.2. Receiving Personnel informs the client regarding the action taken by the committee <i>*Letter Requests are for endorsement through channels</i>	Fees depend on the agreed rates in the MOA	7 Days	<i>Receiving Personnel UPPI Faculty in-charge of training</i>
TOTAL:		Fees depend on the agreed rates in the MOA	7 Days	

62. Data Requests

Processing of request to provide access to data for research purposes

Office or Division:	College of Social Sciences and Philosophy, Population Institute
Classification:	Complex



Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Duly accomplished Data Request Form 3. Abstract		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fill up data request form	1.1. Receiving Personnel will submit the form to Data Archive Faculty in-Charge 1.2. Based on evaluation of abstract, request may be approved or disapproved 1.3. Upon approval, Receiving Personnel inform the client regarding the approval of the data request and will prepare	None	5 Days	<i>Receiving Personnel</i> UPPI <i>Faculty in-charge of Data Archive</i>
TOTAL:		NONE	5 Days	

63. Training Request

Processing of request to conduct training on fields and topics under specialization in the Population Institute

Office or Division:	College of Social Sciences and Philosophy, Population Institute
Classification:	Complex



Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Payment of specified fees in preparation of training/research		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Request Letter to the Population Institute	1.1. Receiving Personnel accepts Request Letter for processing. 1.2. Receiving Personnel informs the client regarding the action taken by the committee <i>*Letter Requests are for endorsement through channels</i>	Varied	7 Days	<i>Receiving Personnel UPPI Faculty in-charge of training</i>
TOTAL:		Fees depend on the agreed rates in the MOA	7 Days	

64. Request for certification of subject required for board examination

Processing of request for certification of subjects required for taking the Board Examinations.

Office or Division:	College of Social Sciences and Philosophy, Department of Psychology
Classification:	Simple
Type of Transaction:	Government to Citizen



Who may avail:	All students graduated from UP Diliman Department of Psychology			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Request Form		Department of Psychology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student fills-out request form	1.1. Receiving Personnel accepts the request 1.2. Receiving Personnel verifies the student's records and subjects taken via the Computerized Registration System (CRS) platform and encodes the necessary information on the certification 1.3. Prepared certification is forwarded to the Department Chairperson for signing 1.4. Department Chairperson signs the document and returns it to the RP for application of stamps and dry seal.	None	6 Hours	<i>Receiving Personnel</i> Department of Psychology <i>Chairperson</i> Department of Psychology



2. Student receives the certification	2. Releasing Personnel informs student that the document is ready for pick-up	None	10 Minutes	<i>Releasing Personnel</i> Department of Psychology
TOTAL:		NONE	6 Hours and 10 Minutes	

65. Request for Research Participation Pool Access

Processing of request for research participation pool access

Office or Division:	College of Social Sciences and Philosophy, Department of Psychology			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All Psychology students taking research method courses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration and Application Form Ethics Review Form 2. Research Participant Pool Access Request Form 3. Research Participation Sign-up Sheet		Department of Psychology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Researcher/student fills-out and submits the Registration and Application Form to the research supervisor	1.1. Research Supervisor accepts the Registration and Application Form for processing 1.2. Faculty/research supervisor reviews the registration and application	None	15 Days	<i>Research Supervisor</i> Department of Psychology



	form 1.3. If approved, the research supervisor informs the student of the approval			
2. Researcher/student fills-out and submit research participation pool access request form	2.1. Receiving Personnel accepts the Research Participation Pool Access Request Form for processing 2.2. Receiving Personnel verifies and encodes the pertinent information provided in the research participation pool access request form and issues the credit sticker	None	10 Minutes	<i>Receiving Personnel</i> Department of Psychology
TOTAL:		NONE	15 Days and 10 Minutes	

66. *Issuance of Department Admission Slips

Release of Department Admission Slips

**Procedure is similar for all departments*

Office or Division:	College of Social Sciences and Philosophy, Department of Sociology
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All students applying for the Sociology Program



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the Department of Sociology to claim their Department Admission Slips	1.1. Receiving Personnel requests for the client's valid ID for verification. Once verified, Receiving Personnel checks if the Department Admission Slip for the client is available.	None	15 Minutes	<i>Receiving Personnel</i> Department of Sociology
2. Client receives copy of Department Admission Slip	2. If available, a copy of the Department Admission Slip is given to the client.	None	5 Minutes	<i>Releasing Personnel</i> Department of Sociology
TOTAL:		NONE	20 Minutes	

67. Issuance of Letter/Certification/Course Content

Processing of Certification for Sociology 197 and Sociology 297 (Special Topics)

Office or Division:	College of Social Sciences and Philosophy, Department of Sociology			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students who previously completed Sociology courses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to the Department Chairperson 2. Curriculum		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter Request and copy of curriculum	1.1. Receiving Personnel accepts documents and forwards	None	1 Day	<i>Receiving Personnel</i> Department of Sociology <i>Undergraduate Program</i> Coordinator



to the Department of Sociology	<p>to the Undergraduate Program Coordinator for endorsement</p> <p>1.1. Undergraduate Program Coordinator endorses letter to the Department Chairperson</p> <p>1.2. Releasing Personnel returns the letter to the client</p>			<p><i>Chairperson</i></p> <p><i>Releasing Personnel</i></p>
2. Client submits request to the Office of the Dean for endorsement	<p>2.1. Receiving Personnel accepts documents and forwards to the Dean for endorsement</p> <p>2.2. Dean signs request as endorsement</p> <p>2.3. Releasing Personnel returns the letter to the client</p>	None	1 Day	<p><i>Receiving Personnel</i> Office of the Dean</p> <p><i>Dean</i></p> <p><i>Releasing Personnel</i></p>
3. Client picks up request and forwards it to the Office of the College Secretary (OCS) at AS 101	3. Receiving Personnel accepts letter request for processing	None	Pause Clock	<p><i>Receiving Personnel</i> Office of the College Secretary</p>
TOTAL:		NONE	2 Days	

68. Processing of Application for Visiting Research Fellow (VRF)

Assistance in processing of application for Visiting Research Fellow (VRF) from local and

Office or Division:	College of Social Sciences and Philosophy, Third World Studies Center (TWSC)
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Classification:	Multi-stage			
Type of Transaction:	Government to Government			
Who may avail:	TWSC Visiting Research Fellows (VRF) whose institutions have a valid Memorandum of Agreement/Understanding with the University of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified true copy of VRF appointment; 2. Certified true copy of the Memorandum of Agreement between UP and the VRF's university; 3. Certified true copy of the certification that the University of the Philippines under its Charter of 2008 (Republic Act 9500, Section 2) is the national university;		Third World Studies Center		
4. Completed and notarized 47a2 Visa Application Form; 5. 2 x 2 ID picture; 6. Curriculum vitae; 7. Certified true copy of the first page of the VRF's passport; 8. Certified true copy of VRF's latest arrival; and 9. Proof of guarantor's financial capacity to fulfill VRF's undertaking, if applicable.		Requesting party (Visiting Research Fellow)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. VRF submits application	1.1. Receiving Personnel receives documents and submits application and applicable fees to the liaison officer of the Office of Institutional Linkages (OIL Diliman) 1.2.	PHP. 2,525.00	1 Day	<i>VRF Coordinator</i>
2. VRF coordinates with designated TWSC personnel for	2.1. OIL Diliman submits application documents and applicable fees to the Department of Justice (DOJ).	NONE	28 Days	<i>OIL Diliman Liaison Officer</i> Office of International Linkages <i>Legal Division</i> Department of Justice



processing of documents	2.2. DOJ sends a letter to TWSC Director of approval of 47a2 Visa Application. 2.3. OIL Diliman facilitates Visa stamping of VRF passport at the Bureau of Immigration.			<i>Receiving Personnel Bureau of Immigration</i>
3. VRF receives approved 47a2 Visa passport	3.1. OIL Diliman notifies TWSC when passport with 47a2 visa is available. 3.2. VRF Coordinator informs VRF that 47a2 Visa passport is available	NONE	1 Day	<i>OIL Diliman Liaison Officer Office of International Linkages VRF Coordinator</i>
TOTAL:		PHP. 2,525.00	30 Days	



College of Social Work and Community Development (CSWCD)

External Services



1. Prayer Room for those of Islamic Faith

Office or Division:	College of Social Work and Community Development, Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Logbook		Research and Extension for Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student Inquiry	1. Address Inquiry	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
2. Sign logbook (date and time, name, signature)	2. Checks entry and directs them to the room	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
TOTAL:		NONE	10 Minutes	

2. Psychosocial services

Request for Psychosocial Services for CSWCD students and students from other colleges

Office or Division:	College of Social Work and Community Development, Office of the Dean			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Form		CSWCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Student inquiry	1. Address inquiry	None	4 Hours	<i>Psychosocial Committee Secretariat Office of the Dean</i>
2. Fill up request form indicating current concerns that need to be addressed.	<p>2.1. Receive the accomplished form for Psychosocial Committee action</p> <p>2.2. . Psychosocial Committee secretariat refers to the Chair for possible identification of volunteer psychosocial support person/counsellor to be assigned</p> <p>2.3. Psychosocial Committee secretariat contacts counsellor for availability</p> <p>2.4. Meeting set and initial information forwarded to the counsellor</p> <p>2.5. Initial support session/meeting is scheduled</p>	None	<p>6 Days</p> <p>*Cases that involve self-harm are considered as urgent and are dealt as soon as possible</p>	<p><i>Psychosocial Committee Secretariat Office of the Dean</i></p> <p><i>Volunteer psychosocial support person/counsellor Office of the Dean</i></p>
TOTAL:		NONE	6 Days and 4 Hours	

3. Rental of Facility

Request to rent available facilities and venues in the unit

Office or Division:	College of Social Work and Community Development, Office of the Dean
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Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Accomplished Contract		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request with complete data (Venue/room, date and time, purpose, equipment needed, layout, number of people) and accomplished contract	1.1. Receive the letter of request with complete data and accomplished contract	None	4 Hours	<i>Venue Coordinator</i> Administration Office
	1.2. Make a cost estimate of fees for use of room, electrical charges, and services of audio-visual operator and utility staff	Bulwagang Tandang Sora (BTS)* Whole BTS 4 Hours (P10,000) 8 Hours (P20,000) Excess Hour (P3,000) 2/3 BTS 4 Hours (P6,000) 8 Hours (12,000) Excess Hour (P1,500)	4 Hours	<i>Venue Coordinator</i> Administration Office



		1/3 BTS 4 Hours (3,000) 8 Hours (6,000) Excess Hour (900) *BTS for renovation; Fees for review and BOR approval after renovation		
	1.3. Evaluate Request for recommendation of Administrative Officer	None	1 Day	<i>Receiving Personnel Administration Office</i>
	1.4. Forward request to the Dean or to the College Executive Board for Action	None	5 Days	<i>Dean or College Executive Board (CEB)</i>
2. Receive response to request	2. Releasing personnel contacts the client to inform them of the decision regarding venue rental request	Payment of fees as applicable to request specifics	10 Minutes	<i>Releasing Personnel Administration Office</i>
TOTAL:		Payment of fees as applicable to request specifics	7 Days	



UP Integrated School (UPIS)

External Services



1. Parent-Teacher Consultation (PTC)

Request by parents of currently enrolled students for consultation with subject teachers/advisers

Office or Division:	UP Integrated School [Office of the Principal/Faculty Department]			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Parents of currently enrolled UP Integrated School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Consultation Slip (at least two [2] days prior to the intended consultation schedule)</p> <p>The request may also be done by writing a letter addressed to the child's homeroom adviser and/or by making a phone call to the school's administration offices</p> <p>Note: Parents are advised not to confer with the teacher during class hours or along the corridors to avoid class interruptions, protect classroom instructional time, and ensure privacy.</p>		<p>The UPIS Student Handbook (Appendix J, page 94)</p> <p>UP Trunk Line 8-981-85-00 K-2 Building local 4435 3-6 Building local 4431 7-12 Building locals 4451 and 4452</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.a. Submit duly accomplished Consultation Form (both copies for parents and teachers)</p> <p>or</p>	<p>1.a. The teacher concerned notifies the parents regarding the details of the appointment in the consultation slip remarks portion and return the parent's copy to the child</p>			<p><i>Teacher Concerned</i></p> <p>or</p>



<p>1.b. Request letter, through your child, to the teacher concerned or child's Homeroom Adviser (HRA)</p>	<p>1.b. Homeroom adviser (HRA) of the child receives the request:</p> <ul style="list-style-type: none"> - If academic concern: HRA sets meeting with the subject teacher and the parents - If non-academic concern: HRA refers the letter to the Guidance Counselor and the Guidance counselor sets a meeting with the student concerned 	<p>None</p>	<p>1 Day *</p>	<p><i>Homeroom Adviser (HRA) Faculty Room</i></p>
TOTAL:		<p>None</p>	<p>1 Day</p>	

* Provided that, the teacher concerned or HRA is available to receive the request letter.

2. Kindergarten Admission Test (KAT) Application

Issuance and acceptance of Kindergarten Admission Test (KAT) Application Form

Office or Division:	UP Integrated School [Office of the Assistant Principal for Administration (OAPA)/Office of Admissions]		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Applicant's age is 5 years old to 6 years old (Birthdates from 01 August to 31 July of the corresponding year) and should NOT have taken the UPIS Kindergarten Admission Test before		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%; padding: 5px;">WHERE TO SECURE</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



<ol style="list-style-type: none"> Two (2) recent 1.5" x 1.5" identical photos pasted in the designated boxes on the application form and test permit Long white letter envelope with postal stamp for mailing of results. Names of the applicant and his/her parent/guardian and complete address with zip code are written in the envelope 	Requesting Party			
<ol style="list-style-type: none"> Application form and test permit form The forms can be obtained through walk-in or through online download from the UPIS website For download, print the forms in letter-sized paper (8.5" x 11") Application forms are usually issued on the 3rd week of January and announced in UPIS website 	UP Integrated School Office of Admissions/Office of Research, Development and Publication (ORDP) or UPIS website https://www.upis.upd.edu.ph/			
<ol style="list-style-type: none"> Original birth certificate, plus a clear photocopy. <ul style="list-style-type: none"> For those born abroad, include original passport, and a clear photocopy of the passport 	Philippine Statistics Authority (PSA) Passport issuing agency of applicant's country of origin			
<ol style="list-style-type: none"> Additional requirements: For UP Employees <ul style="list-style-type: none"> Certification of Employment issued by HRDO covering the year of the application For dependents who are adopted <ul style="list-style-type: none"> Proof of adoption (the dependent should already be officially adopted before the application period) 	UP Human Resource Development Office (HRDO)			
	Department of Social Welfare and Development (DSWD)			
<ol style="list-style-type: none"> Receipt of payment of the non-refundable testing fee issued by the UPD Cash Office 	UPD Cash Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Secure the application form, test permit form and 	<ol style="list-style-type: none"> Issue application form and test permit form 	None	15 Minutes	<i>Faculty Processor</i> Office of Admissions/Office of Research,



list of requirements through walk-in (if through online download, proceed to step 2)				Development and Publication (ORDP)
2. Submit duly accomplished application form, test permit form, and other requirements according to indicated schedule of filing	2. Check the requirements, if found in order & complete, certify eligibility before payment	None	15 Minutes	Faculty Processor Ramp Area Academic Bldg. (7-12)
3. Proceed to UPD Cash Office for payment of testing fee	3. Issue Official Receipt (OR)	PHP 450.00	15 Minutes	Cashier Staff UPD Cash Office
4. Present the Official Receipt (OR) to faculty processor to secure test permit	4.1. Record OR details 4.2. Put date of exam in the test permit 4.3. Issue test permit	None	15 Minutes	Faculty Processor Ramp Area Academic Bldg. (7-12)
TOTAL:		PHP 450.00	1 Hour	

3. Grade 7 Admission Test (GAT) Application *

Issuance and acceptance of Grade 7 Admission Test (GAT) Application Form

Office or Division:	UP Integrated School [Office of the Assistant Principal for Administration (OAPA)/Office of Admissions]
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students currently enrolled in Grade 6 with an average of 85% or better (or its equivalent in another grading system) for three grading periods *Only when the projected Grade 7 enrollment falls below 100 does UPIS make a call for Grade 7 applicants. Admission to Grade 7 for these applicants is based solely on their rank in the UPIS Grade 7 Admission Test (GAT).



[Note: UPIS Grade 6 students who have completed their academic requirements are automatically admitted to Grade 7]

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Principal's certification (certification of average for the last three grading periods or 2nd trimester) 2. Two (2) recent 1.5" x 1.5" identical photos pasted in the designated boxes on the application form and test permit 3. Photocopy of the report card, the original copy to be presented for verification 4. Long white letter envelope with postal stamp for mailing of results. Name of the applicant and his/her parent/guardian and complete address with zip code are written in the envelope		Requesting party		
5. Application form and test permit form The forms can be obtained through walk-in or through online download from the UPIS website For download, print the forms in letter-sized paper (8.5" x 11") For UPIS Grade 6 students, only the duly accomplished application form will be submitted		UP Integrated School Office of Admissions/Office of Research, Development and Publication (ORDP) or UPIS website https://www.upis.upd.edu.ph/		
6. Receipt of payment of the non-refundable testing fee issued by the UPD Cash Office		UPD Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the application form, test permit form and list of requirements through walk-in (if through online download, proceed to step 2)	1. Issue application form and test permit form	None	15 Minutes	<i>Faculty Processor</i> Office of Admissions/Office of Research, Development and Publication (ORDP)
2. Submit the accomplished form,	2. Check the requirements,	None	15 Minutes	<i>Faculty Processor</i> Ramp Area



test permit form, and other requirements according to your schedule	if found in order & complete, certify eligibility before payment			Academic Bldg. (7-12)
3. Proceed to UPD Cash Office for payment of testing fee	3. Issue Official Receipt (OR)	PHP 450.00	15 Minutes	Cashier Staff UPD Cash Office
4. Present the Official Receipt (OR) to faculty processor to secure test permit	1.1. Record OR details 1.2. Put date of exam in the test permit 1.3. Issue test permit	None	15 Minutes	Faculty Processor Ramp Area Academic Bldg. (7-12)
TOTAL:		PHP 450.00	1 Hour	

4. Equipment and Facility Rental

Request for reservation to use UPIS equipment and/or facility

Office or Division:	UP Integrated School [Office of the Assistant Principal for Administration (OAPA)]	
Classification:	Simple	
Type of Transaction:	Government to Government / Government to Private / Government to Citizen	
Who may avail:	All (UP Connected or Non-UP Activity)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of request addressed to the Principal with the ff. details: <ul style="list-style-type: none"> • Purpose • Equipment/Facility • Date and Time • Contact Person 		Requesting Party



2. Payment upon approval of the request		UPD Cash Office or UP Integrated School Office of Administration (7-12)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Administration Office, 7-12 Bldg.	1.1. Receive and record the request 1.2. Forward the request to the Assistant Principal for Administration (APA)	None	30 Minutes	<i>Secretary/ Administrative Staff Office of Administration (7-12)</i>
	1.3. APA decides on the request If approved, tentative reservation is done	None	1 Day *	<i>Assistant Principal for Administration (APA) Office of the Assistant Principals (7-12)</i>
2. Follow-up request by phone or email if request is approved UP Trunkline: 8981-85-00 locals 4451-52 upis.upd@up.edu.ph upis@upd.edu.ph	2. Inform the decision on the reservation	None	10 Minutes	<i>Secretary/ Assistant Principal for Administration (APA) Office of Administration (7-12)</i>
3. Confirm the reservation for assessment of fees	3. Compute fees and inform client of the total rental fees due	See Table of Rates	30 Minutes *	<i>Assistant Principal for Administration (APA) Office of the Assistant Principals (7-12)</i>
4. Pay rental fee to UPD Cash Office or at the		See Table of Rates	30 Minutes	



UPIS Administration Office, 7-12 Building Downpayment of 50% is required to confirm the reservation and the remaining 50% will be paid a week before the event	4. Make final reservation and issue Official Receipt (OR)			<i>Assistant Principal for Administration (APA) or Special Collecting Officer (SCO) Office of Administration (7-12) or UPD Cash Office</i>
TOTAL:		Assessed Amount	1 Day, 1 Hour, 40 Minutes	

* Provided that, the Assistant Principal for Administration (APA) is available to review the request and compute the total rental fees due

TABLE OF RATES			
Venue/Facility/Equipment	UP Connected Activity		Non-UP Activity
	(per day)		
Auditorium (capacity: 600)	15,000.00		20,000.00
Bulwagan (capacity: 300)	8,000.00		10,000.00
Audio-Visual Room (cap: 60)	5,000.00		8,000.00
Narra Function Room (capacity: 60) with veranda and garden	5,000.00 10,000.00		8,000.00 16,000.00
Gymnasium (for function-use)	10,000.00		12,000.00
Gymnasium (for game-use) (2 hrs minimum)	1,200.00		3,000.00
For succeeding hours	600.00		1,500.00
Additional for electricity	250.00		250.00
Small Classroom with LED TV (capacity:50)	1,500.00		3,000.00
Big Classroom with LED TV (capacity: 100)	3,000.00		6,000.00
LCD Projector	300.00		500.00
Sound System	500.00		1,000.00
Manpower	Weekdays (1 st 3 hrs after 5 PM)	Weekends/Holidays (per day)	Overnight
Audio-Visual Operator	500.00	1,000.00	1,500.00
Building Administrator	300.00	500.00	1,000.00
Custodial Worker	250.00	500.00	1,000.00
Notes:			
c. One day reservation is equivalent to 8 hours from 8:00 am to 5:00 pm.			
d. A 10% additional fee will be charged for activities that extend beyond 5:30 PM.			



5. Classroom Observations

Request by external clients to conduct classroom observation in UPIS

Office or Division:	UP Integrated School [Office of the Assistant Principal for Academic Programs (OAPAP)]
Classification:	Complex
Type of Transaction:	Government to Government / Government to Citizen
Who may avail:	Private and Public Schools

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Letter of request addressed to the Principal or the Assistant Principal for Academic Programs (APAP) with the following details:</p> <ul style="list-style-type: none"> • Purpose • Date/s • Inclusive of Time; and • Number of Observers • Must be signed by the Faculty-in-Charge or the Head of the Unit requesting the classroom observation • Contact Details <p>Must be submitted at least five (5) working days before the scheduled date of observation</p> <p>Classroom observation is not allowed during the Moratorium Period (please check Academic Calendar at UPIS website https://www.upis.upd.edu.ph/)</p>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.a. Submit the letter of request to the Administration Office, 7-12 Bldg. or</p> <p>1.b. Through emails: upis@upd.edu.ph/ upis.upd@up.edu.ph</p>	<p>1. Receive/print email, record, and forward to the Assistant Principal for Academic Programs (APAP)</p>	None	30 Minutes	<p><i>Secretary/ Administrative Staff Office of Administration (7-12)</i></p>



2. Wait for confirmation on the contact details provided	2.1. APAP evaluate the request 2.2. If approved, coordinate and inform teachers of the observation schedule 2.3. Communicate with the requesting party regarding the schedule of the Classroom Observation	None	3 Days *	<i>Assistant Principal for Academic Programs (APAP)</i> Office of the Assistant Principals (7-12)
TOTAL:		None	3 Days, 30 Minutes	

* Provided that, the Assistant Principal for Academic Programs (APAP) and teachers-concerned are available within the office

6. UP Integrated School (UPIS) K-12 Enrollment

Issuance of Registration and Assessment forms to UP Integrated School (UPIS) students for First and Second Semesters

Office or Division:	UP Integrated School [Office of the Assistant Principal for Academic Programs (OAPAP)/Student Records Section]		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Parents of UP Integrated School K-12 students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For First Semester enrollment (August) 1.a. Previous Report Card (Form 138) * For Second Semester enrollment (January) 1.b. 1 st Sem Registration Form	Requesting Party		
2. Registration Form (K-12) 3. Assessment Slip (UP Form 113)	UP Integrated School Academic Building (7-12)		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the assigned room and present child's previous Report Card (Form 138)/1 st Semester Registration Form to Homeroom Adviser (HRA)	1. Issue Registration Form	None	15 Minutes	<i>Homeroom Adviser (HRA)</i> Assigned Room
2. Submit duly accomplished Registration Form to HRA and get Assessment Slip (UP Form 113)	2.1. Check and sign Registration Form 2.2. Issue Assessment Slip (UP Form 113)	None	15 Minutes	<i>Homeroom Adviser (HRA)/Assigned Assessor</i> Assigned Room
3. Proceed to Grade Level Parents-Teachers Association (PTA) Representative for voluntary donation For Grade 12 students, pay UPIS Alumni Fee (For 2 nd Semester Enrollment)	3. Issue Acknowledge Receipt Issue Official Receipt (OR)	Non-compulsory Donation PHP 500.00	15 Minutes 15 Minutes	<i>Grade Level Parents-Teachers Association (PTA) Representative</i> Assigned Room <i>Alumni Assessor</i> Assigned Room
4. Go to UPD Cash Office & present Assessment Slip for payment of tuition, miscellaneous and instructional materials fees	4. Issue Official Receipt (OR)	Refer to Assessment Slip	15 Minutes	<i>Cashier Staff</i> UPD Cash Office
5. Submit Registration Form (School's Copy) and a photocopy of Official Receipt (OR) to HRA on the first day of classes	5. Receive and record Official Receipt (OR) details	None	15 Minutes	<i>Homeroom Adviser (HRA)</i> Classroom



TOTAL:	Assessed Amount	1 Hour, 30 Minutes	
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* For lost report card, a copy of grades may be requested from the Office of Student Records Section.

Grade Level	Instructional Materials	Tuition Fee	Student Services Fee	Publication Fee	Others
Kinder: UP	The cost of instructional materials vary according to the number of pages	240.00	150.00	n/a	Snack Program Fee: 3,500.00
Non UP		630.00	150.00	n/a	Snack Program Fee: 3,500.00
Grade 1: UP		210.00	60.00	n/a	n/a
Non UP		600.00	60.00	n/a	n/a
Grade 2		210.00	60.00	n/a	n/a
Grade 3		210.00	60.00	n/a	n/a
Grade 4		210.00	60.00	n/a	n/a
Grade 5		210.00	60.00	n/a	n/a
Grade 6		210.00	60.00	n/a	n/a
Grade 7		n/a	60.00	20/35.00	Student Council Fee: 20.00/35
Grade 8		n/a	60.00	20.00	Student Council Fee: 20.00
Grade 9		n/a	60.00	20.00	Student Council Fee: 20.00
Grade 10		n/a	60.00	20.00	Student Council Fee: 20.00
Grade 11		n/a	60.00	20.00	n/a
Grade 12	n/a	60.00	20.00	n/a	

7. Form 137: Transcript of Records (TOR) and True Copy of Grades (TCG)

TOR is issuance of student's permanent record to regular students and alumni and TCG is issuance for specific a specific semester, school year, or for the whole duration of his/her stay in school

Office or Division:	UP Integrated School [Office of the Assistant Principal for Academic Programs (OAPAP)/Student Records Section]
Classification:	Complex
Type of Transaction:	Government to Government / Government to Citizen
Who may avail:	UPIS students currently enrolled / Alumni / Private and Public Schools / Private and Government Agencies with concern to UPIS Student Records

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Student Records Form (RSRF)	UP Integrated School Student Records Section Administration Building (7-12)
2. Receipt of Payment	UPD Cash Office or UP Integrated School Office of Administration (7-12)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request for Student Records Form (RSRF) and indicate number of copies	1.1. Receive and review the request	None	15 Minutes	Records Officer Student Records Section Administration Bldg. (7-12)



	<p>1.2. Write the amount to be paid and the date of claiming</p> <p>1.3. Return the form to client and instruct to proceed with payment</p>			
2. Proceed to UPD Cash Office or to Special Collecting Officer (SCO) for payment	2. Receive payment and issue Original Receipt (OR)	PHP 20.00/ copy	15 Minutes	<p><i>Cashier Staff</i> UPD Cash Office or <i>Special Collecting Officer (SCO)</i> Office of Administration (7-12)</p>
3. Submit Original Receipt (OR) to the Records Officer	<p>3.1. Attach OR to RSRF</p> <p>3.2. Inform the client when the requested document will be released</p>	None	3 Days *	<p><i>Records Officer</i> Student Records Section Administration Bldg. (7-12)</p>
4. Wait for the release of the requested document	<p>4.1. Print the requested document</p> <p>4.2. Have it counter-checked</p> <p>4.3. Forward to the Principal for signature</p>	None		
	4.4. Sign the requested document and return to	None		<p><i>Principal</i> Office of the Principal (7-12)</p>



	the Records Officer			
5. Claim the requested document and affix signature on the logbook	5. Release the requested document	None	15 Minutes	<i>Records Officer</i> Student Records Section Administration Bldg. (7-12)
TOTAL:		PHP 20.00	3 Days, 45 Minutes	

* Provided that, the Principal is available to sign the requested document.

8. Certification and other Documents

Issuance of Certification/Document such as: a. Good Moral Character; b. Enrollment/School Attendance; c. Ranking; d. Graduation; e. Completion; f. Transfer; g. Recommendation; h. Medium of Instruction; i. Honorable Dismissal; j. Petition; k. Accuracy of Records; l. English Translation of Diploma

Office or Division:	UP Integrated School [Office of the Assistant Principal for Academic Programs (OAPAP)/Student Records Section]			
Classification:	Complex			
Type of Transaction:	Government to Government / Government to Citizen			
Who may avail:	UPIS Students currently enrolled/ UPIS Alumni/ Private and Public Schools with concerns to Student Records/ Private and Government Agencies with concerns to UPIS Student Records			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Records Form (RSRF)		UP Integrated School Student Records Section Administration Building (7-12)		
2. Receipt of Payment		UPD Cash Office or UP Integrated School Office of Administration (7-12)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request for Student Records Form (RSRF) and indicate number of copies	1.1. Receive and review the request 1.2. Write the amount to be paid and the date of claiming	None	15 Minutes	<i>Records Officer</i> Student Records Section Administration Bldg. (7-12)



	1.3. Return the form to client and instruct to proceed with payment			
2. Proceed to UPD Cash Office or to Special Collecting Officer (SCO) for payment	2. Receive payment and issues Original Receipt (OR)	PHP 20.00/ copy	15 Minutes	<i>Cashier Staff</i> UPD Cash Office or <i>Special Collecting Officer (SCO)</i> Office of Administration (7-12)
3. Submit Original Receipt (OR) to the Records Officer	3.1. Attach OR to RSRF 3.2. Inform the client when the requested document will be released	None		
4. Wait for the release of the requested document	4.1. Print the requested document 4.2. Have it counter-checked 4.3. Forward to the Principal for signature	None	3 Days *	<i>Records Officer</i> Student Records Section Administration Bldg. (7-12)
	4.4. Sign the requested document and return to the Records Officer	None		<i>Principal</i> Office of the Principal (7-12)
5. Claim the requested document and affix signature on the logbook	5. Release the requested document	None	15 Minutes	<i>Records Officer</i> Student Records Section Administration Bldg. (7-12)



TOTAL:	PHP 20.00	3 Days, 45 Minutes	
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* Provided that, the Principal is available to sign the requested document.

9. Request for Student Records during the State of Public Health Emergency

Transactions to request for student records shall be made through online request and the requested document shall be in PDF copy. Physical copy of document may be available once quarantine restrictions are lifted and work at UPIS has normalized.

Office or Division:	UP Integrated School [Office of the Assistant Principal for Academic Programs (OAPAP)/Student Records Section]
Classification:	Highly Technical
Type of Transaction:	Government to Government / Government to Citizen
Who may avail:	UPIS Students currently enrolled/ UPIS Alumni/ Private and Public Schools with concerns to Student Records/ Private and Government Agencies with concerns to UPIS Student Records

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form using google form Please note that processing time is affected due to Work-From-Home (WFH) set-up: For graduates 2001 and above is 1 to 2 weeks For graduates of 2000 below is 3 to 4 weeks	https://tinyurl.com/UPISRecordsRequest

2. Receipt of Payment	UPD Cash Office
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the google form completely and truthfully using the link: https://tinyurl.com/UPISRecordsRequest and wait for the Statement of Account (SOA) that will be sent through email	1. Issue Statement of Account (SOA) for Payment	None	15 Minutes	<i>Special Collecting Officer</i> Work From Home (WFH)



2. Pay the amount due through the methods of payment specified in the email	2. Issue Confirmation of payment	PHP 20.00/ copy	15 Minutes	<i>LBP & other Payment Gateway</i>
3. Send a copy of successful transaction to upis.upd@up.edu.ph and wait for the requested document/s in PDF copy/ies to be sent through email	3.1. Prepare the request 3.2. Retrieve student records of the client 3.3. Encode draft request	None	11 Days (For graduates of 2001 and above) and 22 Days (For graduates of 2000 below)	<i>Records Officer WFH</i>
	3.4. Check the draft document 3.5. Return the document for revision/finalization			<i>Assistant Principal for Academic Programs (APAP) WFH</i>
	3.6. Revise/ Finalize the document 3.7.a. Return the revise document to APAP for final checking 3.7.b. Email the final document to the Principal for signature			<i>Records Officer WFH</i>
	3.8. Check revised document and resend the file for finalization			<i>Assistant Principal for Academic Programs (APAP) WFH</i>



	3.9. Sign the document and return to Records Officer			Principal WFH
	3.10. Email the signed requested document to the requesting party			Records Officer WFH
TOTAL:		PHP 20.00/ copy	11 Days, 30 Minutes (for graduates of 2001 and above) 22 Days, 30 Minutes (for graduates of 2000 below)	

10. Permission to Conduct Research in UPIS

Request by external clients to conduct research in UPIS

Office or Division:	UP Integrated School [Office of Research, Development and Publication (ORDP)]			
Classification:	Complex			
Type of Transaction:	Government to Government / Government to Private / Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Principal with attachments (e.g. instrument/questionnaire, interview schedule, consent form)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Administration Office, 7-12 Building	1. Receive, record, and forward to the Office of Research, Development	None	15 Minutes	<i>Secretary/ Administrative Staff Office of Administration (7-12)</i>



	and Publication (ORDP)			
2. Wait for UPIS action	2.1. Receive communication and forward to ORDP Head	None	15 Minutes	<i>Research Associate/ Support Staff</i> Office of Research, Development and Publication (ORDP)
	2.2. Evaluate and respond to request	None	4 Days	<i>ORDP Head</i> Office of Research, Development and Publication (ORDP)
	2.3. Submit response letter to the Principal			<i>Research Associate/ Support Staff</i> Office of Research, Development and Publication (ORDP)
	2.4. Receive, record, and forward to Principal	None	1 Day *	<i>Secretary/ Administrative Staff</i> Office of Administration (7-12)
	2.5. Check and affix signature to the response letter and release to the staff			<i>Principal</i> Office of the Principal (7-12)
	2.6. Return the response letter to ORDP			<i>Administrative Staff</i> Office of Administration (7-12)
	2.7. Receive and inform the client	None	1 Day	<i>Research Associate/ Support Staff</i> Office of Research, Development and Publication (ORDP)
TOTAL:		None	6 Days, 30 Minutes	

* Provided that, the Principal is available to sign the document.

11. Submission of Manuscript for Alipato: A Journal of Basic Education

Submission of journal article for possible publication in Alipato: A Journal of Basic Education



Office or Division:	UP Integrated School [Office of Research, Development and Publication (ORDP)]
Classification:	Highly Technical
Type of Transaction:	Government to Government / Government to Private / Government to Citizen
Who may avail:	Individuals / Groups / Teachers / Researchers who would like to submit a manuscript for Alipato in ORDP, UPIS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Manuscript, original and has not been published in any form (3 hard copies, 1 soft copy in USB) 2. Biography of the first author or corresponding author within 150 words (1 hard copy, 1 soft copy) 3. 1" x 1" photo	Requesting Party
4. Alipato Submission Form	UP Integrated School Office of Research, Development and Publication (ORDP)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit manuscript and author's biography to the Office of Research, Development and Publication	1. Receive and check completeness	None	15 Minutes	<i>Support Staff/ Research Associate</i> Office of Research, Development and Publication (ORDP)
2. Accomplish Alipato Submission Form	2.1. Give the submission form to the author/s	None	1 Day	<i>Research Associate</i> Office of Research, Development and Publication (ORDP)
	2.2. Receive the submission form together with 1x1 photo of the author/s			
	2.3. Attach the submission form to the manuscript folder			



	2.4. Forward the manuscript folder to the ORDP Head			
	2.5. Record submission in the Alipato tracker			<i>ORDP Head</i> Office of Research, Development and Publication (ORDP)
3. Wait for response	3.1. Submit manuscript to the editorial board	None	110 days to 132 days	<i>ORDP Head</i> Office of Research, Development and Publication (ORDP)
	3.2. Evaluate the manuscript for preliminary blind review			<i>Editorial Board</i>
	3.3. Send Letter of Acceptance/ Nonacceptance to the author			<i>Research Associate</i> Office of Research, Development and Publication (ORDP)
4. Revise and return the manuscript to ORDP	4. Return the manuscript to the author for revision, based on the comments of the Editorial Board			<i>Research Associate</i> Office of Research, Development and Publication (ORDP)
5. Wait for response if manuscript is recommended for publication and revision	5.1. Receive the revised manuscript from the author			<i>Research Associate</i> Office of Research, Development and Publication (ORDP)
	5.2. Check the manuscript and assign panel of reviewers			<i>ORDP Head</i> Office of Research, Development and Publication (ORDP)
	5.3. Evaluate the manuscript for final			<i>Panel of Reviewers</i>



	blind review.			
	5.4. Inform the author if the manuscript is recommended or not recommended for publication.			<i>Research Associate</i> Office of Research, Development and Publication (ORDP)
6. Revise and return manuscript	6. If recommended for publication, return the manuscript to the author for revision, based on the comments of referees.			<i>Research Associate</i> Office of Research, Development and Publication (ORDP)
7. Wait for revision	7.1. Receive the revised manuscript from the author.			<i>Research Associate</i> Office of Research, Development and Publication (ORDP)
	7.2. Check the manuscript and assign language editor/s for final editing.			<i>ORDP Head</i> Office of Research, Development and Publication (ORDP)
	7.3. Review the manuscript for grammar, format, etc.			<i>Language Editors</i>
	7.4. Receive the manuscript from the language editor and give it to the author for final revision.			<i>Research Associate</i> Office of Research, Development and Publication (ORDP)
8. Revise and submit the manuscript	8. Check the revised manuscript.			<i>ORDP Head</i> Office of Research, Development and Publication (ORDP)



9. Wait for final printing and author's copy of the published journal	9.1. Layout and the articles for publishing.	None		ORDP Head/ Research Associate Office of Research, Development and Publication (ORDP)
	9.2. Publish Alipato journal (printing and/or online publishing)			ORDP Head/ Research Associate Office of Research, Development and Publication (ORDP)
	9.3. Inform the author of the scheduled release and issue a copy			ORDP Head/ Research Associate Office of Research, Development and Publication (ORDP)
TOTAL:		None	111 Days, 15 Minutes or 133 Days, 15 Minutes	

12. Subscription to Alipato: A Journal of Basic Education

Request for printed copy/ies of Alipato: A Journal of Basic Education

Office or Division:	UP Integrated School [Office of Research, Development and Publication (ORDP)]			
Classification:	Highly Technical			
Type of Transaction:	Government to Government / Government to Private / Government to Citizen			
Who may avail:	Individuals / Groups / Teachers / Researchers who would like to avail a copy of Alipato Issue			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt of payment		UP Integrated School Office of Research, Development and Publication (ORDP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request printed copy/copies of Alipato Issue for subscription	1. Receive and check for availability. If not available,			<i>Support Staff/ Research Associate</i>



	suggest to secure a copy from the website: journals.upd.edu.ph	None	15 Minutes	Office of Research, Development and Publication (ORDP)
2. Give payment to Support Staff or to Special Collecting Officer (SCO)	2.1. Receive payment and issue Acknowledgement Receipt or Official Receipt	PHP 300.00/ copy	15 Minutes	Support Staff Office of Research, Development and Publication (ORDP) or Special Collecting Officer (SCO) Office of Administration (7-12)
	2.2. Give the Alipato Issue/s			Support Staff/ Research Associate Office of Research, Development and Publication (ORDP)
TOTAL:		PHP 300.00	30 Minutes	



INTERNAL SERVICES



**Office of the Chancellor
(OC)
Internal Services**



1. Signing of Variation Order

Request for the signature of the Chancellor on the Variation Order required for Construction (infrastructures/ buildings)

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	End-User or Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party/ End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Variation Order to the Office of the Chancellor	1. Receive Variation Order 1.1 Review if the document is in-order 1.2 Sign the Variation Order	NONE	1 Day	1. Receiving Personnel 1.1 Executive Assistant 1.2 Chancellor Office of the Chancellor
2. Receive signed Variation Order document from the Office of Campus Architect	2. Release signed Variation Order to the Office of Campus Architect	NONE	1 Day	2. Executive Assistant 2.1 Releasing Personnel Office of the Chancellor
TOTAL:		NONE	2 Days	



2. Approval of eHOPE (Enhanced Hospitalization Programme) Applications

Request for the approval of the Chancellor on the eHOPE (FAPHE) applications.

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application of eHOPE reviewed and endorsed by eHOPE committee together with the endorsement of the Vice Chancellor for Administration		1. Human Resource Development Office (HRDO) 2. Office of the Vice Chancellor for Administration (OVCA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application of eHOPE to HRDO	1. Received Application of eHOPE from Office of the Vice Chancellor for Administration with recommendations from eHOPE committee and endorsement by the Vice Chancellor for Administration 1.1 Review endorsed eHOPE applications if in order 1.2 Approve endorsed eHOPE applications	NONE	2 Days	1. Receiving Personnel 1.1 Executive Assistant 1.2 Chancellor



				Office of the Chancellor
2. Receive approved eHOPE application through Human Resource Development Office	2. Release approved eHOPE application to the Human Resource Development Office	NONE	1 Day	2. <i>Executive Assistant</i> 2.1 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	3 Days	

3. Approval of Request for Funding

Request for the approval of the Chancellor for funding

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employees and units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with recommendation from the Office of the Vice Chancellor for Administration		Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with recommendation from the Office of the Vice Chancellor for Administration	1. Received letter of request with the recommendation of the Vice Chancellor for Administration	NONE	2 Days	1. <i>Receiving Personnel</i>



	1.1 Review if request is in order 1.2 Approve			1.1 <i>Executive Assistant</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Receive approved request for funding from the Office of the Chancellor	2. Release approved request for funding to requesting party.	NONE	1 Day	2. <i>Executive Assistant</i> 2.1 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	3 Days	

4. Approval of Procurement Documents

Request for the signature of the Chancellor on procurement documents (PO, NOA, BAC Resolution)

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Procurement document (Purchase Order, Notice of Award, and BAC Resolution) 2. Recommendation from Procurement Office			Procurement Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Office of the Chancellor with endorsement/recommendation	1. Received document/s	NONE	2 Days	1. <i>Receiving Personnel</i>



from the Procurement Office Director/authority	1.1 review recommendations if in order 1.2 Approve			1.1 <i>Executive Assistant</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Received signed document/s from the Procurement Office	2. Release signed procurement document/s to Procurement Office	NONE	1 Day	2. <i>Executive Assistant</i> 2.1 <i>Releasing Personnel</i> <i>Office of the Chancellor</i>
TOTAL:		NONE	3 Days	

5. Action on Sexual Harassment Case

Request for the action of the Chancellor on the Sexual Harassment Cases.

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Recommendation from the Office of Anti-Sexual Harassment (OASH)		Office of Anti-Sexual Harassment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. OASH submit letter of recommendation to the Office of the Chancellor</p>	<p>1. Receive letter of recommendation of OASH Case under confidential cover</p> <p>1.1 Reviews the report and recommendation</p> <p>1.2 Action of the Chancellor based on the recommendation</p> <p>1.3 Prepares documents for release to DLO under confidential cover</p> <p>1.4 Release to DLO under confidential cover</p> <p>1.5 Received final decision prepared by DLO for the signature of the Chancellor under confidential cover</p> <p>1.6 Sign</p> <p>1.7 Prepares document for release to DLO under confidential cover</p>	<p>NONE</p>	<p>5 Days</p>	<p><i>1. Receiving Personnel</i></p> <p><i>1.1 - 1.2 Chancellor</i></p> <p><i>1.3 - 1.5 Executive Assistant/ Releasing or Receiving Personnel</i></p> <p><i>1.6 Chancellor</i></p> <p><i>1.7 Executive Assistant/ Releasing or Receiving Personnel</i></p> <p>Office of the Chancellor</p>
	<p>1.8. Received Decision prepared by DLO for signature of the Chancellor</p> <p>1.9 Sign the Decision</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>1.8 Receiving Personnel</i></p> <p><i>1.9 Chancellor</i></p> <p>Office of the Chancellor</p>



2. Receive decision through DLO	2. Release decision through DLO	NONE	1 Day	2. <i>Executive Assistant</i> 2.1 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	7 Days	

6. Approval of Request for Opening a Trust Account

Request for the approval of the Chancellor in opening a trust account.

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP units and project leaders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form for opening a trust account 2. Recommendation from the Office of the Vice Chancellor for Administration		Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit form for opening a trust account to the Office of the Chancellor with endorsement/recommendation from the Office of the Vice Chancellor for Administration	1. Received Trust Account Form 1.1 Review the application form if in order 1.2 Approve	NONE	2 Days	1. <i>Receiving Personnel</i> 1.1 <i>Executive Assistant</i> 1.2 <i>Chancellor</i> Office of the Chancellor



2. Received approved Trust Account Form from the Office of the Vice Chancellor for Administration	2. Release the approved Trust Account Form to Office of the Vice Chancellor for Administration	NONE	1 Day	2. Executive Assistant 2.1 Releasing Officer Office of the Chancellor
TOTAL:		NONE	3 Days	

7. Approval of Faculty Grant Awards

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of recommendation Office of the Vice Chancellor for Academic Affairs		Office of the Dean and Vice Chancellor for Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the Office of the Chancellor with endorsement or recommendation from Office of the Vice Chancellor for Academic Affairs	1. Received letter of recommendation through the Office of the Vice Chancellor for Academic Affairs 1.1 Review recommendations 1.2 Approve	NONE	2 Days	1. Receiving Personnel 1.1 Executive Assistant 1.2 Chancellor



				Office of the Chancellor
2. Received approved Faculty Grants Awards through the Office of the Vice Chancellor for Academic Affairs	2. Release Approved Faculty Grants to the Office of the Vice Chancellor for Academic Affairs	NONE	1 Day	2. <i>Executive Assistant</i> 2.1 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	3 Days	

Request for approval of Faculty Grant Awards.

8. Approval of the following: Outright Research Grant, PhD Incentive Award, Thesis and Dissertation Grant, Open Grant, Source of Solutions Grant, Extension Grant, Intellectual Protection Philippines Grant, Intellectual Protection Foreign Grant, Technology Transfer Market Validation, Technology Transfer Business Model/ Plan and Technology Transfer Prototype and Scale Up

Request for the approval of the Chancellor on the grants.

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, Research Extension and Professional Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Recommendation of the Office of the Vice Chancellor for Research and Development		Vice Chancellor for Research and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Vice Chancellor	1. Received documents from the Office of the Vice Chancellor	NONE	2 Days	1. <i>Receiving Personnel</i>



for Research and Development	for Research and Development 1.1 Review recommendations if in order 1.2 Approve various Grant/ Awards			1.1 Executive Assistant 1.2 Chancellor Office of the Chancellor
2. Received approved Grants/ Awards through the Office of the Vice Chancellor for Research and Development	2. Release approved Grants/ Awards to the Office of the Vice Chancellor for Research and Development	NONE	1 Day	2. Executive Assistant 2.1 Releasing Personnel Office of the Chancellor
TOTAL:		NONE	3 Days	

9. Action on complaint

Request for the action of the Chancellor on complaint

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, Research Extension Professional Staff, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit a letter of complaint to the Office of the Chancellor</p>	<p>1. Received letter of complaint 1.1 Evaluate letter of complaint and refer to appropriate office</p>	<p>NONE</p>	<p>1 Day</p>	<p>1. <i>Receiving Personnel</i> 1.1 <i>Executive Assistant</i> 1.2 <i>Chancellor</i> Office of the Chancellor</p>
<p>2. Wait for action of the Chancellor</p>	<p>2. Refer/release to appropriate office 2.1 Received from appropriate office with comments/ recommendation 2.2 Action of the Chancellor</p>	<p>NONE</p>	<p>1 Day</p>	<p>2. <i>Executive Assistant</i> 2.1 <i>Releasing / Receiving Personnel</i> 2.2 <i>Executive Assistant</i> 2.3 <i>Chancellor</i> Office of the Chancellor</p>
<p>3. Received action from the Office of the Chancellor</p>	<p>3. Release action of the Chancellor</p>	<p>NONE</p>	<p>1</p>	<p>3. <i>Executive Assistant</i> 3.1 <i>Releasing Personnel</i> Office of the Chancellor</p>
<p>TOTAL:</p>		<p>NONE</p>	<p>3 Days</p>	



10. Action on Sexual Harassment Case

Request for the action of the Chancellor on the Sexual Harassment Cases.

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, Research Extension Professional Staff, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Recommendation from the Office of Anti-Sexual Harassment (OASH)		Office of Anti-Sexual Harassment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit report and recommendation to the Office of the Chancellor	1. Receives report and recommendation from OASH 1.1 study/review the report and recommendation 1.2 Refer action of the Chancellor to Diliman Legal Office for preparation of the Notice of Decision 1.3 Received Notice of Decision with DLO clearance/legal opinion	NONE	5 Days	<i>1. Receiving Personnel</i> <i>1.1 Executive Assistant</i> <i>1.2 Chancellor</i> <i>1.3 Executive Assistant</i> Office of the Chancellor
2. Wait for the action of the Chancellor	2. Signature of the Notice of Decision	NONE	1 Day	<i>2. Chancellor</i> <i>2.1 Executive Assistant</i>



				Office of the Chancellor
3. Received notice of decision from DLO	3. Release Notice of Decision through the Diliman Legal Office	NONE	1 Day	3. <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	Days	

11. Documents from Human Resource Development Office: Approving Basic Paper (BP), Appointment, Retirement letter, Retirement Gratuity, Resignation Letter, and Application for Leave of Absence of Deans, Directors and Head of units directly under the Office of the Chancellor.

Request for the approval of the Chancellor on the BP, Appointment, Retirement letter, retirement gratuity, Resignation Letter, and application for leave of absence of Deans, Directors and Head of units directly under of the Office of the Chancellor.

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, Research Extension Professional Staff, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up form/s and/or letter of request		Human Resource Development Office and/or Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the Office of the Chancellor	1. Received request letter 1.1 Review document/s if in order	NONE	2 Days	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist IV</i>



	1.2 Action of the Chancellor			1.2 Chancellor Office of the Chancellor
2. Receive document with Chancellor's Action from Human Resource Development Office	2. Release document/s with Chancellor's Action to the Human Resource Development Office	NONE	1 Day	2. University Extension Specialist IV 2.1 Releasing Personnel Office of the Chancellor
TOTAL:		NONE	Days	

12. Approval of Travel on Official Business

Request for the approval of the Chancellor for travel authority.

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft Travel Authority with supporting documents (invitation, letter request, Officer-in-Charge if Department Chair / head of unit while on leave) 2. Recommendation from Office of the Vice Chancellor for Academic Affairs/ Vice Chancellor for Administration/ Office of the Vice Chancellor for Research and Development		1. Human Resource Development Office 2. Office of the Vice Chancellor for Academic Affairs/ Office of the Vice Chancellor for Administration/ Office of the Vice Chancellor for Research and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Human Resource Development Office sends draft travel authority and supporting documents together with recommendation of the appropriate Vice Chancellor	1. Received Draft Travel Authority 1.1 Review Travel Authority and attachments if they are in order and finalize 1.2 Approve	NONE	2 Days	1. Receiving Personnel 1.1 University Extension Specialist IV 1.2 Chancellor Office of the Chancellor
2. Receive signed/approved Travel Authority from Human Resource Development Office	2. Release signed/approved Travel Authority to the Human Resource Development Office	NONE	1 Day	2. University Extension Specialist IV 2.1 Releasing Personnel Office of the Chancellor
TOTAL:		NONE	Days	

13. Approval of Travel on Personal Leave

Request for the approval of the Chancellor on the travel request of Faculty, Research Extension and Professional Staff (REPS) and Administrative Staff

Office or Division:	Office of the Chancellor	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Faculty, Research Extension Professional Staff (REPS) and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



Finalized Personal Travel Authority		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Human Resource Development Office sends Travel Authority to the Office of the Chancellor	1. Received Travel Authority 1.1. Approve	NONE	2 Days	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist IV</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Received signed Travel Authority from the Human Resource Development Office	2. Release signed Travel Authority to the Human Resource Development Office	NONE	1 Day	2. <i>University Extension</i> 2.1 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	Days	

14. Approval of Application for Limited Practice of Profession (LPP)

Office or Division:	Office of the Chancellor
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Faculty, Research Extension and Professional Staff and Administrative Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Limited Practice of Profession Form	



		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO sends filled-up LPP Form to the Office of the Chancellor	1. Received application LPP Form 1.1 Review the application 1.2 Approve	NONE	2 Days	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist IV</i> 1.2 <i>Chancellor</i>
2. Receive signed LPP forms from HRDO	2. Release signed LPP Form to the HRDO	NONE	1 Day	2. <i>Chancellor</i> 2.1 <i>University Extension Specialist IV</i> 2.2 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	Days	

15. Approval of Transfer of Personnel to other UP Campus Units

Request for the approval of the Chancellor to transfer to other UP Campus Units.

Office or Division:	Office of the Chancellor	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Faculty, Research Extension and Professional Staff and Administrative Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of request		1. Requesting Party



2, Recommendation from the Office of the Vice Chancellor for Academic Affairs/ Office of the Vice Chancellor for Research and Development/ Office of the Vice Chancellor for Administration		2. Office of the Vice Chancellor for Academic Affairs/ Office of the Vice Chancellor for Research and Development/ Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Human Resource Development Office	1. Received from HRDO request letter with recommendation from appropriate Vice Chancellor 1.1 Review recommendation 1.2 Approve	NONE	2 Days	1. Receiving Personnel 1.1 University Extension Specialist IV 1.2 Chancellor Office of the Chancellor
2. Receive approved transfer of personnel from Human Resource Development Office	2. Release approved transfer of personnel to the Human Resource Development Office	NONE	1 Day	2. Chancellor 2.1 University Extension Specialist IV 2.2 Releasing Personnel Office of the Chancellor
TOTAL:		NONE	Days	

16. Approval of Research Dissemination Grant (RDG)

Request for the approval of the Chancellor for Research Dissemination Grant (RDG).

Office or Division:	Office of the Chancellor
Classification:	Simple
Type of Transaction:	Government to Government



Who may avail:	UP Diliman Faculty, Research Extension Professional Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Dissemination Grant Form		Office of the Vice Chancellor for Research and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the Vice Chancellor for Research and Development sends RDG Form to the Office of the Chancellor	1. Received application for RDG Form 1.1 Review the application if in order 1.2 Approve	NONE	2 Days	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist IV</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Received approved Research Dissemination Grant request from the Human Resource Development Office	2. Release signed RDG Form to the Human Resource Development Office	NONE	1 Day	2. <i>University Extension Specialist IV</i> 2.1 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	3 Days	

17. Signing of Disbursement Vouchers (DV) from Research Dissemination Grant

Request for the approval of the Chancellor for Disbursement Voucher from Research Dissemination Grant.

Office or Division:	Office of the Chancellor
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, Research Extension Professional Staff and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursing Voucher signed by requesting party's unit (Chair/Director/Dean) on Box A 2. Approved letter of request for Research Dissemination Grant 3. Approved Research Dissemination Grant Form 4. Travel Report		Requesting Party's Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursing Voucher with attached approved letter of request, approved Research Dissemination Grant Form and Travel Report	1. Receive Disbursement Voucher 1.1 Review Document if in order 1.2. Sign Disbursement	NONE	1 Day	<i>1. Receiving Personnel</i> 1.1 University Extension Specialist IV 1.2 Chancellor Office of the Chancellor
2. Receive Disbursing Voucher from Office of the Chancellor	2. Release signed Disbursement Voucher to the Requesting Party	NONE	1 Day	2. Chancellor 2.1 University Extension Specialist IV 2.3 Releasing Personnel Office of the Chancellor
TOTAL:		NONE	2 Days	



18. Approval of Reduced Fee of Matriculation

Request for the approval of the Chancellor for a Reduced Fee of Matriculation

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, Research Extension Professional Staff and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Reduced Fee Form 2. Personnel clearance 3. Recommendation from Office of the Vice Chancellor for Academic Affairs (Faculty, REPS) / Office of the Vice Chancellor for Administration		1-2 Human Resource Development Office 3. Office of the Vice Chancellor for Academic Affairs / Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form for reduced fee of matriculation with Personnel Clearance and recommendation from the Office of the Vice Chancellor for Administration / Office of the Vice Chancellor for Academic Affair	1. Received filled-up form for reduced fee 1.1 Review the form if in-order 1.2 Approve	NONE	2 Days	1. <i>Receiving Personnel</i> 1.1 <i>University Extension Specialist IV</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Received approved Reduce Fee of Matriculation from the Human Resource Development Office	2. Release approved Reduced Fee of Matriculation to the Human Resource and Development Office	NONE	1 Day	2. <i>Chancellor</i> 2.1 <i>University Extension Specialist IV</i> 2.2 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	3 Days	



19. Signing of Research Contracts (in-House)

Request for the signature of the Chancellor on the research contracts (in-house, creative and research projects)

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, Research Extension Professional Staff and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Research Contract signed by the grantee 2. Signature of the Vice Chancellor for Research and Development as witness to the Chancellor		1. Requesting Party (Grantee) 2. Office of the Vice Chancellor for Research and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit research contract with recommendation from Office of the Vice Chancellor for Research and Development	1. Received research contract 1.1 Review if research contract is in order 1.2 Sign	NONE	3 Days	1. <i>Receiving Personnel</i> 1.1 <i>Executive Assistant</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Receive signed research contract from the Office of the Vice Chancellor for Research and Development	2. Release signed research contract to the Office of the Vice Chancellor for Research and Development	NONE	1 Day	2. <i>Chancellor</i> 2.1 <i>Executive Assistant</i> 2.2 <i>Releasing Personnel</i> Office of the Chancellor



TOTAL:	NONE	4 Days	
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20. Approval of Waiver of Minimum Class Size

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Chancellor 2. Recommendation from the College Dean 3. Recommendation from the Office of the Vice Chancellor for Academic Affairs		1. Requesting Party 2. College Dean 3. Office of the Vice Chancellor for Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OVCAA sends letter request to the Office of the Chancellor together with its endorsement	1. Receive letter of requesting 1.1 Review if document is in order 1.2 Approve	NONE	1 Days	1. <i>Receiving Personnel</i> 1.1 <i>Executive Assistant</i> 1.2 <i>Chancellor</i> Office of the Chancellor
2. Received approved request for class size from the Office of the Vice Chancellor for Academic Affairs	2. Release approved request for class size through the Office of the Vice Chancellor for Academic Affairs	NONE	1 Day	2. <i>Chancellor</i> 2.1 <i>Executive Assistant</i> 2.2 <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	2 Days	



Data Privacy Office (DPO)

Internal Services



1. Render advisory opinion

Render advisory opinions to UP Diliman Units/Constituents

Office or Division:	Data Protection Office			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government) G2C (Government to Citizen)			
Who may avail:	UP Diliman Administrative Offices and Academic Units; UP Diliman Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written inquiry Hard copy/printed format OR Email			Requesting Party	
Supporting documents (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry, either through email or by sending the written request to the office	Acknowledge receipt of the inquiry Record the inquiry in the tracking sheet	None	30 minutes	Senior Office Aide Data Protection Office
	Senior Office Aide forwards inquiry to Data Protection Officer	None	30 minutes	Senior Office Aide Data Protection Office
	Data Protection Officer receives the inquiry	None	30 minutes	Data Protection Officer Data Protection Office



	Data Protection Officer formulates and renders advisory opinion	None	11 days	<i>Data Protection Officer</i> Data Protection Office
	Data Protection Officer forwards Advisory Opinion to Senior Office Aide for sending to the requesting party	None	30 minutes	<i>Data Protection Officer</i> Data Protection Office
	Senior Office Aide receives Advisory Opinion and records the advisory in the tracking sheet	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office
	Senior Office Aide sends out advisory opinion to requesting party	None	1 day	<i>Senior Office Aide</i> Data Protection Office
	TOTAL:	None	12 days, 2 hours and 30 minutes	

2. Render advisory opinion (During Pandemic)

Render advisory opinions to UP Diliman Units/Constituents

Office or Division:	Data Protection Office	
Classification:	Highly Technical	
Type of Transaction:	G2G (Government to Government) G2C (Government to Citizen)	
Who may avail:	UP Diliman Administrative Offices and Academic Units; UP Diliman Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Written inquiry Hard copy/printed format OR Email		Requesting Party
Supporting documents (if applicable)		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry, either through email or by sending the written request to the office	Acknowledge receipt of the inquiry Record the inquiry in the tracking sheet	None	30 minutes	Senior Office Aide Data Protection Office
	Senior Office Aide forwards inquiry to Data Protection Officer	None	30 minutes	Senior Office Aide Data Protection Office
	Data Protection Officer receives the inquiry	None	30 minutes	Data Protection Officer Data Protection Office
	Data Protection Officer formulates and renders advisory opinion	None	11 days	Data Protection Officer Data Protection Office
	Data Protection Officer forwards Advisory Opinion to Senior Office Aide for sending to the requesting party	None	30 minutes	Data Protection Officer Data Protection Office
	Senior Office Aide receives Advisory Opinion and records the advisory in the tracking sheet	None	30 minutes	Senior Office Aide Data Protection Office
	Senior Office Aide sends out advisory opinion to requesting party	None	2 days	Senior Office Aide Data Protection Office



TOTAL:	None	13 days, 2 hours and 30 minutes	
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3. Investigate security incidents and personal data breaches

Investigate security incidents and personal data breaches and if necessary, exercise breach reporting procedures in coordination with Privacy Focal Persons.

Office or Division:	Data Protection Office			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	UP Diliman Administrative Offices and Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requesting party is an employee of UP Diliman Email of the incident with all information on hand both to the Data Protection Officer at securityincident@upd.edu.ph and the Privacy Focal Person having the jurisdiction over the unit involved		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email the incident with all information on hand both to Data Protection Officer and the Privacy Focal Person having the jurisdiction over the unit involved within two (2) hours	1. Acknowledge the receipt of the email 1.1. Endorse the email to the Data Protection Officer	None	30 minutes	<i>Senior Office Aide</i> Data Protection Office



	<p>Data Protection Officer receives endorsed email from the Senior Office Aide</p> <p>Data Protection Officer coordinates with Privacy Focal Person Privacy Focal Person of the academic unit or administrative office concerned for categorization, investigation, and identification of incident</p>	<p>None</p>	<p>30 minutes</p> <p>8 days</p>	<p><i>Data Protection Officer</i> Data Protection Office</p> <p><i>Data Protection Officer, Data Privacy Auditor</i> Data Protection Office</p> <p><i>Unit-Level Breach Response Team</i> of academic unit or administrative office concerned</p>
	<p>Contain and Eradicate the cause of Security Incident or Personal Data Breach</p> <p>Restore the system or application to its working state</p> <p>Develop plans and actions for similar incidents in the future</p>	<p>None</p>	<p>(Pause Clock)</p> <p>2 Days</p>	<p><i>Unit-Level Breach Response Team</i> of academic unit or administrative office concerned and/or Computer Center, when applicable</p> <p><i>Unit-Level Breach Response Team</i> of academic unit or administrative office concerned and/or Computer Center, when applicable</p> <p><i>Data Protection Officer, Data Privacy Auditor</i></p>



				Data Protection Office
	If applicable, report to the National Privacy Commission and notify the affected Data Subject/s	None	72 hours	Data Protection Officer Data Protection Office
	Update the status of the Security Incident or Personal Data Breach	None	23 hours	Data Protection Officer Data Protection Office
TOTAL:		None	14 days	

4. Conduct and facilitate Privacy and Security Trainings and Seminars

To educate UP Diliman and its units on data protection

Office or Division:	Data Protection Office			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All UP Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for lecture on data privacy with preferred schedule, venue, participants' background/profile, and contact information		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting for lecture on Data Privacy	1. Acknowledge receipt of the request	None	1 hour	Senior Office Aide Data Protection Office



	1.1 Forward request to Data Privacy Resource			
	Data Privacy Resource receives and evaluates request	None	2 days	<i>Data Privacy Resource</i> <i>Data Protection Office</i>
	Requesting party is informed whether request is approved or denied	None	1 Day	<i>Data Privacy Resource</i> <i>Data Protection Office</i> <i>Senior Office Aide</i> <i>Data Protection Office</i>
	If approved, ensure that logistical and event requirements (e.g., venue reservation, food, technical set up, etc) have been arranged	None	PAUSE Clock (Max 3 Days)	<i>Data Protection Team</i>
	5. Conduct the lecture	Honorarium	1 Day	<i>Data Privacy Resource</i> <i>Data Protection Officer</i> <i>Data Protection Office</i>
Provide feedback	Conduct post-event evaluation	None	1 day	<i>Data Protection Team</i>
TOTAL:			7 Days	



Department of Military Science and Tactics (DMST)

Internal Services



1. Use of facilities

Classroom 1, Peralta Hall, DMST Complex
 Classroom 2, Peralta Hall, DMST Complex
 Third Floor, Vanguard Building
 DMST Quadrangle

Office or Division:	Department of Military Science and Tactics (DMST)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	University of the Philippines Units and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		DMST website (https://rotc.upd.edu.ph)		
2. Payment Order Form		DMST Admin Office		
3. Official Receipt		UP Diliman Cash Office		
4. Payment of Janitorial Services		Requesting party		
5. Permit to Use the Facility		DMST Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form to the DMST website.	1.1. Notify the client of the receipt of the request form. 1.2. Evaluate and process the request. 1.3. Decide on the request. 1.4. Notify the client of the decision and issue a Payment Order Form to the client via e-mail.	None	1 day and 4 hours	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 1.2. Administrative Officer 1.3. Commandant and Department Head 1.4. <i>Releasing Personnel</i> , Department of Military Science and Tactics



2. Download and print the Payment Order Form and proceed to the UP Diliman Cash Office for payment.		See schedule of fees	Pause-Clock (To be accomplished by the client within one working day)	Requesting Party
3. If the day of use of the facility will fall on a Sunday or a holiday, pay janitorial services to the admin office of the DMST.	3.1. Receive the payment. 3.2. Issue acknowledgement receipt and forward payment to the maintenance personnel.	See schedule of fees	1 Hour	3.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 3.2. Administrative Assistant
4. Upload the Official Receipt to the DMST website.	4.1. Note the receipt number 4.2. Issue Permit to Use the Facility to the client via e-mail.	None	1 hour	3.1. Administrative Assistant 3.2. <i>Releasing Personnel</i> , Department of Military Science and Tactics
5. Download and print the Permit to Use the Facility and then present it to the guard on duty on the day of use.	Escort the client to the facility to be used.		1 hour	Guard on Duty
TOTAL:		None	1 day and 3 hours	

Schedule of Fees

Classroom 1 (Capacity: 50 pax)

First four hours: PHP1,200.00 (w/o aircon) or PHP2,000.00 (w/ aircon)

Per succeeding hour or fraction thereof: PHP300.00 (w/o aircon) or PHP500.00 (w/ aircon)

Janitorial Services: PHP1,000.00

Classroom 2 (Capacity: 25 pax)

First four hours: PHP960.00 (w/o aircon) or PHP1,600.00 (w/ aircon)



Per succeeding hour or fraction thereof: PHP240.00 (w/o aircon) or PHP400.00 (w/ aircon)

Janitorial Services: PHP1,000.00

Third Floor, Vanguard Building (Capacity: 150 pax)

First four hours: PHP1,200.00

Per succeeding hour or fraction thereof: PHP300.00

Janitorial Services: PHP1,000.00

DMST Quadrangle

First four hours: PHP1,000.00

Per succeeding hour or fraction thereof: PHP200.00

2. Provision of Manpower or Personnel

Rayadillo Honor Guards

Ushering

Lecturers (Military Science)

Office or Division:	Department of Military Science and Tactics (DMST)			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		DMST website (https://rotc.upd.edu.ph)		
3. Transportation Allowance (if outside UP Diliman)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form to the DMST website.	1.1. Notify the client of the receipt of the request form.	None	7 days	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics



	<p>1.2. Evaluate and process the request.</p> <p>1.3. Decide on the request.</p> <p>1.4. Notify the client of the decision.</p>			<p>1.2. University Research Associate</p> <p>1.3. Commandant and Department Head</p> <p>1.4. <i>Releasing Personnel</i>, Department of Military Science and Tactics</p>
2. Coordinate with the requested personnel for the performance of service.	Provide manpower and attend to the requested service.	None	Pause-Clock	<i>Requested Personnel</i> , Department of Military Science and Tactics
3. Pay transportation allowance to the requested personnel upon performance of the service.	Receive payment of the honorarium and transportation allowance.	See schedule of fees	Pause-Clock	<i>Requested Personnel</i> , Department of Military Science and Tactics
TOTAL:		None	7 days	
Schedule of Fees				
Transportation allowance				
Reimbursement of the transportation cost				



Diliman Gender Office (DGO)

Internal Services



1. Request for Counseling Services

The UP Diliman Gender Office offer interventions for students, faculty and workers in distressed such as psychosocial and legal counseling services.

Office or Division:	Counseling Program			
Classification:	complex			
Type of Transaction:	Government to Government			
Who may avail:	All Students, faculty, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ONLINE REQUEST - Client voluntarily asks for a psychosocial or legal counseling session.	Schedule d appointment for psychosocial or legal counseling	None	2 days	<i>Guidance Counselor</i> <i>Legal Consultant</i>
2. ONLINE REQUEST - Client send email or messages thru DGO's official FB account for psychosocial counseling.	Conduct ed intake counseling thru online	None	2 hours	<i>Guidance Counselor</i>
Total		None	2 days 2 hours	



2. Request for Gender Sensitivity Trainings / Gender Sensitivity Orientation (GST/GSO)

The Diliman Gender office offer trainings to develop consciousness that is gender sensitive, responsive, and promotive of gender equality and empowerment.

Office or Division:	Training Program			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, Administrative Staff & REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Training needs assessment form		Diliman Gender Office		
Diliman Gender Office	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE REQUEST: Submit letter of request for: Gender Sensitivity Training - 3 Module (GST); Gender Sensitivity Orientation – 3 Module (GSO); Gender Fair Language – 4 Module; SOGIE – 1 Module; Masculinity – 1 Module;	1.1 Received letter of request	None	2 days	Person's in-charge in DGO's email account
	1.2 Scheduled gender sensitivity trainings/orientation			Training officer
	1.3 Asked requesting party to accomplish training needs assessment			Training officer



GAD Tools Introduction – 6 Modules through DGO email account.				
	1.4 Conducted gender sensitivity training/orientation via online.			Training officer
TOTAL			2 Days	

3. Request for Gender and Development Trainings

Pursuant to RA 9710 (Magna Carta of Women) DGO provides training to strengthens and institutionalize Gender and development Focal Point System.

Office or Division:	GAD Program			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP colleges, units or offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request via email		Diliman Gender Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE REQUEST: Submit Request letter to DGO's email account	Received letter of request	None	2 Days	Person's in-charge in DGO' email account



2.Wait for DGO approval	Scheduling of the request. Inform client for the schedule	None	2 days	GAD officer
TOTAL:		None	4 days	



Diliman Information Office (DIO)

Internal Services



1. Request for Event Coverage

Request of University of the Philippines (UP) Diliman units for news, photo and/or video event coverage

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (email preferred) 2. Necessary materials pertinent to the event must be attached		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for event coverage	1. Receive letter of request with complete attachment	None	1 Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on availability of writer and photographer; non-conflict of event to other coverage requests; schedule of event (weekends and holidays are not included in coverages)	None	1 Day	<i>UPDIO Director</i> UPDIO
Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3.If approved, UPDIO staff will be present on the day of the event	None	1 Day	3.1. <i>Releasing Personnel</i> 3.2 <i>Releasing Personnel</i> 3.3. <i>Writer Assigned to Beat</i> UPDIO
TOTAL:		None	3 Days	



2. Request for Uploading

Request of unit for posting and website upload on official University of the Philippines (UP) Diliman portal and social media sites

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request via email 2. Necessary materials pertinent to the event must be attached (images/posters must be in jpeg format, with at least 200 dpi); forms or documents may be sent in pdf format		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter of request for posting/uploading addressed to the UPDIO Director	1. Receive email of request with complete attachment	None	1 Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on content which must be UPD-related	None	1 Day	<i>UPDIO Director</i> UPDIO
Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3.If approved, the request will be posted within the day of approval	None	1 Day	3.1. <i>Administrative Officer</i> 3.2. <i>Administrative Officer</i> 3.3. <i>Media & Public Relations Section Head; Multimedia Section Head</i> UPDIO
TOTAL:		None	3 Days	



3. Request for inclusion in the “Upcoming Events”

Request for inclusion of University of the Philippines (UP) Diliman units’ events in the “Upcoming Events” section of the UP Diliman website

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units and UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (email preferred). 2. Text should not exceed 400 words and must contain the title of the event, venue, date and time of the activity, contact information of the organizing group and ticket price (if applicable). Photos should be in jpeg format, 200 dpi.		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Acknowledge receipt of the letter	None	1 Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on content which must be UP Diliman-related	None	1 Day	<i>UPDIO Director</i> UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3. If approved, coordinate with Multimedia Section for posting of events in the UPD website	None	1 Day	3.1. <i>Administrative Officer</i> 3.2. <i>Administrative Officer</i> 3.3. <i>Media & Public Relations Section Head; Multimedia Section Head</i> UPDIO
TOTAL:		None	3 Days	



4. Request for inclusion in the *What's UP?*

Request for inclusion of units' events in *What's UP?*, the University of the Philippines (UP) Diliman's Calendar of Events

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units and UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (email preferred). 2. Text should not exceed 400 words and must contain the title of the event, venue, date and time of the activity, contact information of the organizing group and ticket price (if applicable). Photos should be in jpeg format, 200 dpi.		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Acknowledge receipt of the letter	None	1 Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on content which must be UP Diliman-related	None	1 Day	<i>UPDIO Director</i> UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3. If approved and on deadline set by the Editorial Team, UPDIO will work for lay out of <i>What's UP?</i> and uploading in the UP Diliman website	None	3 days	3.1. <i>Administrative Officer</i> 3.2. <i>Administrative Officer</i> 3.3. <i>Media & Public Relations Section Head;</i> <i>Multimedia Section Head</i> UPDIO



TOTAL:	None	5 Days	
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5. Accomplish request for digital visual materials

Request of University of the Philippines (UP) Diliman units for digital visual materials

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (email preferred) Attachment containing details on requested digital visual materials		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for digital visual materials with attachments	1. Receive letter of request with complete attachments	None	½ Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request for digital visual materials	None	1 Day	<i>UPDIO Director</i> UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3.If approved,produce needed digital visual materials	None	3 Days	3.1. <i>Administrative Officer</i> 3.2. <i>Administrative Officer</i> 3.3. <i>Multimedia Section Head</i> UPDIO
4. Receive files of completed digital	4. Email files to requesting party	None	½ Day	<i>Releasing Personnel</i> UPDIO



visual materials from UPDIO				
TOTAL:		None	5 Days	

6. Requests for Calling Card Layout

Requests for layout of calling cards by University of the Philippines (UP) Diliman units and personnel

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of request (email preferred) 2. Complete details of person requesting calling card <ol style="list-style-type: none"> a. Full Name b. Position c. Unit/Office d. Office Address e. Phone f. Telefax g. VOIP Trunkline h. Mobile No. i. Email Address j. Faculty Rank k. Department l. College 		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter of request	1. Receive letter of request with complete details	None	½ Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request for layout	None	1 Day	<i>UPDIO Director</i> UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3.If approved,produce needed calling card layout	None	1 Day	3.1. <i>Administrative Officer</i> 3.2. <i>Administrative Officer</i> 3.3. <i>Multimedia Section Head</i> UPDIO
4. Receive file of completed calling card layout	4. Email files to requesting party	None	½ Day	<i>Releasing Personnel</i> UPDIO
TOTAL:		None	3 Days	

7. Requests for Tarpaulin Layout

Requests for layout of tarpaulin by the University of the Philippines (UP) Diliman Office of the Chancellor

Office or Division:	UP Diliman Information Office (UPDIO)		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Office of the Chancellor (OC)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of request endorsed by the OC; Call from the OC 2. Complete details of the tarpaulin a. Title of the event		Requesting party provides UPDIO	



b. Date c. Time d. Venue e. Contact details or other information				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsed letter of request; or the OC communicates need to the UPDIO	1.1. Receive endorsed letter of request with complete attachment; or receive official communication from the OC 1.2. Forward request to multimedia section 1.3. Produce needed tarpaulin layout	None	2 Days	1.1. Receiving Personnel 1.2. Receiving Personnel 1.3. Multimedia Section Graphic/Layout Artist UPDIO
2. Receive file of completed tarpaulin layout	2. Email files to requesting party	None	1 Day	Releasing Personnel UPDIO
TOTAL:		None	3 Days	

8. Requests for UPDIO Materials

Requests for University of the Philippines (UP) Diliman Information Office current and archival files

Office or Division:	UP Diliman Information Office (UPDIO)	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	All UP Diliman Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
		Requesting party provides UPDIO



<p>1. Letter of Request (email preferred) addressed to the UPDIO Director stating:</p> <p>a. Purpose of request</p> <p>b. Date when article or image was published; or when the event was covered by the UPDIO</p> <p>c. Compliance to clause on giving UPDIO proper credit should the materials be used for printed or online publication</p> <p>2. Email address where the files will be sent; or USB or hard drive when files are too large to be sent online</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for UPDIO current and/or archival materials	1. Receive letter of request with complete requirements (No.1a-1c)	None	1 Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on intended use and availability of materials	None	1 Day	<i>UPDIO Director</i> UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied; 3.2 If denied, communicate reason for regrets 3.3.If approved, access UPDIO archive, search for and compile materials needed by requesting unit.	None	2 Days	<i>Administrative Officer</i> UPDIO
4.1. Receive files via email	4.1. Email files to requesting party	None	1 Day	<i>4.1.Administrative Officer/</i>



		None		Releasing Personnel UPDIO
TOTAL:		None	5-10 Days	

9. Requests for Institutional Materials

Requests for University of the Philippines (UP) Diliman campus maps, primers and information kits

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (email preferred) addressed to the UPDIO Director stating: <ul style="list-style-type: none"> a. Purpose of request b. Type and quantity of institutional materials requested 		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for UP Diliman institutional materials	1. Receive letter of request with complete requirements	None	½ Day	Receiving Personnel UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on intended use and availability of materials	None	1 Day	UPDIO Director UPDIO
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied;	None	½ Day	Administrative Officer



	3.2 If denied, communicate reason for regrets 3.3. If approved, prepare materials based on type and quantity			UPDIO
4. Claim materials requested	5. Release materials requested	None	1 Day	<i>Releasing Personnel</i> UPDIO
TOTAL:		None	3 Days	

10. Request to post information on social media

Request to post relevant information and materials to the University of the Philippines (UP) Diliman's institutional social media accounts

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units and offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/email of request/official directive with: Image files formatted according to social media specifications Appropriate text for caption Reason for posting		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email/ Submit letter of request with complete materials	1. Acknowledge receipt of the letter	None	2 Hours	<i>UPDIO Social Media Account Managers</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on content which	None	3 Hours	<i>UPDIO Director</i> UPDIO



	must be UP Diliman-related			
3. Receive reply from UPDIO	<p>3.1. Inform requesting party whether request is approved or denied;</p> <p>3.2 If denied, communicate reason for regrets</p> <p>3.3. If approved, materials are assessed for compatibility with house style/policy and edited as needed.</p> <p>3.4. Materials are posted on institutional social media accounts</p>	None	3 Hours	<p><i>UPDIO Social Media Account Managers</i></p> <p>UPDIO</p>
TOTAL:		None	8 Hours	

11. Request for Information made through social media account

Request for information made on the University of the Philippines (UP) Diliman's institutional social media accounts

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman offices and units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Direct message to institutional accounts		Requesting party sends request to institutional social media accounts		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Private/direct message the institutional social media accounts	1. Acknowledge receipt of the letter	None	2 Hours	UPDIO Social Media Account Managers UPDIO
2. Wait for UPDIO Action	2. Evaluate request and formulate appropriate reply	None	4 Hours	UPDIO Social Media Account Managers UPDIO
3. Receive reply from UPDIO	3. Respond to inquiry if information is readily available. If not, refer to relevant UPD unit.	None	2 Hours	UPDIO Social Media Account Managers UPDIO
TOTAL:		None	8 Hours	

12. Request to convey emergency and official information through Infocast

Request to send official announcements directly to mobile phones through Short Message Service (SMS)

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Office of the Chancellor; Executive Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/email/verbal request with: Reason for request Content of message to be sent (limited to 385 characters including spaces)		Requesting party provides the UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from the Office of the	1.1. Consult with Director for action	None	2 hours	UPDIO Infocast Administrator



Chancellor, Vice Chancellors' Offices	1.2. With go signal, text is crafted for approval 1.3. Upon approval, message is sent through the system			UPDIO
TOTAL:		None	2 Hours	

13. Convey regular information through Infocast

Request to send regular information directly to mobile phones through Short Message Service (SMS)

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman offices and units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/email/verbal request with: Reason for request Message to be sent (limited to 385 characters including spaces) SMART prepaid cards amounting to the total number of Globe subscribers in the system at PHP 1 per subscriber		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to UPDIO	1. Receive letter of request	None	½ Day	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate request base on message content.	None	1 Day	<i>UPDIO Director</i> UPDIO



<p>3. Receive reply from UPDIO</p>	<p>3.1. Inform requesting party whether request is approved or denied;</p> <p>3.2 If denied, communicate reason for regrets</p> <p>3.3. If approved, the requesting unit is informed of the fee required to reach Globe subscribers.</p> <p>3.4. Message is proofread for propriety and compatibility with Infocast and submitted to UPDIO Director for approval.</p> <p>3.5. UPDIO Director approves message for text blast</p>	<p>None</p>	<p>1 Day</p>	<p>3.1.-3.3. Administrative Officer;</p> <p>3.4. Publication Section Head, UPDIO Infocast Administrator</p> <p>3.5. UPDIO Director</p> <p>UPDIO</p>
<p>4. Provide SMART prepaid cards</p>	<p>4.1. SMART prepaid load is entered into the system</p> <p>4.2. Approved message is sent to registered subscribers.</p>	<p>SMART prepaid cards amounting to the total number of Globe subscribers in the system at PHP 1 per subscriber</p>	<p>½ Day</p>	<p>UPDIO Infocast Administrator</p> <p>UPDIO</p>
<p>TOTAL:</p>		<p>SMART prepaid cards amounting to the total number of Globe subscribers in the system at</p>	<p>3 Days</p>	



	PHP 1 per subscriber		
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14. Request to enroll mobile numbers to Infocast

Request to enroll relevant mobile numbers of University of the Philippines (UP) Diliman constituents to Infocast database

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman officials, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Voluntary submission of the following through email : a. mobile number b. full name c. name of unit through official channels		Requesting party provides UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit relevant details voluntarily	1. Acknowledge receipt of information provided 1.2. Edit information into format that can be accepted by the system 1.3. Enroll mobile numbers into the database according to subcategory.	None	1 Day	UPDIO Infocast Administrator UPDIO
TOTAL:		None	1 Day	



15. Request for Campus Tour

Requests by University of the Philippines (UP) Officials for Tour of the UP Diliman Campus

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Office of the Chancellor (OC), UP Office of the President (OP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Call from the OC, OP 2. Maximum of 5 guests		Requesting party calls the UPDIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OC or OP communicates need to the UPDIO	1. Receive official communication from the OC or OP	None	1 day	<i>Public Relations Officer</i> UPDIO
2. Endorse activity to lead office	2. Coordinate with lead office about details of the campus tour	None	1 day	<i>Public Relations Officer</i> UPDIO
3. Coordinate with UPDIO staff through SMS or phone call at least 15 minutes before arrival.	3. Conduct actual tour	None	1 day (tour duration per client's request)	<i>Public Relations Officer;</i> <i>Administrative Officers</i> UPDIO
TOTAL:		None	3 Days	



Diliman Legal Office (DLO)

Internal Services



1. Issuance of Certificate of No Pending Case

Issuance of Certificate of No Pending Case (CNPAC)

Office or Division:	Diliman Legal Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished HRDO Request Form; or 2. Duly accomplished University Clearance with boxes 1-4 signed personally submitted or via email at dilimanlegal.upd@up.edu.ph * If for personal reasons(not required as a UP employee) 3. Photocopy of checklist requiring CNPAC		1. Diliman Legal Office/Human Resources Development Office 2. Human Resources Development Office 3. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit HRDO Request Form or University Clearance	1.1 Receives the Request	None	1 day	<i>Receiving Personnel</i> Diliman Legal Office
	1.2. Drafts CNPAC	None	1 day	<i>Senior Research Assistant</i> Diliman Legal Office
	1.3. Checks Records if Employee has a pending administrative case/case status	None	3 days	<i>Senior Research Assistant</i> Diliman Legal Office
	1.4. Signing of Certificate if no case pending	None	1 day	<i>University Legal Counsel and Chief Legal Officer</i> Diliman Legal Office
2. Return to DLO and receive the CNPAC	2.1. Releases the signed CNPAC	None	1 day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	7 Days	



2. Advisory to Deans/Directors/Vice Chancellors/Chancellor/UP System

Legal Advice on Inquiries of Heads of Offices

Office or Division:	Diliman Legal Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Deans/Directors/Vice Chancellors/Chancellor/UP System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1. Receives Referral	None	1 Day	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1. Reviews the Referral & supporting documents;	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.2 Reviews facts and studies applicable law/policy; Meeting with officials;			
	2.3 Drafts Memo with conclusion/recommendation			
	2.4. Approves/ Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
3. Receives the signed Memo	3.1. Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



3. Legal Opinion

Legal Opinion on administrative inquiries of UPD Offices/Units

Office or Division:	Diliman Legal Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Day	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with inquiring party; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4. Approves/ Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
3. Receives the signed Memo	3.1. Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



4. Drafting of Letter Responses

Drafting/Correction of Letter Response

Office or Division:	Diliman Legal Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1. Receives Referral	None	1 Day	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents;	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.2 Reviews facts and studies applicable law/policy;			
	2.3 Drafts Memo with letter response			
	2.4 Approves/ Signs Memo and letter response	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
3. Receives the signed Memo	3.1. Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



5. Drafting of Demand Letters

Drafting of Demand Letters

Office or Division:	Diliman Legal Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1. Receives Referral	None	1 Day	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1. Reviews the Referral & supporting documents;	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.2 Reviews facts and studies applicable law/policy;			
	2.3 Drafts demand letter and Memo			
	2.4. Approves/ Signs demand letter and Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
3. Receives the signed Memo	3.1. Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



6. Academic Agreement Review

Legal Clearance for signing of Academic Agreements

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



7. Construction Agreement Drafting/Review

Review/Drafting of Construction Agreements

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
	1.2 Reviews the Referral & supporting documents; 1.3 Reviews facts and studies applicable law/policy; Meeting with officials; 1.4 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	1.5 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	1.6 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



8. Contract of Lease Drafting/Review

Review/Drafting of Contracts of Lease

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to OVCPD)			
Who may avail:	OVCPD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



9. Scholarship Contracts Review

Review of Scholarship Contracts

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



10. Secondment Agreement Review

Review of Secondment Agreements

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



11. Review of Various Types of Research Grants

Review of Research Grants

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



12. Review of Inter-CU Agreements

Review of Agreements or Administrative Orders between UP Diliman and another UP CU/s

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents;	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.2 Reviews facts and studies applicable law/policy; Meeting with officials;			
	2.3 Drafts Memo with conclusion/recommendation			
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



13. Review of Research Collaboration Agreements

Review of Research Collaboration Agreements

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents;	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.2 Reviews facts and studies applicable law/policy; Meeting with officials;			
	2.3 Drafts Memo with conclusion/recommendation			
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



14. Memorandum of Agreement Review

Review of Memorandum of Agreement (MOA)

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents;	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.2 Reviews facts and studies applicable law/policy; Meeting with officials;			
	2.3 Drafts Memo with conclusion/recommendation			
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



15. Memorandum of Understanding Review

Review of Memorandum of Understanding (MOU)

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents;	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.2 Reviews facts and studies applicable law/policy; Meeting with officials;			
	2.3 Drafts Memo with conclusion/recommendation			
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



16. Material Transfer Agreement Review

Review of Material Transfer Agreement (MTA)

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents;	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.2 Reviews facts and studies applicable law/policy; Meeting with officials;			
	2.3 Drafts Memo with conclusion/recommendation			
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



17. Material Deposit Agreement Review

Review of Material Deposit Agreement (MDA)

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents;	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.2 Reviews facts and studies applicable law/policy; Meeting with officials;			
	2.3 Drafts Memo with conclusion/recommendation			
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



18. Applications for Copyright

Review of Applications for Copyright

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
	1.2 Reviews the Referral & supporting documents; 1.3 Reviews facts and studies applicable law/policy; Meeting with officials; 1.4 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	1.5 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	1.6 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



19. Non-Disclosure Agreements Review

Review of Non-Disclosure Agreements and Undertaking

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



20. Deeds of Assignment Review

Review of Deeds of Assignment

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



21. Deed of Donation and Acceptance Drafting/Review

Drafting/Review of Deed of Donation and Acceptance (DOD)

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



22. Undertaking Review

Review of Undertaking

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



23. Other Contracts Review

Review of Contracts

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Days	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meeting with officials; 2.3 Drafts Memo with conclusion/recommendation	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves /Signs Memo	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
	2.5 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



24. Sexual Harassment Cases Prosecution and Defense/Review

Sexual Harassment Cases Prosecution and Defense/Review

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	*based on the UP Anti-Sexual Harassment Code	<i>Receiving Personnel Diliman Legal Office</i>
	1.2 Act accordingly on what is needed	None		<i>University Legal Counsel Diliman Legal Office</i>
TOTAL:		None		

25. Administrative Cases Prosecution and Defense

Administrative Cases Prosecution and Defense

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	*based on the 2017 Rules on Administrative Cases in the Civil Service	Receiving Personnel Diliman Legal Office
	1.2 Act accordingly on what is needed	None		University Legal Counsel Diliman Legal Office
TOTAL:		None		

26. Judicial Cases Prosecution and Defense

Judicial Cases Prosecution and Defense that are not personal in nature

Office or Division:	Diliman Legal Office (DLO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: DLO to Offices/Units)			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Diliman Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	*based on Rules of Court	Receiving Personnel Diliman Legal Office
	1.2 Act accordingly on what is needed	None		University Legal Counsel Diliman Legal Office
TOTAL:		None		

27. Legal Services on Procurement /Reneging Fellows Committee/Housing Committee/SBURC/IP Committee/JIMT/ Security Committee/Naming Rights/Technical Working Groups

Legal Assistance to UP Diliman Special Committees

Office or Division:	Diliman Legal Office
Classification:	Highly Technical



Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo personally submitted or via email at dilimanlegal.upd@up.edu.ph 2. Pertinent Supporting Documents 3. Relevant Policy/Law		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Referral/Memo	1.1 Receives Referral	None	1 Day	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2.1 Reviews the Referral & supporting documents; 2.2 Reviews facts and studies applicable law/policy; Meetings with officials; 2.3 Drafts Memo	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	2.4 Approves/ Signs Memo with conclusion/ recommendation	None	2 Days	<i>Chief Legal Officer</i> Diliman Legal Office
3. Receives the signed Memorandum	3.1 Releases Memo to Sender	None	1 Day	<i>Releasing Personnel</i> Diliman Legal Office
TOTAL:		None	20 Days	



Office of Anti-Sexual Harassment (OASH)

Internal Services



1. Request for Case Investigation

The Office of Anti-Sexual Harassment (OASH) is the officially mandated unit in the University that investigate and proceed with cases of sexual harassment under Section 9 of the UP Anti-Sexual Harassment (ASH) Code of 2017. The ASH Code was approved by the Board of Regents last 26th January 2017.

Under Section 3 of this Code, the “UP Community” refers to persons, natural and juridical, inclusive of teaching and non-teaching personnel, and students. When a case is filed by any of the UP community, it will be proceeded based on Section 11 of this Code. But when a case is filed by “any entity working with or for the University under a contract, it shall be dealt with in accordance with the terms and conditions of such contract” (Section 2 (c)).

And for the ‘new normal’ work set up, the OASH adopts *online* processes for swearing-in, submission of Complaint, Response, and other pertinent documents of the case/s, and for Clarificatory meetings or hearings.

Office or Division:	Office of Anti-Anti Sexual Harassment			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Faculty and Workers (Employees) (under Sec. 3, ASH Code 2017)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint signed by the aggrieved party		Complainant/s or Aggrieved Party		
2. Evidentiary requirements as deemed necessary (e.g. written testimonies of witnesses, screen shots of group chat, etc.)				
3. Response from the Person Complained of, duly signed and notarized		Person Complained of		
4. Position papers from complainant and person complained of, as agreed upon by the parties and Hearing Committee		Complainant and Person Complained Of		
CLIENT STEPS	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit Letter of Complaint (hard copy or oral or email) signed by the aggrieved party</p> <p>For <i>online</i> filing, complainant submit Complaint to oash.upd@up.edu.ph</p>	<p>1. Received Letter of Complaint</p> <p>1.1 If Complaint is not notarized, aggrieved party is sworn to a Zoom room before an OASH staff</p> <p>1.2 Advised aggrieved party to submit necessary evidences</p> <p>1.3 Advised aggrieved party to wait for a Response from the Person Complained Of, 5 days upon receipt of Complaint.</p> <p>If Complaint was received thru phone, personnel note down complaint or incident, and encouraged aggrieved party to submit</p>	<p>None</p>	<p>5 calendar days (see ASH Code Sec. 16 (c))</p>	<p><i>Receiving Personnel</i></p> <p><i>University Extension Specialist</i></p> <p><i>University Extension Specialist</i></p> <p><i>University Research Associate</i></p> <p><i>University Extension Specialist</i></p> <p><i>Administrative assistant</i></p> <p>Office of Anti-Sexual Harassment</p>
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	<p>Complaint in writing</p> <p>1.5 Prepared a Notice of Preliminary Investigation</p> <p>1.6 Sent a Notice of Preliminary Investigation to the PCO and affixed a data tracking system (DTS) number to the NPI</p>			
<p>2. Client will be called to an ASH Council Clarificatory meeting or hearing</p> <p>For an <i>online</i> Clarificatory Hearing, parties are invited thru their UP email account via Zoom room. They are required to put their video on while being interviewed.</p>	<p>2. Anti-Sexual Harassment (ASH) Council will meet to determine if there is or there is no <i>prima facie</i> evidence for the Complaint filed; if there is <i>prima facie</i> evidence, a preliminary investigation report will be issued; if there is none, the case will be dismissed.</p>	None	30 days (see also ASH Code Sec. 16 (e))	<p><i>Anti-Sexual Harassment Council:</i></p> <p>(see ASH Code Sec 8)</p> <p><i>4 Vice-Chancellors; 1 Teaching representative; 1 Non-Teaching representative; 1 Student representative; Coordinator of the Diliman Gender Office; Coordinator of the OASH; representative from the Diliman Legal Office</i></p> <p>Office of Anti-Sexual Harassment</p>
<p>3. Client will be called for a Hearing</p>	<p>3. If a case will proceed, a Hearing Committee</p>	None	60 days (see ASH Code, Sec. 20)	<p><i>Hearing Committee (HC)</i></p> <p>(see ASH Code Sec. 20): <i>Chair of the HC (faculty): 1</i></p>



<p>Committee Clarificatory Hearing</p> <p>For <i>online</i> Clarificatory Hearing, parties are invited thru their UP email account via Zoom room. They are required to put their video on while being interviewed.</p>	<p>will be composed</p> <p>3.1 Hearing Committee will request for the attendance of both parties in a Clarificatory Hearing</p> <p>3.2 Hearing Committee will decide if there is or there is no sexual harassment based on the Position papers submitted and results of Clarificatory Hearing</p>			<p><i>representative each from the contending parties</i></p> <p>Office of Anti-Sexual Harassment</p>
<p>4. Client will be informed regarding the Decision of the case</p> <p>For <i>online</i> transmittal of the Decision, client will be invited thru their UP email account via Zoom room.</p>	<p>4. OASH Coordinator informed the client re: Decision of the case</p>	<p>None</p>	<p>1 day</p>	<p><i>OASH Coordinator</i></p> <p>Office of Anti-Sexual Harassment</p>
<p>TOTAL</p>			<p>96 days</p>	



2. Request for Issuance of Certificate for Case Filed

Under Section 9 (b.3) of the 2017 ASH Code, the Office of Anti-Sexual Harassment shall “formulate procedures...to elicit trust and confidence on the part of interested parties in resolving problems arising from cases or incidents of sexual harassment, including counseling and grievance management”. To uphold confidentiality of documents, only the direct parties involved are allowed to request for a document that states an administrative case of sexual harassment has been filed against a person/s.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Faculty and Workers (employees) (see ASH Code Sec. 3)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request signed by the aggrieved party			Complainant or Aggrieved Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request duly signed by the requesting party For <i>online</i> request, they will submit it to oash.upd@up.edu.ph 2. Client received Certificate of Case Filed from OASH	1.1 Received Letter of Request 1.2 Prepared Certificate of Case Filed 1.3 Coordinator signed the Certificate of Case Filed 1.4 Released Certificate of Case Filed to client	None	1 day	<i>Receiving Personnel</i> <i>University Extension Specialist</i> <i>OASH Coordinator</i> <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL			1 day	



3. Request for Issuance of Counseling Certificate

Under Section 13 of the 2017 ASH Code, the OASH “may refer to, and/or provide appropriate support services to both aggrieved party or person/complained of...Support services may include but are not limited to: counseling”, among other services. Also, under Section 23 (b) of the ASH Code, counseling is also listed as one of the corrective measures for the respondents. In this regard, the OASH, by virtue of Section 9 (b.3) of the Code issues counseling certificate as requested by both aggrieved party who have undergone such service, and particularly as evidence of fulfillment or compliance of corrective measures for the respondent.

Office or Division:		Office of Anti-Anti Sexual Harassment		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All Faculty and Workers (employees) (see ASH Code Sec. 3)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request duly signed by the requesting party For <i>online</i> request, they will submit it to oash.upd@up.edu.ph	1.1 Received Letter of Request 1.2 Prepared Certificate of Counseling	None	1 day	<i>Receiving Personnel</i> <i>Registered Guidance Counselor</i> <i>Registered Guidance Counselor</i>
2. Client received Certificate of Counseling.	1.3 Guidance Counselor signed the Certificate 1.4 Released Certificate of Counseling to client			<i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL			1 day	



4. Request for *Online* Anti-Sexual Harassment Orientation

Section 30 of the UP Anti-Sexual Harassment (ASH) Code states that “All UP members of the UP community shall undergo an orientation on anti-sexual harassment, once every three (3) years. Anti-sexual harassment orientation and clearance shall henceforth be a component of student curriculum, personnel actions, such as hiring, tenure and promotion, and accreditation of service contractors, and partner entity engagements.”

Office or Division:	Office of Anti-Anti Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Faculty and Workers (employees) (see ASH Code Sec. 30)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request or Invitation for an Orientation on Anti-Sexual Harassment signed by the Requesting Party 2. Duly accomplished Training Needs Assessment forms		Requesting Party		
CLIENT STEPS	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request or Invitation (hard copy or oral or email) signed by the requesting party For <i>online</i> request, submit it to oash.upd@up.edu.ph	1. Received Letter of Request or Invitation 1.1 Asked requesting party to fill up Training Needs Assessment Forms for the participants	None	1 Day	<i>Receiving Personnel</i>
2. Submit (online or hard copy) duly accomplished Training Needs Assessment forms of the participants	2. Received duly accomplished training needs assessment forms 2.1 Training team will be composed and <i>online</i> Orientation will	None	2 Days	<i>University Extension Specialist</i> <i>Receiving Personnel</i> <i>University Extension Specialist</i>



	be scheduled via Zoom room			Office of Anti-Sexual Harassment
	2.2 Informed requesting party of the date of <i>online</i> Orientation			
TOTAL			3 Days	

5. Request for Issuance of OASH Orientation Certificate

Section 30 of the UP Anti-Sexual Harassment (ASH) Code states that “All UP members of the UP community shall undergo an orientation on anti-sexual harassment, once every three (3) years.” This orientation serves as basis for the issuance of clearance for students and personnel hiring, tenure and promotion, as well as accreditation of service contractors, and other partner entities of the University. Thus, all UP constituents who have undergone an Anti-Sexual Harassment conducted by OASH may request from OASH a certificate of participation as evidence or compliance to that particular provision of the ASH Code.

Office or Division:		Office of Anti-Sexual Harassment		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All Faculty and Workers (employees) (see ASH Code Sec. 3)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Listed name of the Requesting Party in the Attendance Sheet of ASH Orientation conducted (time and date of Orientation)		Unit/ Office which requested the Anti-Sexual Harassment Orientation Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request duly signed by the requesting party	1.1 Received Letter of Request 1.2 Prepared Certificate of Anti-Sexual Harassment Orientation	None	7 Hours	<i>Receiving Personnel</i> <i>University Research Associate</i>



For <i>online</i> request, they will submit it to oash.upd@up.edu.ph	1.3 Coordinator signed the Certificate of Anti-Sexual Harassment Orientation			1.3 OASH Coordinator Office of Anti-Sexual Harassment
2. Client receive Certificate of Anti-Sexual Harassment Orientation <i>online</i> via his/her email address or thru the email address of requesting party or unit	2. Release Certificate of Anti-Sexual Harassment Orientation		1 Hour	<i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL			1 day	

6. Request for Referral Service

Under Section 13 of the ASH Code, the Office of Anti-Sexual Harassment (OASH) “may...refer to, and/or provide appropriate services to both aggrieved party or person/complainants...Support services may include but are not limited to: temporary shelter, legal services, counseling, transportation, communication, safety and security measures and laboratory procedures.” Also, under Section 9 (b.3), the OASH “formulate procedures...to elicit trust and confidence on the part of interested parties in resolving problems arising from cases or incidents of sexual harassment...” Thus, OASH sees to it that it refers both parties which needs assistance or support to appropriate unit or service, inside and outside the University.

Office or Division:		Office of Anti-Sexual Harassment		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All Faculty and Workers (employees) (see also ASH Code Sec. 3)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Referral Service duly signed by the requesting party		Aggrieved Party and Person Complained of (PCO)		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Client submit Letter of Request duly signed by the requesting party For <i>online</i> request, they will submit it to oash.upd@up.edu.ph	1. Received Letter of Request 1.1 Prepared referral letter 1.2 Coordinator signed the Referral Letter	None	7 Hours	<i>Receiving Personnel</i> <i>University Extension Specialist</i> <i>OASH Coordinator</i>
2. Client received Referral letter from OASH thru his/her email or thru the email of the requesting party or unit	2. Released Referral Letter to client		1 Hour	<i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL			1 Day	



Office for Initiatives in Culture and the Arts (OICA)

Internal Services



1. Approval of Application for OICA Financial Grant (Internal)

Issuance of approval of OICA Financial Grant Proposals/Applications from UPD offices/academic units. Includes posting a call for application on the OICA website and FB page

Office or Division:	Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Offices/Academic Units in UP Diliman)			
Who may avail:	Offices/Academic Units in UP Diliman who are eligible for the OICA Financial Grant as per program guidelines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Visit the OICA website or like the OICA FB page to access the announcement/call for application</p> <p>E-mailed copy of duly accomplished and signed Grant Proposal Form. E-mailed to grants_oica.upd@up.edu.ph</p> <p>Additional information such as mechanics, detailed program description, as needed</p>		<p>UPD Office for Initiatives in Culture and the Arts website and FB page</p> <p>Requesting Party, with downloadable online blank template/form from link: http://www.oica.upd.edu.ph/grants/oica-grants-program/</p> <p>3. Requesting party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the OICA website or like the OICA FB page to access the announcement. Wait for announcement of OICA re call for grant application	1. Post call for grant application on OICA website and FB page.	NONE	1 Day	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
2. E-mail accomplished Grant Application Form. Wait for feedback from OICA if the proposal can proceed for submission or if it needs revision/completion	<p>2.1. Accept and screen grant proposals sent via email. Ensure Financial Grant Proposal Form is duly accomplished and signed and attachments are complete</p> <p>2.2. Send feedback to applicant via e- mail if</p>	NONE	2 Days	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>



	the proposal is for revision or if it can proceed for submission.			
<p>After passing the initial screening, submit to OICA the hardcopy of the following requirements (15 copies including original):</p> <p>Accomplished and signed Grant Proposal Form Additional information such as mechanics, detailed program description, as needed</p>	<p>Accept grant application. Notify via email of receipt</p> <p>Review and screen grant proposal for completeness and correctness</p> <p>Input grant application details in database and include in matrix & agenda for approval of the OICA Advisory Board</p>	NONE	<p>1 Day</p> <p>2 Days</p> <p>1 Day</p>	<p><i>Receiving personnel,</i> Office for Initiatives in Culture and the Arts (OICA)</p> <p><i>Grants Coordinator,</i> Office for Initiatives in Culture and the Arts (OICA)</p> <p><i>Grants Coordinator,</i> Office for Initiatives in Culture and the Arts (OICA)</p>
<p>4. Wait for approval of the OICA Advisory Board. If approved, applicant must wait for final approval from the Chancellor; If disapproved, applicant shall receive a notice of disapproval from OICA (via e-mail and hardcopy)</p>	<p>4.1. OICA Advisory Board approves/ disapproves the proposal during its meeting, which is scheduled once a month. In case there is no meeting, approval/disapproval will be done via referendum to OICA Advisory Board Members</p> <p>4.2. If the application/proposal is disapproved by the board, the Grant Coordinator issues a formal notice of disapproval to the applicant via email</p>	NONE	1 Day	<p><i>OICA Advisory Board and secretariat,</i> Office for Initiatives in Culture and the Arts (OICA)</p> <p><i>Grants Coordinator,</i> Office for Initiatives in Culture and the Arts (OICA)</p>



	and hardcopy to be sent to applicant's office			
5. Wait for approval of the UPD Chancellor	<p>5.1. If proposal is approved by the OICA Advisory Board, it shall be included in the list of proposals to be submitted to the Chancellor for final approval</p> <p>5.2. Submit list to the Chancellor</p> <p>5.3. Wait for the Chancellor's approval</p>	NONE	1 Day	<p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p> <p><i>Releasing Personnel/Messenger, Office for Initiatives in Culture and the Arts (OICA)</i></p>
6. Wait for communication (via email and/or phone call) from grant coordinator re approval/disapproval of proposal	6. Upon receipt of the Chancellor's approval, the grant coordinator contacts the grant applicant via phone or email to inform him/her of the approval and for scheduling of orientation wherein there will be the issuance of formal notice of approval and issuance of grant contract form	NONE	1 Day	<p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p>
	TOTAL:	NONE	11 DAYS	



2. Orientation of Grantees and Issuance of Notice of Grant Approval and Contract for Financial Grant (Internal)

Conduct of orientation for grantees (UP Diliman Office/Academic Units) regarding grant requirements and processes. Includes issuance of Notice of Grant Approval and Grant Contract during the orientation

Office or Division:	Office for Initiatives in Culture and the Arts			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman offices/academic units whose grant application has been approved by the Chancellor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Schedule of orientation from OICA		Office for Initiatives in Culture and the Arts (OICA) (via email, phone, personal appearance)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept message regarding approval and schedule of the one-on-one grant online orientation.	1. Contact applicant via email re approval of grant and schedule online orientation of grantee within 7 days upon approval of grant	NONE	1 Day	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
2. Confirm attendance to the orientation	Wait for confirmation from grantee Prepare notice of approval and grant contract	NONE	2 Days	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
3. Attend orientation and receive notice of approval of grant and grant contract form	Orient grantee on grant requirements and processes (online) Give notice of grant approval and grant contract form to grantee.	NONE	4 Days	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
TOTAL:		NONE	7 DAYS	



3. Processing of Voucher of OICA Financial Grant (Internal)

Completion and accomplishment of all necessary documents and submission of said documents to the budget office for processing of release of OICA financial grant to grantee (UP Diliman Offices/Academic Units)

Office or Division:	Office for Initiatives in Culture and the Arts	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	OICA Grantee (UPD offices/ Academic units)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Completion of actual project funded by the OICA grant</p> <p>Duly accomplished and signed Grant Contract</p> <p>Duly accomplished and signed financial documents:</p> <p>For payment of services:</p> <p style="padding-left: 40px;">Contract of Service with TIN and LandBank/Veterans/DBP Account No. or Student Number if student,</p> <p style="padding-left: 40px;">Certificate of Service</p> <p style="padding-left: 40px;">Photocopy of Form5 if payee is a UP Student</p> <p>For direct payment to supplier</p> <p style="padding-left: 40px;">Inspection and Acceptance Report (IAR)</p> <p style="padding-left: 40px;">Billing Statement/Sales Invoice</p> <p style="padding-left: 40px;">Purchase Order (PO)</p> <p style="padding-left: 40px;">Three Price Quotations for transaction above P1,000, with actual payee having the lowest quote</p> <p style="padding-left: 40px;">Purchase Request (PR)</p> <p style="padding-left: 40px;">Venue Certification if the expense is for venue rental</p>	<p>1. Requesting party</p> <p>2. Requesting party</p> <p>3. Requesting party, with downloadable online blank template/form from link: http://www.oica.upd.edu.ph/grants/oica-grants-program/</p>



<p>For reimbursement of expenses:</p> <p>Official receipts/Sales invoices/cash invoices/ Reimbursement Expense Receipt (RER) of expenses with grant claimant as "Payee"</p> <p>Inspection and Acceptance Report (IAR)</p> <p>Purchase Order (PO)</p> <p>Purchase Request (PR)</p> <p>Venue Certification if the expense is for venue rental</p> <p>Three Price Quotations for each transaction expense above P1,000, with the actual supplier purchased from having the lowest quote</p>				
<p>Accomplishment report, including copy of publicity materials, programs, video of program/event and photos</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Complete/Finish the project funded by grant</p>	<p>1. Wait for completion of project funded by grant</p>	NONE		<p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p>
<p>Submit the following documents to OICA:</p> <p>Duly accomplished and signed financial documents:</p> <p>For payment of services:</p> <p>Contract of Service with TIN and LandBank/ Veterans/DBP</p>	<p>Receive submitted required documents, check for completion and correctness</p> <p>Update database/matrix and monitoring sheet of grant</p>	NONE	3 Days	<p><i>Receiving Personnnel, Office for Initiatives in Culture and the Arts (OICA)</i></p>



<p>Account No. or Student Number if student,</p> <p>2.1.2. Certificate of Service</p> <p>2.1.3. Photocopy of Form 5 if payee is a UP Student</p> <p>2.2. For direct payment to supplier</p> <p>2.2.1. Inspection and Acceptance Report (IAR)</p> <p>2.2.2. Billing Statement/Sales Invoice</p> <p>2.2.3. Purchase Order (PO)</p> <p>2.2.4. Three Price Quotations for transaction above P1,000, with actual payee having the lowest quote</p> <p>2.2.5. Purchase Request (PR)</p> <p>2.2.6. Venue Certification if the expense is for venue rental</p> <p>2.3. For reimbursement of expenses:</p> <p>2.3.1. Official receipts/Sales invoices/cash invoices/ Reimbursement Expense Receipt (RER) of expenses with grant claimant as</p>				
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<p>“Payee”</p> <p>2.3.2. Inspection and Acceptance Report (IAR)</p> <p>2.3.3. Purchase Order (PO)</p> <p>2.3.4. Purchase Request (PR)</p> <p>2.3.5. Venue Certification if the expense is for venue rental</p> <p>2.3.6. Three Price Quotations for each transaction expense above P1,000, with the actual supplier purchased from having the lowest quote</p> <p>2.4. Accomplishment report, including copy of publicity materials, programs, video of program/event and photos</p>				
<p>Wait for grant to be processed and released</p>	<p>Make the Disbursement Voucher (DV) and Budget Utilization Request (BUR) or Obligation Request (ObR), depending on the fund code, attach certified true copies of project proposal, grant contract, and</p>	<p>NONE</p>	<p>5 Days</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p> <p><i>Grants Coordinator, Office for Initiatives in Culture and the</i></p>



	<p>budget approval.</p> <p>Have the DV and BUR/ObR signed by the OICA Director.</p> <p>Submit all documents above, together with the documents received from the requesting party, to the Budget office for processing. Keep a photocopy as file copy</p> <p>Wait for completion of processing by Budget, Accounting, Supplies and Property Office and Cashier's office.</p>			<p>Arts (OICA)</p> <p><i>Releasing Personnel/Messenger, Office for Initiatives in Culture and the Arts (OICA)</i></p> <p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p>
<p>4. Receive notification from OICA that payment is ready (whether check or via bank ATM)</p> <p>Grantee informs payee regarding availability of payment</p> <p>Payee claims check payment at cashier's office or from ATM</p>	<p>4.1. Upon getting confirmation from the cashier's office that payment is ready, OICA contacts grantee (via phone or email) re availability of grant</p> <p>4.2. Updates database/matrix of completed grants</p>	NONE	1 Day	<p><i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p>
TOTAL:		NONE	11 DAYS	

4. Approval of Requests and Scheduling for HASPAG Awardee Return Service

OICA receives and approved letter of requests from UPD colleges/units for performances from HASPAG Awardees as part of the groups' return service to UP Diliman

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)
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Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UPD colleges/units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from UPD colleges/units duly signed by head of unit, indicating details (event, schedule, venue, etc) of request Consent of HASPAG group		Requesting Party Invited HASPAG Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party submits request letter to OICA, duly signed by head of unit, indicating details (event, schedule, venue, etc) of request	1. Receives letter of request and forwards to OICA Director	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
2. Requesting party wait for notification of approval/ disapproval from OICA	2.1. OICA Director reviews and approves/ disapproves request 2.2.HASPAG Coordinator looks for available HASPAG group who can serve the request	NONE	1 Day 4 Days	Director, UPD Office for Initiatives in Culture and the Arts <i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
3. Requesting party receives notification of approval/disapproval	3. Informs requesting party (via phone or email) of approval/ disapproval of request and coordinates linking the unit with the assigned HASPAG group for Further coordination	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	7 DAYS	



5. Submission of List of VACSSP Recipients to the Office of the University Registrar (OUR) for Priority Enlistment (Semestral submission)

OICA submits to the OUR the list of successful applicants for VACSSP. This is done before the start of every enrollment period.

Office or Division:	UPD Office for Initiatives in Culture and the Arts			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UPD Office of the University Registrar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chancellor approved list of VACSSP recipients		UPD Office for Initiatives in Culture and the Arts		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office of the University Registrar (OUR) requests for list of VACSSP recipients for tagging (via phone call)	1. Receives OUR call for VACSSP list	NONE	1 Day	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts
2. The OUR waits for list from OICA	2. Upon receipt of Chancellor's approval of the list of VACSSP recipients and approval of the budget, prepare endorsement letter to the OUR for: a) tagging of VACSSP recipients for priority enlistment , b) tagging of identified recipients of tuition waiver	NONE	1 Day	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts



3. The OUR receives list of members for tagging for priority enlistment and tagging for tuition waiver (via email and hardcopy)	3. Submit via email and delivered hard copy the letter to the Office of the University Registrar (OUR) for: a) tagging of VACSSP recipients for priority enlistment, b) tagging of identified recipients of tuition waiver	NONE	1 Day	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts
TOTAL:		NONE	3 DAYS	

6. Processing of Voucher for Stipend of VACSSP Recipient

OICA processes payment of stipend to VACSSP recipients/awardees

Office or Division:	UPD Office for Initiatives in Culture and the Arts			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	VACSSP Recipients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Form5a, showing that enrollment has been completed		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
VACSSP recipient who is applying for stipend , submits to OICA, via email, a copy of his/her Form5a showing completed enrollment	1. Receives copy of form5a of VACSSP recipient applying for stipend, via email	NONE	1 Day	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts



<p>2. Waits for completion of processing of stipend</p>	<p>2.1. Prepares the following documents: 2.1.1. Disbursement voucher per VACSSP recipient 2.1.2. Budget Utilization Request (BUR) or Obligation Request (ObR) Copy of OC approved list of VACSSP Recipients with budget approval Copy of form 5a of VACSSP Recipient</p> <p>2.2. Submit above documents to the Budget Office for processing</p> <p>2.3. Waits for completion of processing by the Budget Office, Accounting Office, and Cashier</p>	<p>NONE</p>	<p>3 Days</p> <p>1 Day</p>	<p>VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts</p> <p>Releasing Personnel/ Messenger, UPD Office for Initiatives in Culture and the Arts</p>
<p>3. Receives notification via email and/or text message that check for stipend is ready for claiming at the cashier's office</p> <p>*Applicant/ Requesting Party may now claim check payment for stipend at the Cashier's Office</p>	<p>3. Upon verification with the Cashier's office regarding availability of check for stipend, notifies VACSSP recipient of availability of check payment for stipend thru text message and/or email</p>	<p>NONE</p>	<p>2 Days</p>	<p>VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts</p>
	<p>TOTAL:</p>	<p>NONE</p>	<p>7 DAYS</p>	



7. Issuance of payment slip/billing statement for purchase of OICA publications (for Internal Clients)

Billing statement is issued to clients purchasing OICA publications who then settled payment through voucher. Internal clients/buyers may claim the purchased item/s upon acceptance of Billing Statement.

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Offices and Units in UP Diliman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal request (personal or phone call) or Written request (letter or email) from the client/buyer		1. Requesting Party		
Billing statement with signed conforme		2. Office for Initiatives in Culture and the Arts (OICA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request thru letter, phone call, email or personal visit. Indicate the specific OICA publication and quantity to be purchase..	Receive the request via phone call, email, letter or verbal and the specific detail of OICA publication purchased by the client Prepare Billing Statement	NONE	2 Days	<i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i>
2. Receive Billing Statement, sign conforme and give copy to OICA	2. Keep a copy of the Billing Statement with signed conforme	NONE	1 Day	<i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i>
3. Receive purchased items	3. Release items to requesting party	NONE	1 Day	<i>Administrative Officer I (Records Officer I), UPD Office for</i>



				Initiatives in Culture and the Arts
4. Settle billing through processing of voucher	<p>Wait for payment to be processed</p> <p>Receive check payment from UPD Cashier</p> <p>Give check payment to cashier to be paid into OICA Trust Account</p>	<p>(Payment should be settled via voucher)</p> <p>Pasyal 2nd Edition-Php120.00</p> <p>Pasyal Art Trail - PhP250.00</p> <p>Florante at Laura PhP 350.00</p>	1 Day	<p><i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i></p>
	TOTAL:	NONE	5 DAYS	

8. Processing and Approval of Requests to Borrow Production/Office Equipment (Internal Clients)

OICA lends to UP Diliman Offices, colleges, units available production equipment (sounds, lights, cables, carpet, etc) for use in the organizations' activities within UP Diliman.

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman offices, colleges, units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<p>Written request from UPD organization duly signed by head of organization and faculty adviser, indicating details of request (event, equipment needed, schedule, venue, mode of pickup and return) Duly signed Equipment Release Form</p>		<p>Requesting Party</p> <p>UPD Office for Initiatives in Culture and the Arts</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit letter of request via email, addressed to the OICA Director, duly signed by the unit head, indicating details of request (event, equipment needed, schedule, venue, mode of pickup and return)</p>	<p>1.1. Receive letter of request</p> <p>1.2. Check availability and condition of equipment being borrowed</p>	NONE	1 Day	<p><i>Receiving Personnel,</i> UPD Office for Initiatives in Culture and the Arts</p> <p><i>Administrative Assistant I (AVEO III),</i> UPD Office for Initiatives in Culture and the Arts</p>
<p>2. Receives notification of approval, arranges schedule and mode of pickup and return of equipment</p>	<p>2.1. Issue approval/disapproval of request to borrow equipment, via phone call or email</p> <p>2.2. Coordinate schedule and mode of release, and return of equipment</p>	NONE	2 Days	<p><i>Administrative Officer II,</i> UPD Office for Initiatives in Culture and the Arts</p>
<p>3. Wait for scheduled release/pick-up of borrowed equipment</p>	<p>3. Wait for scheduled release/pick-up of borrowed equipment</p>	NONE		
<p>4. Receives/Pick-up equipment on agreed schedule. Signs the Equipment Release Form</p>	<p>Release equipment to borrower on agreed schedule</p> <p>Receives the duly signed Equipment Release Form</p>	NONE	1 Day	<p><i>Administrative Assistant I (AVEO III),</i> UPD Office for Initiatives in Culture and the Arts</p>



5. Wait for scheduled return of borrowed equipment	5. Wait for scheduled return of borrowed equipment	NONE		
6. Return borrowed equipment as per agreed schedule	Accept borrowed equipment Inspect returned equipment for completeness and condition	NONE	1 Day	<i>Administrative Assistant I (AVEO III),</i> UPD Office for Initiatives in Culture and the Arts
TOTAL:		NONE	5 DAYS	

9. Processing and Action of Request for Posting of Events in OICA Website and FB Page (Internal Clients)

OICA shares in its official FB Page and OICA Website (WhatsUP Calendar) events by **UP Diliman offices, colleges, units** upon request

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman officially recognized/accredited student organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from UPD office/ college/unit (written or verbal) to post publicity material/announcement in OICA Website WhatsUP Calendar and/or FB Page Digital copy of pubmats (poster, others)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The UPD office/ college/unit, thru its representative, requests OICA to share publicity mats (posters, other info) in OICA's FB page and website. Request can be written or verbal Provide digital copy of pubmats (poster, others) thru email	1. Receive verbal and/or written request and digital copy of the publicity materials	NONE	1 Day	<i>Receiving Personnel,</i> UPD Office for Initiatives in Culture and the Arts
2. See posting of event in OICA Website WhatsuP Calendar of Activities and/or FB Page	2. OICA shares post in its website (WhatsUP calendar) and/or FB Page	NONE	1 Day	<i>Media Production Specialist I,</i> UPD Office for Initiatives in Culture and the Arts
TOTAL:		NONE	2 DAYS	

10. Issuance of certificate of grants/awards (Internal Clients)

OICA may issue certification for UP Diliman offices/colleges/units for: a) Financial Grants, b) HASPAG awardee, c) PASP/VACSSP/CCTGACH recipient, upon special request and for legal purposes

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman offices/colleges/units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request from UPD office/college/ unit (written or verbal) for certification for either: as Grantee, as HASPAG awardee, as PASP/VACSSP/ CCTGACH recipient		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Group/individual submits a written/ verbal request for certification to OICA, indicating purpose for the said certification	1. Receive request for certification for either: as Grantee, as HASPAG awardee, as PASP/VACSSP/ CCTGACH recipient	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
2. Wait for certification	2. Create certification, signed by OICA Director or AO-II (as applicable)	NONE	1 Day	<i>Program Coordinator for either Financial Grant, HASPAG & PASP, VACSSP, or CCTGACH, UPD Office for Initiatives in Culture and the Arts</i>
3. Receive certification	3. Release certification to requesting party	NONE	1 Day	<i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
TOTAL:		NONE	3 DAYS	



Ugnayan ng Pahinungod Diliman (Pahinungod)

Internal Services



1. Processing of Volunteer Application

Office or Division:	UPD Ugnayan ng Pahinungod			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPs, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Volunteer Agreement Form		UPD Ugnayan ng Pahinungod		
Volunteer Data Form		UPD Ugnayan ng Pahinungod		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the volunteer data and volunteer agreement forms	Provide volunteer data and volunteer agreement forms	None	10 minutes	<i>Junior Project Associate</i>
Submit the required volunteer forms	Receive the accomplished volunteer forms	None	5 minutes	<i>Junior Project Associate</i>
	Provide information on the schedule of program orientation	None	5 minutes	<i>Junior Project Associate</i>
3. Follow-up / Attend orientation (May vary depending on the preferred program)	Provide information on the status of application	None	5 minutes	<i>Junior Project Associate</i>
	3.1 Conduct orientation	None	30 minutes	<i>Junior Project Associate</i> UP Diliman Ugnayan ng Pahinungod
Total			55 minutes	



2. Receiving and Processing of Requests for Meeting and Partnerships

Office or Division:	UPD Ugnayan ng Pahinungod			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request letter addressed to the UPD Ugnayan ng Pahinungod Director (Prof. Jocelyn T. Caragay, RSW)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit format request to the physical office or through the official email of Pahinungod (pahinungod.upd@up.edu.ph)	Receive request letter or acknowledge receipt of email	None	5 minutes	<i>Junior Project Associate</i>
	Endorse the request letter to the office director	None	3 days	<i>Junior Project Associate</i>
	Review request (Approve/Decline/Comment)	None	5 days	<i>Director</i>
	1.3 Send update regarding the request	None	1 day	<i>Junior Project Associate</i>
Follow up via email/phone call/office visit	Provide update on the status of the request	None	5 minutes	<i>Junior Project Associate</i>
	2.1 If request is approved, coordinate with the stakeholders for the implementation of the	None	1 day	<i>Junior Project Associate</i>



	requested activity / program			UP Diliman Ugnayan ng Pahinungod
Total			10 Days and 10 Minutes (Excluding the subsequent actions after the approval of request)	

3. Request for Online Psychosocial Peer Support Services (Psychological First Aid)

Office or Division:	UPD Ugnayan ng Pahinungod
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Faculty, REPs, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email (with brief description of concern) Use the email subject "Support Service Seeker"	Requesting party
Informed Consent Form	UPD Ugnayan ng Pahinungod
Support Seeker Information Form	UPD Ugnayan ng Pahinungod
Data Processing Consent Form	UPD Ugnayan ng Pahinungod

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a brief explanation of the case/concern to the official email address of the Psychosocial Support Program (PSP) (psppahinungod.upd@up.edu.ph)	Acknowledge receipt of email	None	2 days	Senior Office Assistant
	1.1 Provide initial instructions and link to required forms	None		Senior Office Assistant



Complete required forms (informed consent form, support seeker information form, and data processing consent form)	Receive required forms	None	3 days	Senior Office Assistant
	2.1 Assign the support seeker to a Peer Support Volunteer (PSV)/Refer case to other agencies/ services (May vary depending on the case)	None		Senior Office Assistant
Follow-up (Optional)	Provide updates on the status of the request for service	None	5 minutes	Senior Office Assistant UP Diliman Ugnayan ng Pahinungod
Total			5 Days and 5 Minutes	

4. Requests for Orientation-Workshop on Psychological First Aid (PFA)

Office or Division:	UPD Ugnayan ng Pahinungod			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request letter addressed to the UPD Ugnayan ng Pahinungod Director (Prof. Jocelyn T. Caragay, RSW) Indicate purpose of request, who are the target participants, no. of participants, and projected date of activity		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submit format request to the physical office or through the official email of Pahinungod (pahinungod.upd@up.edu.ph)	Receive request letter or acknowledge receipt of email	None	5 minutes	Senior Office Assistant
	1.1 Endorse the request letter to the Psychosocial Support Team	None	3 days	Senior Office Assistant
	1.2 Review request (Approve/Decline/Comment)	None	7 days	Director, Junior Project Associate, and Senior Office Assistant
	1.3 Send update regarding the request	None	2 day	Senior Office Assistant
Follow up via email /phone call/office visit	Provide update on the status of the request	None	5 minutes	Senior Office Assistant
	2.1 If request is approved, coordinate with the stakeholders for the implementation of the requested activity/program	None	1 day	Senior Office Assistant UP Diliman Ugnayan ng Pahinungod
Total			13 Days and 10 Minutes (Excluding the subsequent actions after the approval of request)	



UP Computer Center (UPCC)

Internal Services



1. Account for Employees

Creation, Update, or Recovery of DILNET Account for University of the Philippines Diliman Faculty and permanent employees

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Government (Internal Client: Employees to University Computer Center)			
Who may avail:	All permanent University of the Philippines Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment Papers;		Human Resources Division Office		
Screenshot of CRS Dashboard if available/applicable		CRS website (crs.upd.edu.ph)		
University ID or any Government issued ID with photo Selfie with above provided ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email requirements to helpdesk@upd.edu.ph	1. Receive and review presented documents	None	2 Days	<i>Receiving Personnel:</i> DILNET HelpDesk University Computer Center
2. Receive account Details via email	2a. Create account or update records as applicable	None	5 Minutes	<i>Releasing Personnel:</i> Technical Staff University Computer Center
Optional: 3. Change Password and Set-up Account Recovery via accounts.upd.edu.ph		None	3 Minutes	



TOTAL:	None	2 Days, 5 minutes	
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2. Processing of Requests for UP Mail Account for Employees

Creation or Recovery of UP Mail account for all University of the Philippines Diliman employees

Office or Division:	University Computer Center			
Classification:	Complex			
Type of Transaction:	Government to Government (Internal Client: Employee to University Computer Center)			
Who may avail:	All University of the Philippines Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment Papers		Human Resources Division Office		
Screenshot of CRS Dashboard if available/applicable		CRS website (crs.upd.edu.ph)		
University ID or any Government issued ID with photo Selfie with above provided ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email requirements to helpdesk@upd.edu.ph	1. Receive and review presented documents	None	2 Days	<i>Receiving Personnel:</i> DILNET HelpDesk University Computer Center
2. Receive details via email	2a. FOR NEW ACCOUNT: Forward request details to UP Information Technology	None	2 Days	<i>Releasing Personnel:</i> Technical Staff University Computer Center



	Development Office OR 2b. FOR ACCOUNT RECOVERY: Recover account			
		None	5 minutes	
TOTAL:		None	4 Days, 5 minutes	



UP Theater Complex (UPTC)

Internal Services



1. Request to rent equipment from the University of the Philippines Theater.

Request of University of the Philippines Diliman Units or Colleges and University of the Philippines System to rent equipment for their events within the Diliman campus.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	University of the Philippines Diliman Colleges and Units, University of the Philippines System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the director of the University of the Philippines Theater Complex.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to rent equipment for a University of the Philippines Diliman/System event within the Diliman campus, at least two (2) weeks before the event.	1. Receive and evaluate letter (via email / physical delivery) of request for director's action	None	1 Day	<i>Receiving Personnel</i> Theater Complex
2. Get the final Billing Statement from University Theater	2. Prepare and release Billing Statement	Equipment for rent per day: 4'x 8'x 10" risers with plywood: PHP350.00 4'x 8'x 10" risers without plywood: PHP 250.00	1 Day	<i>Billing Officer</i> Theater Complex



		<p>1 pair of red stanchion: PHP 500.00</p> <p>Red Aisle Carpet: PHP 500.00</p> <p>Red Carpet 12'x30' PHP 300.00</p> <p>Red Carpet 3'x75' : PHP 300.00</p> <p>Panel Board, 4'x8' : PHP 300.00</p> <p>Panel Board, 3'x6' : PHP 300.00</p> <p>Personnel Fees beyond Office hours: Weekday: Php126.54* per hour Weekend: Php151.85* per hour</p> <p>*This represents 1 technical personnel.</p>		
3. Claim approved request with the Billing Statement then settle the indicated amount	3. Release approved request and Billing Statement to the client.		4 Hours	<i>Receiving Personnel</i> Theater Complex
4. Submit the official receipt to UP Theater	4. Receive the official receipt from the client.		4 Hours	<i>Releasing Officer</i> Theater Complex
TOTAL		<p>PHP 1,526.54</p> <p>(ex. For a 4'x8'x10'' riser w/ plywood)</p>	3 Days	



COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 1,526.54	Four (4) pieces 4ft x 8ft platforms	PHP350.00 x 4 pieces
	(1) Senior Utility Worker	PHP 126.54
		PHP1,526.54

2. Request to borrow equipment from University of the Philippines Theater

Request of University of the Philippines Diliman Units/ Colleges to borrow equipment for their events within the Diliman campus.

Office or Division:	University of the Philippines Theater Complex			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	University of the Philippines Diliman Colleges and Units, University of the Philippines System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the director of University of the Philippines Theater Complex		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of request to borrow equipment for an event within the UP Diliman campus, at least two (2) weeks before the event.	1.1 Receive and evaluate letter (via email / physical delivery) of request for director's action. 1.2 Evaluation and approval of request.	None	2 Days	1.1 <i>Receiving Personnel</i> Theater Complex 1.2 <i>Director</i> Theater Complex



2. Claim approved request with the Billing Statement then settle the indicated amount (may be paid via bank transfer / deposit).	2. Release approved request and Billing Statement to the client.	Personnel Fees beyond Office hours: Weekday: PHP126.54* per hour Weekend: PHP151.85* per hour *This represents 1 technical personnel	1 Day	<i>Billing Officer</i> Theater Complex
3. Submit the official receipt to UP Theater (via email / physical delivery).	3. Receive the official receipt from the client.		4 Hours	<i>Releasing Officer</i> Theater Complex
TOTAL		PHP 126.54 (per hour on a weekday)	3 Days, 4 Hours	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 126.54	(1) Senior Utility Worker	PHP 126.54



Academic Assessment and Development Office (AADO)

Internal Services



1. Request for Evaluation and Endorsement of Self-Assessment Report (SAR)

Requests submitted by Degree Granting Unit (DGU) to the AADO for evaluation of the UPD AAD Committee and endorsement to the UP System AAD Council for possible External Quality Assessment (EQA) of the degree program.

OFFICE:	ACADEMIC ASSESSMENT AND DEVELOPMENT OFFICE DILIMAN			
CLASSIFICATION:	HIGHLY TECHNICAL			
TYPE OF TRANSACTION:	GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	DEGREE GRANTING UNIT (DGU)			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Duly accomplished Self-Assessment Report (SAR) Cover letter stating the preferred type of External Assessment			AADO DILIMAN	
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
DGU submits requirements to AADO	Receive requirements; encode details in the document tracking system	none	15 minutes	Administrative Personnel
	Review the format of the submitted SAR and EQA type	none	1 hour	REPS Personnel
	Endorse SAR to the AADO Director for initial review	none	15 minutes	
	Conduct initial review of SAR and type of EQA	none	1 hour	AADO Director
	Endorse the SAR to assigned AADO Committee Member/s	none	15 minutes	
	Review the SAR	none	10 days	AAD Committee Member/s
	Provide SAR feedback and clarifications through AAD	none	1 hour	
	Forward feedback and clarifications to DGU	none	15 minutes	REPS Personnel
DGU to revise SAR and answer clarifications		none	5 days	DGU AAD Officer



	Receive revised SAR and forward to AAD Committee Member/s	none	15 minutes	REPS Personnel
	Provide final feedback and endorsement to AADO Director	none	5 days	AAD Committee Member/s
	Draft Endorsement Letter for External Assessment	none	2 hours	REPS Personnel
	Sign the Endorsement Letter	none	15 minutes	AADO Director
	Forward Endorsement Letter and final feedback to DGU and/or UP System AAD	none	30 minutes	Administrative Personnel
TOTAL		none	Days, 7 hours	

2. Request for Funding for the Conduct of External Assessment (TYPES A – E) *

Requests submitted by the DGU for funding of their EQA Activity for endorsement of the UPD AAD Committee to the Office of the Chancellor (OC) through the Office of the Vice Chancellor for Administration (OVCA).

* **TYPES A-E** include EQA by assessors/ external reviewers from (A) within the CU, (B) from another CU, (C) within and other CU, (D) from outside UP – local or international, or (E) by a local accreditation body (e.g. PAASCU, PACUCOA, PTC-ACBET, etc.)

OFFICE:	ACADEMIC ASSESSMENT AND DEVELOPMENT OFFICE DILIMAN			
CLASSIFICATION:	HIGHLY TECHNICAL			
TYPE OF TRANSACTION:	GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	DEGREE GRANTING UNIT (DGU)			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
AAD Committee endorsed SAR Cover letter stating the preferred type of External Assessment Line item budget (required), cost-benefit analysis (if necessary), quotations (if necessary) and other supporting documents			AADO DILIMAN	
CLIENT STEPS	AGENCY ACTION	FEE S	PROCESSING TIME	PERSON RESPONSIBLE
DGU submits requirements to AADO	Review requirements submitted; Receive the requirements; encode	none	15 minutes	Administrative Personnel



	details in the document tracking system			
	Review requirements and check if correct.	none	1 hour	REPS Personnel
	IF INCORRECT: Draft communication to DGU providing guidance on how they may correct their submission and return request to DCU.			
	IF CORRECT: Include request in AAD Committee Meeting Agenda	none	15 minutes	
	Review submitted request, provide feedback, or endorse request	none	10 days	AAD Committee
	IF ENDORSED: Draft endorsement letter to OC through OVCA (<i>proceed to number 8</i>)	none	1 hour	REPS Personnel
	IF FOR REVISION: Provide a summary of recommendation and return request to DGU	none	1 hour	
Revise submitted request for revision then submit to AADO		none	5 days	DGU AAD Officer
	Review revised request and draft endorsement letter to OC through OVCA	none	2 hours	REPS Personnel
	Review budget request and sign endorsement letter	none	30 minutes	AADO Director
	Send endorsement letters with attachments to OVCA	none	30 minutes	Administrative Personnel
TOTAL		none	11 days, 5 hours (++)	



3. Request for Funding for the Conduct of External Assessment (TYPE F) **

Requests submitted by the DGU for funding of their EQA Activity for endorsement of the UPD AAD Committee to the Office of the Vice President for Academic Affairs (OVPA) through the Office of the Chancellor (OC).

** **TYPE F** includes EQA by an international accreditation body (e.g. AUN-QA, ABET, KAAB, PICAB, etc.)

OFFICE:	ACADEMIC ASSESSMENT AND DEVELOPMENT OFFICE DILIMAN			
CLASSIFICATION:	HIGHLY TECHNICAL			
TYPE OF TRANSACTION:	GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	DEGREE GRANTING UNIT (DGU)			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
AAD Committee endorsed SAR Cover letter stating the preferred type of External Assessment Line item budget (required), cost-benefit analysis (if necessary), quotations (if necessary) and other supporting documents			AADO DILIMAN	
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
DGU submits requirements to AADO	Receive the requirements; encode details in the document tracking system.	none	15 minutes	Administrative Personnel
	Review requirement and check if correct and complete	none	1 hour	REPS Personnel
	Include request in AAD Committee Meeting Agenda	none	15 minutes	
	Review submitted request, provide feedback (if any) or endorse request	none	10 days	AAD Committee
	<u>IF ENDORSED</u> Draft endorsement letter to OVPA through OC (<i>proceed to number 8</i>)	none	1 hour	REPS Personnel
	<u>IF FOR REVISION</u> Provide a summary of recommendation and return request to DGU	none	1 hour	
Revise submitted request for revision then submit to AADO		none	5 days	DGU AAD Officer
	Review revised request and draft endorsement letter to OVPA through OC	none	2 hours	REPS Personnel



	Review budget request and sign endorsement letter	none	30 minutes	AADO Director
	Send endorsement letters with attachments to OC	none	30 minutes	Administrative Personnel
TOTAL		none	11 days, 5 hours (++)	



Office of the Vice Chancellor for Administration (OVCA)

Internal Services



1. Process Requests for Funding for: Strategic Planning/ Seminar/ Training/ Workshop, etc.; One-time Incentive Grant to Non-Teaching Staff for Finishing a Degree; Realignment of Approved Budget; Paper Presentation/Participation/Attendance in Conference, Seminar-Workshop (International and Local); Additional Assignment; Renewal of non-UP Contractual Services; Exemption from Moratorium on Hiring non-UP and UP Contractual

Requests of various units/faculty/personnel for approval of requests for funding: to conduct/attend strategic planning/seminar-workshop/training/conference; to receive one-time incentive grant for finishing a degree; for additional assignment; for renewal of engagement of non-UP contractual services; for hiring non-UP and UP contractual.

Office or Division:	Office of the Vice Chancellor for Administration	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Units/Offices, Faculty, Administrative Staff, REPS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>Strategic Planning/ Seminar/ Training/ Workshop, etc.</u>		Requesting Party
1. Request letter indicating purpose of activity, target venue, breakdown of expenses, detailed program of activities, endorsement of head of unit.		
2. List of confirmed participants		
3. Justification if to be conducted off-campus.		Budget Office/Accounting Office
4. Budget Clearance		
<u>One-time Incentive Grant to Non-Teaching Staff for Finishing a Degree</u>		Requesting Party
1. Letter of request indicating finished degree, endorsement of head of unit.		
2. HRDO evaluation and endorsement.		HRDO
3. Budget clearance		Budget office



<u>Realignment of Approved Budget</u> 1. Request letter with justification, endorsement of head of unit.	Requesting Party
2. Budget clearance	Budget office/Accounting Office
<u>Paper Presentation/Participation/Attendance in Conference, Seminar-Workshop (International and Local)</u> 1. Letter request indicating purpose, date of event, venue, needed amount requested, breakdown of expenses intended funding source (if applicable), endorsement by head of unit.	Requesting Party
2. Endorsement by Vice Chancellor	OVCAA/OVCCA/OVCRD/OVCSA
3. Invitation	Requesting Party
4. Program	
5. Personnel clearance	HRDO
6. Budget clearance	Budget office/Accounting Office
<u>Additional Assignment</u> 1. Letter request justifying the extension of additional assignment, amount of honorarium to be granted (if applicable), duration of appointment, intended fund source.	Requesting Party
2. Review of duties and responsibilities and corresponding entitlement (if applicable)	HRDO
3. Budget clearance	Budget office
<u>Renewal of non-UP Contractual Services</u> 1. Letter request with justification, duration of extended period and intended fund source. 2. Copy of previous contract of service.	Requesting Party
3. Budget Clearance	Budget office/Accounting Office



<u>Exemption from Moratorium on Hiring non-UP and UP Contractual</u>				
1. Letter of request indicating purpose of hiring, duties and responsibilities, position title, corresponding rate, engagement of duration of service and intended fund source.		Requesting Party		
2. Organizational chart, personnel chart, functional chart				
3. HRDO evaluation and endorsement		HRDO		
4. Budget Clearance		Budget office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tacking System (DTS) number submit letter of request for funding with complete attachments through email at ovca.updliman@up.edu.ph	1. Receive letter of request with complete attachments. (For manual submissions, convert file into PDF format) Receive in DTS. 1.2 Email to Executive Assistant for referral.	None	10 Minutes	<i>Receiving Personnel/</i> <i>Sr. Administrative Assistant/</i> <i>Administrative Officer</i> OVCA
	1.3 Evaluate request and email electronic copy for budget/funding clearance and to include in the FPOC agenda.	None	2 Days	<i>Executive Assistant/</i> <i>Administrative Officer</i> OVCA
	1.4 FPOC deliberation.	None	5 Days (Pause-Clock)	<i>FPOC</i> OVCA
	1.5 Process request based on FPOC action. For recommending approval of Vice Chancellor.	None	2 Days (Pause-Clock)	<i>Executive Assistant</i> OVCA



	1.6 Endorse request through email to the Office of the Chancellor for endorsement/ approval.	None	1 Day	Executive Assistant OVCA
	1.7 Release in DTS.	None	1 Minute	Sr. Administrative Assistant OVCA
	1.8 Provide an electronic copy of approval to unit. 1.8.1 Upload the electronic copy of approval in the database.	None	1 Day	Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant OVCA
TOTAL:		NONE	11 Days, 11 Minutes	

2. Process Request for Additional Janitor and Guard

Request of unit for approval of additional janitor and guard.

Office or Division:	Office of the Vice Chancellor for Administration	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Units/Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of request with justification.		Requesting Party
2. Endorsement of: JIMT for additional janitor; CSO for additional guard		JIMT/PSSO



3. Supplemental contract		DLO		
4. Budget clearance		Budget office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tacking System (DTS) number submit letter of request with justification through email at ovca.updliman@up.edu.ph	1. Receive letter of request with complete attachments. (For manual submissions, convert file into PDF format) Receive in DTS. Email to Executive Assistant for referral.	None	10 Minutes	<i>Receiving Personnel/ Sr. Administrative Assistant/ Administrative Officer</i> OVCA
	1.4 Evaluate request and email electronic copy to JIMT/PSSO for comments and DLO for preparation of supplemental contract.	None	1 Day	<i>Executive Assistant</i> OVCA
	1.5 Release in DTS	None	1 Minute	<i>Sr. Administrative Assistant</i> OVCA
	1.6 DLO evaluate request and preparation of supplemental contract.	None	22 Days (Pause-Clock)	<i>Lawyer</i> DLO
	1.7 Forward supplemental contract to Agency/ supplier.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
	1.8 For signature of supplemental contract by Agency/ Supplier.	None	2 Days	<i>Agency Head</i> <i>Janitorial/Security Agency</i>



	1.9 Forward supplemental contract to Budget/ Accounting office.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
	1.10 For budget/ funding clearance of supplemental contract.	None	3 Days	<i>Analyst</i> DBO/DAO
	1.11 For signature of Vice Chancellor.	None	1 Day	<i>Vice Chancellor</i> OVCA/OVCCA
	1.12 Forward supplemental contract to the Office of the Chancellor.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
	1.13 For signature of supplemental contract by Chancellor.	None	5 Days	<i>Chancellor</i> OC
	1.14 Forward signed contract to agency for notarization.	None	3 Days	<i>Receiving/Releasing Personnel</i> OVCA
	1.15 Forward notarized copy to Agency and Office of the Chancellor.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		NONE	41 Days, 11 Minutes	



3. Process Request to Open New Trust Account

Request of unit to open new trust account for their projects.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request for Trust Account with supporting documents.		Requesting Party		
2. Endorsed by Accounting office.		Accounting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tacking System (DTS) number submit request for Trust Acct with endorsement of Accounting Office through email at ovca.updiliman@up.edu.ph	1. Receive accomplished request for Trust Account with endorsement of Accounting Office. (For manual submissions, convert file into PDF format) 1.1 Receive in DTS.	None	10 Minutes	<i>Receiving Personnel/ Executive Assistant/ Sr. Administrative Assistant/ Administrative Officer OVCA</i>
	1.2 Evaluate request to include in the FPOC agenda.	None	2 Days	<i>Administrative Officer OVCA</i>
	1.3 FPOC deliberation.	None	5 Days (Pause-Clock)	<i>FPOC OVCA</i>
	1.4 Process request based on FPOC action.	None	2 Days	<i>Executive Assistant/ Administrative Officer OVCA</i>



	1.5 For recommending approval of Vice Chancellor.	None	1 Day	Vice Chancellor OVCA
	1.6 Forward request to the Office of the Chancellor.	None	1 Day	Receiving/Releasing Personnel OVCA
	1.7 Release in DTS.	None	1 Minute	Sr. Administrative Assistant OVCA
	1.8 For approval of the Chancellor.	None	5 days	Chancellor OC
	1.9 Provide an electronic copy of approval to unit. 1.9.1 Upload the electronic copy of approval in the database.	None	1 Day	Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant OVCA
TOTAL:		None	17 Days, 11 Minutes	



4. Process Request for Institution of Fees

Request of unit for approval of institution of fees.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: Unit to OVCA)			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complied with the checklist of requirements of System Fiscal Policies and Operations Committee (FPOC).		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tacking System (DTS) number submit request with complete attachments through email at ovca.updiliman@up.edu.ph	1. Receive letter of request with complete attachments. (For manual submissions, convert file into PDF format) Receive in DTS. Email to Executive Assistant for referral.	None	10 Minutes	<i>Receiving Personnel/</i> <i>Sr. Administrative Assistant/</i> <i>Administrative Officer</i> OVCA
	1.3 Evaluate request and to include in the FPOC agenda.	None	2 Days	<i>Executive Assistant/</i> <i>Administrative Officer</i> OVCA
	1.4 FPOC deliberation.	None	5 Days (Pause-Clock)	<i>FPOC</i> OVCA
	1.5 Process request based on FPOC action. For recommending approval of Vice Chancellor.	None	3 Days	<i>Executive Assistant</i> OVCA



	1.6 Endorse request through email to the Office of the Chancellor for endorsement to OVPA.	None	1 Day	<i>Executive Assistant</i> OVCA
	1.7 Release in DTS.	None	1 Minute	<i>Sr. Administrative Assistant</i> OVCA
TOTAL:		None	11 Days, 11 Minutes	

5. Process Request for Signing of Notice of Award, Invitation to Bid

Request of unit for signing of notice of award, invitation to bid.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement of Procurement office.		Procurement office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notice of award, invitation to bid with complete attachments.	1. Receive letter of request with complete attachments and endorsement from the Procurement office.	None	2 Minutes	<i>Receiving Personnel</i> OVCA
	1.1 For approval of Vice Chancellor.	None	1 Day	<i>Vice Chancellor</i> OVCA
	1.2 Forward to Procurement Office and/or Office of the Chancellor.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA



TOTAL:	None	2 Days, 2 Minutes	
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6. Disbursements Approval for more than 50k

Request for approval of disbursements for more than 50k.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement of Accounting office.		Accounting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV for more than 50k with complete attachments.	1. Receive DV for more than 50k with complete attachments from the Accounting Office.	None	2 Minutes	<i>Receiving Personnel</i> OVCA
	1.1 For approval of Vice Chancellor.	None	1 Day	<i>Vice Chancellor</i> OVCA
	1.2 Forward to Accounting Office.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		None	2 Days, 2 Minutes	



7. Recommend for Chancellor’s Approval of: Travel Authority; eHOPE claims; Separation/Intent to Retire; Authority to Fill; Renewal of Authority to Fill; Request for official detail; Special monetization; belated release of benefits; Adjustment of work schedule

Process recommendation for Chancellor’s approval of: Travel Authority; eHOPE claims; Separation/Intent to Retire; Authority to Fill; Renewal of Authority to Fill; Request for official detail; Special monetization; belated release of benefits; Adjustment of work schedule

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement of HRDO.		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tacking System (DTS) number submit request letter with complete attachments through email at ovca.updiliman@up.edu.ph	1. Receive letter of request through email with complete attachments and endorsement from the HRDO. Forward email to Vice Chancellor for recommending approval. Receive in DTS.	None	5 Minutes	<i>Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant</i> OVCA
	1.3 For recommending approval of Vice Chancellor.	None	1 Day	<i>Vice Chancellor</i> OVCA
	1.4 Email electronic copy of endorsement to the Office of the Chancellor for approval.	None	1 Day	<i>Executive Assistant</i> OVCA



	1.5 Release in DTS.	None	1 Minute	Sr. Administrative Assistant OVCA
	1.6 Email electronic copy of approval to HRDO. 1.6.1 Upload the electronic copy of approval in the database.	None	1 Day	Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant OVCA
TOTAL:		None	3 Days, 6 Minutes	

8. Process Request for Approval of Application for Leave of Administrative Personnel

Request for approval of application for leave of administrative personnel.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement of HRDO.		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application for leave form.	1. Receive application for leave form with	None	2 Minutes	Receiving Personnel OVCA



	endorsement from the HRDO.			
	1.1 For approval of Vice Chancellor.	None	1 Day	Vice Chancellor OVCA
	1.2 Forward to HRDO.	None	1 Day	Receiving/Releasing Personnel OVCA
TOTAL:		None	2 Days, 2 Minutes	

9. Process Request for Approval of Financial Assistance charged against ADF

Request approval of financial assistance charged against ADF.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement of HRDO		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tacking System (DTS) number submit letter of request with complete attachments and endorsement of the head of unit through	1. Receive letter of request through email with endorsement from the HRDO. Receive in DTS.	None	5 Minutes	Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant OVCA



email at ovca.updliman@up.ed u.ph	Forward email to Vice Chancellor for recommending approval.			
	1.3 Release in DTS.	None	1 Minute	<i>Sr. Administrative Assistant</i> OVCA
	1.4 For approval of Vice Chancellor.	None	1 Day	<i>Vice Chancellor</i> OVCA
	1.5 Email electronic copy of approval to HRDO. 1.5.1 Upload the electronic copy of approval in the database.	None	1 Day	<i>Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant</i> OVCA
TOTAL:		None	2 Days, 6 Minutes	

10. Process Request for Approval of Computer Loan

Request for approval of computer loan.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Administrative Staff, REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Evaluation of HRDO		HRDO		
2. Accounting Office Clearance		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tacking System (DTS) number submit letter of request with complete attachments and endorsement of the head of unit through email at ovca.updliman@up.edu.ph</p>	<p>1. Receive letter of request through email with evaluation from the HRDO and funding clearance from Accounting office.</p> <p>1.1 Receive in DTS.</p> <p>1.2 Forward email to Vice Chancellor for recommending approval.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant</i> OVCA</p>
	<p>1.3 Release in DTS.</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Sr. Administrative Assistant</i> OVCA</p>
	<p>1.4 For approval of Vice Chancellor.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Vice Chancellor</i> OVCA</p>
	<p>1.5 Email electronic copy of approval to HRDO.</p> <p>1.5.1 Upload the electronic copy of approval in the database.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant</i> OVCA</p>
TOTAL:		<p>None</p>	<p>2 Days, 6 Minutes</p>	



11. Process Approval of Request for Overtime of Drivers

Request for approval of overtime of drivers.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Clearance		Budget office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tacking System (DTS) number submit request for overtime form with endorsement of the head of unit through email at ovca.updiliman@up.edu.ph	1. Receive request for overtime form with budget clearance from the Budget office. (For manual submissions, convert file into PDF format) Receive in DTS. Email to Executive Assistant for Vice Chancellor's approval.	None	5 Minutes	<i>Receiving Personnel/ Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant OVCA</i>
	1.3 For approval of Vice Chancellor.	None	1 Day	<i>Vice Chancellor OVCA</i>
	1.4 Release in DTS.	None	1 Minute	<i>Sr. Administrative Assistant OVCA</i>
	1.5 Provide an electronic copy of approval to unit. 1.5.1 Upload the electronic copy of	None	1 Day	<i>Executive Assistant/ Administrative Officer/</i>



	approval in the database.			<i>Sr. Administrative Assistant OVCA</i>
TOTAL:		None	2 Days, 6 Minutes	

12. Process Request for Issuance of Authority to Drive

Request for authority to drive.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request by the head of unit indicating justification and duration of the authority to drive.		Requesting Party		
2. Copy of professional driver's license.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request by the head of unit with complete attachment.	1. Receive letter of request with complete attachments. Receive in DTS.	None	2 Minutes	<i>Receiving Personnel/ Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant OVCA</i>
	1.2 For approval of Vice Chancellor.	None	1 Day	<i>Vice Chancellor OVCA</i>
	1.3 Release in DTS	None	1 Minute	<i>Sr. Administrative Assistant OVCA</i>



	1.4 Provide an electronic copy of approval to unit. 1.4.1 Upload the electronic copy of approval in the database.	None	1 Day	<i>Receiving/Releasing Personnel/ Administrative Officer/ Sr. Administrative Assistant OVCA</i>
TOTAL:		None	2 Days, 3 Minutes	

13. Process Request for Endorsement to Banks for Authorized Signatories relative to Electronic Fund Transfer Transactions

Request for endorsement for authorized signatories relative to electronic fund transfer transactions.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request.		Requesting Party		
2. Endorsement of the Cash Office Director.		Cash office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with endorsement of the Director of the Cash office.	1. Receive letter of request with endorsement of the Director of the Cash office. 1.1 Receive in DTS.	None	2 minutes	<i>Receiving Personnel/ Executive Assistant/ Administrative Officer/ Sr. Administrative Assistant OVCA</i>
	1.2 For approval of Vice Chancellor.	None	1 day	<i>Vice Chancellor OVCA</i>



	1.3 Release in DTS.	None	1 Minute	<i>Sr. Administrative Assistant</i> OVCA
	1.4 Forward to Cash office.	None	1 day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		None	2 Days, 3 Minutes	



Diliman Accounting Office (DAO)

Internal Services



1. Processing of vouchers for Cash Advance for Local/Foreign Travel

Processing of vouchers for Cash Advance for Local/Foreign Travel

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (DV)		Requesting Party		
2. Approved Obligation Request (ObR)/Budget Utilization Request (BUR)				
3. Purchase Request				
4. Travel Order				
5. Approval of funding/request to travel by HRDO and Chancellor (as applicable)				
6. Promissory Note (settlement should be made 30 days from return date for local travels, 60 days from return date for foreign travels)				
7. Proposed Itinerary of Travel (Daily Travel Expenses in accordance with Executive Order 77 s. 2019)				
8. Copy of UNDP DSA rate				
9. Copy of the basis for the foreign exchange rate used to convert foreign currency to Philippine peso				
10. Annual Procurement Plan (APP) duly received by the Procurement Office				
11. Line item budget (LIB) – for special projects				
12. Approval from Chancellor to conduct travel (if there is a standing travel ban)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV No.	None	1 Minute	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Staff</i>
	Checks if previous cash advance is already settled, indicate cash advance control code and prepare Certificate of No Outstanding Cash Advance	None	30 Minutes	<i>Cash Advance Controller</i>
	Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	2 Days, 40 Minutes	



2. Processing of voucher for Liquidation Report/ Settlement Voucher/ Reimbursement of Local/ Foreign Travel

Processing of voucher for liquidation/settlement/reimbursement of local/foreign travel

Office or Division:	UPD Accounting Office	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP units/colleges, UP employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Liquidation Report – if Liquidation or Settlement		Requesting Party
2. DV and approved ObR/BUR – if reimbursement		
3. Summary of expenses		
4. Travel Order		
5. Travel authority endorsed by the Chancellor to the Department of Foreign Affairs (DFA) – for travels abroad of University employees		
6. Actual Itinerary of Travel		
7. Copy of UNDP DSA rate		
8. Copy of the basis for the foreign exchange rate used to convert foreign currency to Philippine peso		
9. Certificate of Travel Completed		
10. Certificate of Appearance		
11. Original Boarding pass, terminal fee stub		
12. Official Receipt of Airfare / Registration Fee		
13. Narrative Report		
14. For Non-UP personnel on foreign travel – justification to use government funds for		



foreign travel approved by the agency head (Chancellor)				
15. Approval from Chancellor to conduct travel (if there is a standing travel ban)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive and assign Liquidation Report No.	None	1 Minute	<i>Receiving Personnel</i>
	Encode Liquidation Report Information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Supply control code of Grantee	None	5 Minutes	<i>Cash Advance Controller</i>
	Pre-Audit Liquidation Report expenses, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	Review Liquidation Report journal entries and documentary requirements	None	1 Day	<i>Pre-Audit Analyst</i>
	Record Liquidation Report in database	None	5 Minutes	<i>Cash Advance Controller</i>
	Sign Liquidation Report	None	1 Day	<i>Director</i>
	Record Liquidation Report as signed	None	3 Minutes	<i>Releasing Personnel</i>
	Forward Liquidation Report above P50K for notation of OVCA	None	10 Minutes (paused clock)	<i>Cash Advance Controller</i>
	Sort Liquidation Report according to Fund source	None	5 Minutes	<i>Cash Advance Controller</i>
	Prepare Summary Report for	None	20 Minutes	<i>Cash Advance Controller</i>



	submission to COA			
	Photocopy Signed Liquidation Report and bundle LR per fund	None	15 Minutes	Cash Advance Controller
TOTAL:		None	8 Days, 7 Minutes	

3. Processing of voucher for Cash Advance of Special Disbursing Officer

Processing of voucher for Cash Advance of Special Disbursing Officer

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DV		Requesting Party		
2. Approved ObR/BUR				
3. Purchase request				
4. Appointment as Special Disbursing Officer				
5. Copy of Bond Application				
6. Estimate/summary of planned expenses				
7. Annual Procurement Plan (APP) duly received by the Procurement Office				
8. LIB – for special projects				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with	Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>



complete documents				
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Checks if previous cash advance is already settled, indicate cash advance control code and prepare Certificate of No Outstanding Cash Advance	None	1 Day	<i>Cash Advance Controller</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days,11 Minute	

4. Processing of voucher for Financial Assistance to be released thru Cash Advance (for University-wide activities)

Processing of voucher for Financial Assistance to be released thru Cash Advance (for University-wide activities)

Office or Division:	UPD Accounting Office
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP units/colleges, UP employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DV		Requesting Party		
2. Approved ObR/BUR				
3. Purchase request				
4. Approval of Financial Assistance to be released as Cash Advance				
5. Promissory Note				
6. Estimate of expenses				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Checks if previous cash advance is already settled, indicate cash advance control code and prepare Certificate of No Outstanding Cash Advance	None	1 Day	<i>Cash Advance Controller</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 11 Minutes	



5. Processing of vouchers for Liquidation Report/Settlement of Special Disbursing Officer/ Financial Assistance

Processing of vouchers for Liquidation Report/Settlement of Special Disbursing Officer/
Financial Assistance

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liquidation report		Requesting Party		
2. Requirements under the reimbursement of expenses				
3. Other related documents depending on the nature of expenses incurred				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive and assign Liquidation Report No.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode Liquidation Report Information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Supply control code of Grantee	None	5 Minutes	<i>Cash Advance Controller</i>
	Pre-Audit Liquidation Report expenses, checks completeness of documentary requirements and indicate journal entries	None	7 Days	<i>Pre-Audit Analyst</i>
	Review Liquidation Report journal entries and documentary requirements	None	1 Day	<i>Accountant</i>



	Record Liquidation Report in database	None	5 Minutes	Cash Advance Controller
	Sign Liquidation Report	None	1 Day	Director
	Record Liquidation Report as signed	None	3 Minutes	Releasing Personnel
	Forward Liquidation Report above P50K for notation of OVCA	None	10 Minutes (paused clock)	Cash Advance Controller
	Sort Liquidation Report according to Fund source	None	5 Minutes	Cash Advance Controller
	Prepare Summary Report for submission to COA	None	20 Minutes	Cash Advance Controller
	Photocopy Signed Liquidation Report and bundle LR per fund	None	15 Minutes	Cash Advance Controller
TOTAL:		None	10 Days, 8 Minutes	

6. Processing of payment to supplier of equipment/supplies and other materials

Processing of vouchers for payment to suppliers of equipment, supplies and materials

Office or Division:	UPD Accounting Office		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP units/colleges		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. DV	Requesting Party		
2. Approved ObR/BUR			
3. Original Invoice			
4. Purchase Request (use of Brand Names not allowed)			



5. Agency Procurement Request (for supplies purchased thru Procurement Service)	
6. Purchase Order (received by COA 5 days after delivery by supplier) – only for direct payments to suppliers, not required for reimbursements	
7. P50,000.00 & below to be prepared by Unit and signed by Unit head/Project Leader	
8. P50,000.01 & above to be prepared by Procurement Office	
9. Inspection and Acceptance Report (single receipt of P15,000 and below unit level & single receipt of P15,000 above-SPMO per Memo No. RAL 2018-02)	
10. Canvass from 3 reputable suppliers for purchases in a single receipt amounting to P1,000.00 and above	
11. Certificate of Exclusive Distributorship (if Supplier is the sole distributor) and Certificate that the item purchased has no suitable substitute due to compatibility to existing equipment/nature of chemical/laboratory supplies being purchased.	
12. Certification that items purchased not locally available (if purchased abroad)	
13. Bid Documents	
14. Duly accomplished Inventory Custodian Slip (ICS) for items less than P15,000 with serviceable life of more than one year but small enough to be considered as Property, Plant and Equipment	
15. Duly accomplished Property Acknowledgment Receipt (PAR) for items with unit cost of P15,000 and above.	
16. Stock Position Sheet for consumable supplies with unit cost of P1,000.00 and	



above, attach justification if it exceeds normal requirement of 2 months				
17. Copies of SPMO-SNAS and DBM-PS CNAS for Common-Use Supplies (Memo No. RAL 2018-01)				
18. Detailed cost estimate of materials and labor –for purchase of items for major repairs/construction/assembly				
19. APP duly received by the Procurement Office				
20. LIB – for special projects				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	15 Days	<i>Pre-Audit Analyst</i>
	Prepare Tax Certificate, if applicable	None	1 Day	<i>Admin. Assistant</i>
	Record PAR in PPE Ledger, if applicable	None	3 Minutes	<i>Accountant</i>
	Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>



TOTAL:	None	7 Days, 14 Minutes	
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7. Processing of voucher for reimbursement of supplies

Processing of voucher for reimbursement of supplies

Office or Division:	UPD Accounting Office		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP units/colleges, UP employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. DV	Requesting Party		
2. Approved ObR/BUR			
3. Official Receipt (for services) or Sales Invoice (for goods) with the corresponding Collection Receipt			
4. Certification of Expenses Not Requiring Receipts (CENRR) per COA Circular 2017-001 dtd. June 29,2017) not more than P300.00			
5. Inspection Report (P15,000 and below unit level/ P15,000 above-SPMO per Memo No. RAL 2018-02)			
6. Purchase Request			
7. Canvass from 3 reputable suppliers for purchases P1,000.00 and above			
8. Copies of SPMO-SNAS and DBM-PS CNAS (Memo No. RAL 2018-01)			
9. Stock Position Sheet for consumable supplies with unit cost of P1,000.00 and above, attach justification if it exceeds normal requirement of 2 months			



10. Duly accomplished ICS for items less than P15,000 with serviceable life of more than one year but small enough to be considered as Property, Plant and Equipment				
11. APP duly received by the Procurement Office				
12. LIB – for special projects				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV no.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	Prepare Tax Certificate, if applicable	None	1 Day	<i>Admin. Assistant</i>
	Record PAR in PPE Ledger, if applicable	None	3 Minutes	<i>Accountant</i>
	Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	7 Days, 14 Minutes	



8. Processing of voucher for reimbursement of gasoline, oil and lubricants

Processing of voucher for reimbursement of gasoline, oil and lubricants

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DV	Requesting Party			
2. Approved ObR/BUR				
3. Purchase request				
4. Inspection Report (P15,000 and below unit level/ above P15,000 above SPMO level (per Memo No. RAL 2018-02) except for gasoline				
5. Pre-numbered Trip Ticket				
6. Certification from unit head that gasoline purchased was consumed officially				
7. Copy of CMO Job Request if gasoline was used for grass cutting/copy of the PAR if grass cutter is owned by the unit				
8. APP duly received by the Procurement Office				
9. LIB – for special projects				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement	None	5 Days	<i>Pre-Audit Analyst</i>



	Voucher, checks completeness of documentary requirements and indicate journal entries			
	Prepare Tax Certificate, if applicable	None	3 Minutes	<i>Admin. Assistant</i>
	Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UP Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	6 Days, 14 Minutes	

9. Processing of voucher for reimbursement of communication (landline, mobile line, internet)

Processing of voucher for reimbursement of communication expense

Office or Division:	UPD Accounting Office	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP units/colleges, UP employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. DV	Requesting Party	
2. Approved ObR/BUR		
3. Purchase request		
4. Official Receipts / Bill / Statement of Account		



5. Unit head certification that pre-paid load was officially consumed. This should indicate the name of the personnel receiving and using such load and the period covered by such load amount.				
6. Certification that calls made are official				
7. Payment based on the current amount due or total charges whichever is lower				
8. APP duly received by the Procurement Office				
9. LIB – for special projects				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Staff</i>
	Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	6 Days, 11 Minutes	



10. Processing of voucher for reimbursement of transportation and delivery expenses

Processing of voucher for reimbursement of transportation and delivery expenses

Office or Division:	UPD Accounting Office	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP units/colleges, UP employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. DV	Requesting Party
	2. Approved ObR/BUR	
	3. Purchase Request	
	4. List of route with corresponding amount of transportation expenses incurred	
	5. Certification of Expenses Not Requiring Receipts (CENRR) for expenses not more than P300.00 per COA Circular No. 2007-001	
	6. Taxi Receipt	
	7. UBER/Grab receipts supported by RER/CENRR	
	8. Justification on the need to avail the transport service over customary modes of transportation	
	9. Canvass from 3 reputable suppliers for rentals P1,000.00 and above	
	10. Additional requirements for van rentals from informal providers: <ul style="list-style-type: none"> a. Properly accomplished RER b. Photocopy of the payee's valid identification card showing his/her signature c. Rental Contract 	



11. APP duly received by the Procurement Office				
12. LIB – for special projects				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	6 Days, 11 Minutes	

11. Processing of voucher for reimbursement of repairs and maintenance

Processing of voucher for reimbursement of repairs and maintenance

Office or Division:	UPD Accounting Office
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP units/colleges, UP employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. DV	Requesting Party			
2. Approved ObR/BUR				
3. Purchase request				
4. Official Receipts/ Bill/ Statement of Account				
5. Inspection Report (P15,000 and below unit level/ P15,000 above-SPMO per Memo No. RAL 2018-02)				
6. Pre-repair Inspection – SPMO P50,000.00 above, otherwise unit level				
7. Report of Waste Material for replaced parts duly received by SPMO				
8. Post Repair Inspection Report / Service Report accepted by end-user				
9. Cost estimate of materials and labor of OCA/ CMO/ in-house carpenters on repair/ repainting of building/ office				
10. Warranty of repairman				
11. APP duly received by the Procurement Office				
12. LIB –for special projects				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV no.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>



	Prepare Tax Certificate, if applicable	None	3 Minutes	<i>Admin. Assistant</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	6 Days, 14 Minutes	

12. Processing of voucher for reimbursement of food purchases

Processing of voucher for reimbursement of food purchases

Office or Division:	UPD Accounting Office	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP units/colleges, UP employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. DV	Requesting Party	
2. Approved ObR/BUR		
3. Purchase request		
4. Official receipt/ Invoice with copy of order slip (number of persons indicated should not exceed the number of participants in the attendance sheet)		
5. Confirmation and signed attendance		



6. Screenshot showing all the participants and their names. This is only for Zoom meetings wherein the participants are all in their respective offices. The restriction of food reimbursements for meeting with work-from-home personnel still stands.	
6. Agenda /Outline of matters to be discussed/Notice of Meeting	
7. Justification by the unit head/ Project Leader on why the meeting was held outside the campus	
8. Canvass in case of catering services	
9. Meal reimbursement allowed for official drivers, messengers and liaison personnel under Memorandum VCY 2019-021.	
10. APP duly received by the Procurement Office	
11. LIB - for special projects and events	
12. Approval of event/ seminar/ activity by the Chancellor – as applicable	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV NO.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	Prepare Tax Certificate, if applicable	None	3 Minutes	<i>Admin. Assistant</i>
	Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>



	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	6 Days, 14 Minutes	

13. Processing of voucher for the payment of Professional/General Services

Processing of voucher for the payment of Professional/General Services

Office or Division:	UPD Accounting Office		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP units/colleges, UP employees, Private Citizen, Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. DV	Requesting Party		
2. Approved ObR/BUR			
3. Contract of Service/ Job Order			
4. Daily Time Record or Certificate of Service Rendered			
5. Certified True Copy of the Limited Practice of Profession (LPP) covering period of services approved by the Chancellor			
6. For PAKYAW : 1. Approval/Authority from the Chancellor to enter to Pakyaw (applicable to labor services) per Memo No. CAS 11-048 dated 29 November 2011 2. Three (3) Canvass from Pakyaw Groups			



3. Certificate of Completion				
Additional requirements for Non-UP Contractual personnel:				
<ol style="list-style-type: none"> 1. Accomplished PhilHealth Member Registration Form (PMRF)/Table of required PhilHealth information (see Memo VCY 2018-019)/ Philhealth Member Data Record (MDR) 2. In case of voluntary remittance of PhilHealth contributions, attach official receipt indicating name of the member as well as the covered period of said contribution 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	3 Days	<i>Pre-Audit Analyst</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	4 Days, 11 Minutes	



14. Processing of voucher for the release of retention fee

Processing of voucher for the release of retention fee deducted from payment to suppliers

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DV		Requesting Party		
2. Request of supplier to release retention fee				
3. Certification from the end-user that the supplies/equipment delivered are free from patent and latent defects and all the conditions imposed under the contract have been fully met and the retention period has lapsed				
4. Copy of the OR/Collection Receipt				
5. Copy of the Invoice				
6. Copy of the IAR/Delivery receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>



	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
	TOTAL:	None	6 Days, 11 Minutes	



15. Processing of vouchers for Infrastructure Projects

Processing of vouchers for Infrastructure Projects

Office or Division:	UPD Accounting Office	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	UP units/colleges	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Advance Payment	<ul style="list-style-type: none"> 1.1. Contractor's Billing 1.2. Affidavit of Project Obligations 1.3. Abstract of Bids 1.4. Notice of Award 1.5. Notice to Proceed 1.6. Request for Contract Review 1.7. CAB License / Certificate 1.8. Performance Bond (30% of ABC) 1.9. Surety Bond (15% of Contract Price) 1.10. BAC Resolution 1.11. Original Contract 1.12. Budget Utilization Request/ Obligation Request 	Requesting Party
2. First Payment	<ul style="list-style-type: none"> 2.1. Contractor's Billing 2.2. Affidavit of Project Obligations 2.3. Certificate of Work Accomplished/Payment Due 2.4. Progress of Work Report of Period Covered 2.5. Receipt for Utilities 	Requesting Party



<ul style="list-style-type: none"> 2.6. Pictures of Progress of Work and Tarpaulin 2.7. Abstract of Bids 2.8. Invitation to Bid 2.9. Notice of Award 2.10. Notice to Proceed 2.11. Request for Contract Review 2.12. PCAB License / Certificate 2.13. Performance Bond (30% of ABC) 2.14. Original Contract 2.15. Budget Utilization Request /Obligation Request 	
<ul style="list-style-type: none"> 3. Second & Other Partial Payment <ul style="list-style-type: none"> 3.1. Contractor's Billing 3.2. Affidavit of Project Obligations 3.3. Certificate of Work Accomplished/Payment Due 3.4. Progress of Work Report of Period Covered 3.5. Receipt for Utilities 3.6. Pictures of Progress of Work and Tarpaulin 3.7. Notice of Time Extension, Resumption, Suspension 	<p>Requesting Party</p>
<ul style="list-style-type: none"> 4. Final Payment <ul style="list-style-type: none"> 4.1. Contractor's Billing 4.2. Affidavit of Project Obligations 4.3. Certificate of Work Accomplished/Payment Due 4.4. Progress of Work Report of Period Covered 4.5. Receipt for Utilities 	<p>Requesting Party</p>



<p>4.6. Pictures of Progress of Work and Tarpaulin</p> <p>4.7. Surety Bond</p> <p>4.8. Clearance from GSAD & BCO</p> <p>4.9. Report of Scrap</p> <p>4.10. Notice of Time Extension, Resumption & Suspension</p>	
<p>5. Variation Order</p> <p>5.1. Budget Utilization Request</p> <p>5.2. BAC Resolution</p> <p>5.3. Affidavit of Obligation</p>	<p>Requesting Party</p>
<p>6. Release of Retention Money</p> <p>6.1. Contractor's Billing</p> <p>6.2. Warranty Bond</p> <p>6.3. Affidavit of Obligation</p>	<p>Requesting Party</p>
<p>Notes:</p> <ol style="list-style-type: none"> 1. Always highlight the relevant item to be charged in the APP as well as the LIB 2. Signatories on DV (Memo No. VCY 2014-010 and Memo No. MLT 19-182) <p>For Box A: Administrative Officer/Assistant, Secretary, Project Leader or any responsible staff.</p> <p>For Box D: P50,000.00 and below shall be the Dean, Director or Head of Unit</p> <p>Above P50,00.00 approving officer on Box D shall be the Vice Chancellor who supervises the unit</p>	
<p>REMINDERS:</p>	



1. No two signatories should appear on the disbursement voucher, i.e., no two boxes should be signed by the same person.
2. Unless so specified in their Notice of Appointment, OIC are authorized to approve on Box D for amounts P50,000.00 and below.
3. Claimant on the DV cannot sign on the DV.
4. COD/Advance Payments not allowed
5. Photocopied documents should always be certified as true copies (the signature on the certification should always be original)
6. Attach photocopies of tape receipts and those receipts printed on thermal paper (e.g., LBC) with the originals as these have a tendency to fade and may no longer be legible upon COA's post-audit
7. Penalty, an amount equal to one-tenth (1/10) of one percent (1%) of the cost of the delayed goods scheduled for delivery for every day of delay (number of days to be computed by SPMO)
8. Guidelines on Reimbursements (please refer to Memo No. PAEP 14-22)
9. Retention in an amount equivalent to 1% but not to exceed 5% of contract amount
 - 9.1. 1% for P1,000,000.00 and below
 - 9.2. 3% for more than P1,000,000.00 up to P10,000,000.00
 - 9.3. 5% for more than P10,000,000.00



<u>THESE ARE MINIMUM REQUIREMENTS- OTHER DOCUMENTS MAY BE REQUIRED IF NECESSARY</u>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and Assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	10 Days	<i>Pre-Audit Analyst</i>
	Post transaction in database of Capital Outlay	None	3 Minutes	<i>Pre-Audit Analyst</i>
	Record PAR in PPE Ledger, if applicable	None	3 Minutes	<i>Accountant</i>
	Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	11 Days, 17 Minutes	

16. Processing of voucher for salary (original appointment)

Processing of voucher for salary (original appointment)

Office or Division:	UPD Accounting Office
Classification:	Simple



Type of Transaction:	Government to Government	
Who may avail:	UP units/colleges, UP employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Disbursement Voucher		Requesting Party
Duly approved OBr/BUR		
Copy of Appointment		
Certificate of Service (COS) for faculty and University Research Associates (URA) or Daily Time Record (DTR) for Administrative staff		
Duly Approved Obligation Request (ObR)		
Certificate of Assumption to Duty		
Statement of Assets & Liabilities (SALN)		
Oath of Office		
Duly Accomplished BIR Form 2305 Photocopy of Birth Certificate for dependent children For married individual –photocopy of Marriage Certificate If not previously employed - "Certificate of No Previo If previously Employed- BIR Form 2316 for the current year from previous employer us Employer"		
Tax Identification Number (TIN) or Duly Accomplished BIR Form 1902 (if no TIN)		
Bank Account Number (LBP/DBP/PVB Payroll Account)		
GSIS Business Partner Number (BPN)		
Pag-Ibig Number		
Philhealth Number		
Note: For renewal, only first 3 items are required		
Additional requirement for transferees: Certificate of Last Salary Received		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive documents	None	1 Minute	<i>Receiving Personnel</i>
	Encode and assign DV	None	2 Minutes	<i>Admin. Assistant</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	5 Minutes	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	3 Minutes	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	1 Day, 17 Minutes	

17. Processing of voucher for Lecturer, Student Assistant (SA), Graduate Assistant (GA) and Professor Emeritus

Processing of voucher for payment to Lecturer, Student Assistant (SA), Graduate Assistant (GA) and Professor Emeritus

Office or Division:	UPD Accounting Office
Classification:	Complex



Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment	Requesting Party			
2. DTR				
3. Duly Approved ObR/ Budget Utilization Request (BUR)				
4. Certificate of Service if Honoraria of Emeritus				
Note: Signature on DV of OVCSA for SA and GA				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>



TOTAL:	None	3 Days, 12 Minutes	
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18. Processing of voucher for promotion

Processing of voucher for salary due to promotion

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Promotion		Requesting Party		
2. Certificate of Assumption to Duty				
3. Duly Approved ObR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>



	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 10 Minutes	

19. Processing of voucher for Step Increment

Processing of voucher for Step Increment

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Step Increment		Requesting Party		
Duly Approved ObR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>



	Indicate Cash/Fund Availability on DV	None	3 Minutes	Cash/Fund Controller
	Approval on Box B of the Disbursement Voucher	None	1 Day	Director
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	Releasing Personnel
TOTAL:		None	3 Days, 10 Minutes	

20. Processing of voucher for Honorarium (Original Additional Assignment)

Processing of voucher for Honorarium (Original Additional Assignment)

Office or Division:	UPD Accounting Office		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP units/colleges, UP employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Appointment	Requesting Party		
2. Certificate of Service			
3. Certificate of Assumption to Duty			
4. Duly Approved ObR/BUR			
Notes:			
1. Renewal of Additional Assignment- no need to attach Certificate of Assumption to Duty			
2. For Building Administrators – notation of the Building Coordinator on the DV			
3. For NSTP Coordinators – notation of NSTP Director on the DV			
4. For regular employees with Limited Practice Profession (LPP) – please see requirements for Professional Services under MOOE			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 10 Minutes	

21. Processing of voucher for Committee Honorarium

Processing of voucher for Committee Honorarium

Office or Division:	UPD Accounting Office
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP units/colleges, UP employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approval of the Chancellor on creation of the committee		Requesting Party		
2. Office Memo – for support staff (if no name is indicated in the creation of committee)				
3. Certificate of Service				
4. Attendance Sheet				
5. Duly Approved ObR/BUR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 10 Minutes	



22. Processing of voucher for Project Honorarium

Processing of voucher for Project Honorarium

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment/Office Memo	Requesting Party			
2. Certificate of Service				
3. BUR				
4. Approved Line Item Budget (LIB)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign number	None	1 Minute	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Check LIB, Purpose, Fund Balance and Indicate Cash Availability on DV	None	7 Minutes	<i>Cash/Fund Controller</i>



	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 14 Minutes	

23. Processing of voucher for honorarium of Bids and Awards Committee (BAC)

Processing of voucher for honorarium of Bids and Awards Committee (BAC)

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Office Order creating and designating the BAC composition		Requesting Party		
2. Minutes of Meeting				
3. Notice of Award				
4. Certification that the procurement involves Competitive Bidding				
5. Attendance Sheet				
6. Duly approved ObR/BUR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>



	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Check LIB, Purpose, Fund Balance and Indicate Cash Availability on DV	None	8 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 15 Minutes	

24. Processing of voucher for Thesis Honorarium

Processing of voucher for Thesis Honorarium

Office or Division:	UPD Accounting Office		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP units/colleges, UP employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approval Sheet	Requesting Party		
2. Duly Approved ObR/BUR			
3. Report of Examination – Action of the Panel			



Note: Signature on DV by the VCAA				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 11 Minutes	

25. Processing of voucher for Overload Honorarium

Processing of voucher for Overload Honorarium

Office or Division:	UPD Accounting Office
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP units/colleges, UP employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Certification from the Dean of College that Overload is excess of the regular load or outside the regular office hours		Requesting Party		
2. Schedule of classes indicating the designated teaching personnel				
3. Certificate of Actual Conduct of Classes				
4. Approved Faculty Service Record (FSR)				
5. Certification of Submission of Grades – noted by the College Secretary and Dean				
6. Duly approved ObR				
Note: Signature On DV by the VCAA				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 11 Minutes	



26. Processing of voucher for E-Hope

Processing of payment for hospitalization expenses

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Requesting Party		
2. Duly approved ObR/BUR				
3. Approved Application Form				
4. Billing/Official receipts (OR)				
5. Checklist for FAPHE reimbursement				
6. Summary of Expenses				
Note: Signature by HRDO Director-DV Box A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>



	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 11 Minutes	



27. Processing of voucher for Overtime services

Processing of voucher for Overtime services

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Requesting Party		
Duly approved ObR/BUR				
Request for overtime approved by the Chancellor				
Daily Time Record				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>



	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 11 Minutes	

28. Processing of voucher for Terminal Leave

Processing of voucher for Terminal Leave

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher	Requesting Party			
2. Duly approved OBr/BUR				
3. Application For Terminal Leave				
4. University Clearance				
5. Certificate of Clearance				
6. Service Record				
7. Last Appointment				
8. SALN				
Additional requirement for deceased employee:				
1. Designation of Next of Kin issued by the Chancellor				
2. Deed of Waiver of Rights				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>



	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Staff</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
	TOTAL:	None	3 Days, 11 Minutes	

29. Processing of voucher for Faculty Sick Leave (FSL)

Processing of voucher for Faculty Sick Leave (FSL)

Office or Division:	UPD Accounting Office	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP units/colleges, UP employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Disbursement Voucher	Requesting Party	
2. Duly approved OBr/BUR		
3. Application for Faculty Sick Leave		



4. University Clearance				
5. Certificate of Clearance				
6. Service Record				
7. Last Appointment				
8. SALN				
Additional requirement for deceased employee: Designation of Next of Kin issued by the Chancellor Deed of Waiver of Rights				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement	None	3 Minutes	<i>Releasing Personnel</i>



	Voucher to UPD Cash Office			
TOTAL:		None	3 Days, 11 Minutes	

30. Processing of voucher for Expanded Service Recognition Pay (ESRP)

Processing of voucher for Expanded Service Recognition Pay (ESRP)

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Requesting Party		
2. Duly approved OBr/BUR				
3. Application for ESRP				
4. University Clearance				
5. Certificate of Clearance				
6. Service Record				
7. Last Appointment				
8. SALN				
Additional requirement for deceased employee: Designation of Next of Kin issued by the Chancellor Deed of Waiver of Rights				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>



	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
	TOTAL:	None	3 Days, 11 Minutes	

31. Processing of voucher for Retirement Gratuity

Processing of voucher for Retirement Gratuity

Office or Division:	UPD Accounting Office
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP units/colleges, UP employees



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher	Requesting Party
2. Duly approved OBr/BUR	
3. Gratuity Approval – Chancellor	
4. University Clearance	
5. Certificate of Clearance	
6. Service Record	
7. Last Appointment	
8. SALN	
9. Letter of Intent to retire if Optional GSIS Approval	
<p>Additional requirement for deceased employee:</p> <p>Designation of Next of Kin issued by the Chancellor</p> <p>Deed of Waiver of Rights</p>	
<p>Notes:</p> <ol style="list-style-type: none"> All photocopy of documents must be certified true copy by the unit (signature over printed name) Signatories on the DV are: <ul style="list-style-type: none"> Box A- Administrative Officer, Administrative Assistant, Secretary, Project Leader or any responsible staff Box D-P50,000.00 and below shall be the Dean, Director or Head of Unit Above P50,00.00 approving officer shall be the Vice Chancellor who supervises the college/unit <p>Reminders:</p> <ol style="list-style-type: none"> No two signatories should appear on the Disbursement Voucher, i.e., no 	



<p>two boxes should be signed by the same person</p> <p>2. Unless so specified in the notice of appointment, OIC are authorized to approve on Box D for amounts P50,000.00 and below.</p> <p>3. Claimant on the DV cannot sign on the DV.</p>				
<p>These are minimum requirements -other documents may be required If necessary</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	Receive Disbursement Voucher and assign number	None	2 Minutes	<i>Receiving Personnel</i>
	Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 11 Minutes	



32. Processing of Purchase Request (PR)

Processing of Purchase Request (PR)

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly funded Purchase Request by the DBO if amount is more than P50,000.00 or PR amounting to more than P50,000.00 charged against Trust Fund		Requesting Party		
2. Line-item Budget				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of PR with complete documents	Receive and assign Purchase Request Number	None	2 Minutes	<i>Receiving Personnel</i>
	Encode Purchase Request information in the database	None	3 Minutes	<i>Encoder</i>
	Certify funds available/Consistent with the purpose of the Trust Account	None	5 Minutes	<i>Fund Controller</i>
	Approval on PR as to certification of fund	None	1 Day	<i>Director</i>
TOTAL:		None	1 Day, 10 Minutes	

33. Processing of Requisition Issue Slip (RIS)

Processing of Requisition Issue Slip (RIS)

Office or Division:	UPD Accounting Office
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly funded RIS by the DBO if amount is more than P50,000.00 or RIS amounting to more than P50,000.00 charged against Trust Fund		Requesting Party		
2. Line-item Budget				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of RIS with complete documents	1. Receive and assign RIS Number	None	2 Minutes	<i>Receiving Personnel</i>
	Encode RIS Information in database	None	3 Minutes	<i>Encoder</i>
	Certify Funds Available/Consistent with the purpose of the Trust Account	None	5 Minutes	<i>Fund Controller</i>
	Approval on RIS	None	1 Day	<i>Director</i>
TOTAL:		None	1 Day, 10 Minutes	

34. Issuance/Releasing to units/colleges of returned vouchers for compliance of documentary requirements

Issuance/Releasing to units/colleges of returned vouchers for compliance of documentary requirements

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher for return with Referral Slip		Requesting Party		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of voucher with Referral Slip	Release DV to unit concerned together with log sheet for unit's acknowledgment	None	2 Minutes	<i>Releasing Personnel</i>
	Encode in database that DV has been released to unit	None	1 Minute	<i>Releasing Personnel</i>
TOTAL:		None	3 Minutes	

35. Issuance of PhilHealth Forms CSF and CF-1, MDR and Certificate of contributions

Issuance of PhilHealth Forms CSF and CF-1, MDR and Certificate of contributions

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth Forms		Hospital or UPD Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished forms	Receive forms	None	1 Minute	<i>Receiving Personnel</i>
	Verify deductions, prepare and print Certificate of Remittance and MDR	None	20 Minutes	<i>Admin. Assistant</i>



	Accomplish Philhealth Claim Signature Form (CSF) and Claim Form-1 (CF-1) Employer's Certification portion	None	5 Minutes	<i>Admin. Assistant</i>
	Review and sign certification, CSF and CF-1	None	3 Minutes	<i>Head of Payroll</i>
2. Receive certification and forms	Release certification, CSF, CF-1 and MDR	None	1 Minute	<i>Releasing Personnel</i>
TOTAL:		None	30 Minutes	

36. Issuance of Certificate of loan payment to GSIS and Pag-Ibig

Issuance of Certificate of loan payment to GSIS and Pag-Ibig

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		UPD Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form	Receive request form	None	1 Minute	<i>Receiving Personnel</i>
	Verify payroll deductions, prepare and print Certificate of Remittance	None	5 Days	<i>Admin. Aide</i>
	Review and sign certification	None	10 Minutes	<i>Head of Payroll</i>
	Release certification	None	1 Minute	<i>Releasing Personnel</i>
TOTAL:		None	5 Days, 12 Minutes	



37. Issuance of Statement of Salary and Deductions in lieu of lost pay slip

Issuance of Statement of Salary and Deductions in lieu of lost pay slip

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form or Letter Request		UPD Accounting Office or Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form or submit Letter Request	Receive request form or Letter Request	None	1 Minute	<i>Receiving Personnel</i>
	Verify records and prepare Statement of Salary and Deductions	None	5 Days	<i>Admin. Aide</i>
	Review and sign statement	None	10 Minutes	<i>Head of Payroll</i>
	Release certification	None	1 Minute	<i>Releasing Personnel</i>
TOTAL:		None	5 Days, 12 Minutes	



38. Issuance of Certificate of GSIS, Pag-Ibig and other contributions

Issuance of Certificate of GSIS, Pag-Ibig and other contributions

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Requesting Party		
2. Copy of Service Record				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Form with copy of Service Record	Receive Request Form and copy of Service Record	None	1 Minute	<i>Receiving Personnel</i>
	Verify payroll deductions, prepare and print Certificate of Remittance	None	5 Days	<i>Admin. Assistant</i>
	Review and sign certification	None	10 Minutes	<i>Head of Payroll</i>
	Release certification	None	1 Minute	<i>Releasing Personnel</i>
TOTAL:		None	5 Days, 12 Minutes	



39. Issuance of Certification for Clearance, Cash Advance/Financial Assistance/Study Grant, withholding tax obligation, overpayment of salaries & other benefits and disallowance

Issuance of Certification for Clearance, Cash Advance/Financial Assistance/Study Grant, withholding tax obligation, overpayment of salaries & other benefits and disallowance

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Clearance Form		UP HRDO		
2. Service Record				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Form with copy of Service Record	Receive Clearance	None	1 Minute	<i>Receiving Personnel</i>
	Verify records and prepare certification that no outstanding cash advance, no outstanding financial assistance, no unremitted collections, no contractual obligations and sign on the certification and forward to Payroll Section	None	1 Day	<i>Admin. Assistant</i>
	Verify records and check if there are payroll obligations/accountability and sign certification	None	3 Days	<i>Administrative Officer</i>
	Verify records for tax obligation and sign certification	None	30 Minutes	<i>Accountant</i>



	Sign certification and Box No. 17 of the Clearance	None	2 Minutes	<i>Director</i>
	Record and release Clearance	None	1 Minute	<i>Releasing Staff</i>
TOTAL:		None	4 Days, 37 Minutes	

40. Processing of Contract of Services and Job Orders of project personnel

Processing of Contract of Services and Job Orders of project personnel

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Contract of Services (COS) or Job Order (JO)		Requesting Party		
Duly approved Line-Item Budget				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Certificate of Service/JO	Receive duly accomplished COS/JO	None	1 Minute	<i>Receiving Personnel</i>
	Encode receipt of COS/JO	None	2 Minutes	<i>Admin. Assistant</i>
	Review COS/JO in accordance with the approved Line-Item Budget	None	1 Day	<i>Fund Controller</i>
	Signature on the duly processed COS/JO	None	1 Day	<i>Director</i>
2. Receive duly processed COS/JO	2. Release Status of Fund/statement	None	1 Minute	<i>Admin. Assistant</i>



TOTAL:	None	2 Days, 4 Minutes	
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41. Issuance of Status Fund and Statement of Collections for Trust Accounts

Issuance of Status Fund and Statement of Collections for Trust Accounts

Office or Division:	UPD Accounting Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	Receive Letter Request	None	1 Minute	<i>Receiving Personnel</i>
	Encode receipt of Letter Request for recording and monitoring purposes	None	2 Minutes	<i>Admin. Assistant</i>
	Prepare Status of Fund/statement	None	2 Days	<i>Fund Controller</i>
	Review and initial of Status of Fund/statement	None	30 Minutes	<i>Accountant</i>
	Signature on the Status of Fund/statement	None	1 Day	<i>Director</i>
2. Receive Status of Fund/ statement	Release Status of Fund/statement	None	1 Minute	<i>Admin. Assistant</i>
TOTAL:		None	3 Days, 34 Minutes	



42. Issuance of certification for lost receipts for UP employees/staff

Issuance of certification for lost receipts for UP employees/staff

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP employees/staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		UPD Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form	Receive Request Form	None	1 Minute	<i>Receiving Personnel</i>
	Verify in the database if there is payment made. If payment was made, requesting party to pay the corresponding fee	PHP 30	10 Minutes (post clock)	<i>Admin. Assistant</i>
2. Present the Official receipt	Print certification	None	5 Minutes	<i>Admin. Assistant</i>
	Sign certification	None	5 Minutes	<i>Accountant</i>
3. Receive certification and sign in the logbook	Release certification	None	1 Minute	<i>Admin. Assistant</i>
TOTAL:		PHP 30	22 Minutes	



43. Issuance of reply to all forms of communication/correspondence

Replying to all forms of communication/correspondence received by the office

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter, correspondence		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter	Receive letter/correspondence	None	1 Minute	<i>Receiving Personnel</i>
	Record letter/correspondence for monitoring	None	2 Minutes	<i>Admin. Assistant</i>
	Forward letter/correspondence to concerned Section Head	None	1 Minute	<i>Admin. Assistant</i>
	Act on the letter/correspondence, make a reply and submit to the Director	None	1 Day	Section Head
	Approval of letter reply	None	1 Day	<i>Director</i>
	Deliver the letter to the concerned party	None	15 Minutes	<i>Messenger</i>
TOTAL:		None	2 Days, 19 Minutes	



44. Issuance of photocopy of paid vouchers and other documents

Provide request for photocopy of paid vouchers and other documents

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP employees/staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	Receive letter request	None	1 Minute	<i>Receiving Personnel</i>
	Record letter request for monitoring	None	2 Minutes	<i>Admin. Assistant</i>
	Forward letter to Administrative & Records Section	None	1 Minute	<i>Admin. Assistant</i>
	Look for the needed documents and provide photocopy	None	10 Minutes	<i>Records Assistant</i>
	Release photocopy of documents	None	1 Minute	<i>Admin. Assistant</i>
TOTAL:		None	15 Minutes	



45. Issuance of original documents for cancelled check

Issuance of original documents for cancelled check

Office or Division:	UPD Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
Copy of Letter Request for Cancelled Check from UPD Cash Office		UPD Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	Receive letter request	None	1 Minute	<i>Receiving Personnel</i>
	Record letter request for monitoring	None	2 Minutes	<i>Admin. Assistant</i>
	Forward letter to Administrative & Records Section	None	1 Minute	<i>Admin. Assistant</i>
	Look for the needed documents, pull out original documents but attached photocopy to the bundle	None	10 Minutes	<i>Records Assistant</i>
	Release documents	None	1 Minute	<i>Admin. Assistant</i>
TOTAL:		None	15 Minutes	



Diliman Budget Office (DBO)

Internal Services



1. Processing of Obligation Request (ObR) / Budget Utilization Request (BUR)

Payments of claims for different types of expenses.

Office or Division:	U.P. Diliman – Budget Office	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	U.P. Diliman Units/ Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Payment of Salary – Original Appointment <i>(Note: For Renewal, Only First 3 Items Are Required)</i>		
ObR (1 Original, 2 Photocopies)	Requesting Party	
Disbursement Voucher (1 Original, 2 Photocopies)		
Copy of Appointment		Human Resource Development Office – Appointment Section
Certificate of Service (COS) – For Faculty Members & Research, Extension and Professional Staff (REPS) or Daily Time Record (DTR) – For Administrative Personnel	Requesting Party	
Certificate of Assumption to Duty		
Statement of Assets & Liabilities (SALN)		
Oath of Office		
Duly Accomplished BIR Form 2305 Photocopy/ies of Birth Certificate/s for Dependent Children For Married Individual – Photocopies of Marriage Certificate If not previously employed - Certificate of “No Previous Employer” If Previously Employed-BIR Form 2316 for the Current Year from previous employer		
Tax Identification Number (TIN) Or Duly Accomplished BIR Form 1902 (If no TIN)		Bureau of Internal Revenue



Bank Account Number (LBP/DBP/PVB Payroll Account*)	*Preferred Bank
Government Service Insurance System Business Partner Number (GSIS-BPN)	Human Resource Development Office – Benefits Section
Pag-IBIG Number	Pag-IBIG Fund Office
Philhealth Number	Philhealth Office
Certificate of Last Salary Received (for transferees only)	Previous Employer
Payment for Lecturer/ Student Assistant (SA) / Graduate Assistant (GA) / Professor Emeritus	
ObR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Copy of Appointment	Human Resource Development Office – Appointment Section
DTR – Lecturer/SA/GA	Requesting Party
COS – Honorarium of Emeritus	
Payment for Promotion / Step Increment	
ObR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Certificate of Assumption to Duty	
Notice of Salary Adjustment / Step Increment	Human Resource Development Office – Appointment Section
Payment for Honorarium - Additional Assignment/Renewal	
<i>Notes (Additional Assignment):</i>	
<i>Renewal of Additional Assignment-No need to attach Cert. of Assumption to Duty</i>	
<i>For Building Administrators – Notation of the Building Coordinator on the DV</i>	
<i>For NSTP Coordinators – Notation of NSTP Director on the DV</i>	
<i>For regular employees with Limited Practice Profession (LPP) – please see requirements for services charged to Maintenance and Other Operating Expenses (MOOE)</i>	
ObR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Certificate of Service (COS)	
Certificate of Assumption to Duty	Requesting Party
Copy of Appointment	Human Resource Development Office – Appointment Section
Payment for Honorarium – Project/Committee	



ObR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
COS	
Copy of Appointment/Office Memo – For project based personnel	
Approval of the Chancellor on the creation of committee – For Committee	
Office Memo – for Support Staff (if name is not specified in the creation of committee) – For Committee	
Attendance Sheet – For Committee	
Certified True Copy of Approved Letter Request	
Payment for Thesis Honorarium	
<i>(Note: Signature On DV by the Office of the Vice Chancellor for Academic Affairs)</i>	
ObR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Approval Sheet	
Report of Examination Results – Action of the Panel	
Payment for Overload Honorarium	
ObR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Certification from the Dean of College that the overload honorarium being paid is in excess of the regular load	
Schedule of classes indicating the designated teaching personnel	
Certificate of Actual Conduct of Classes	
Certification of Submission of Grades – noted by the College Secretary and Dean	
Approved Faculty Service Record (FSR)	Office of the Vice Chancellor for Academic Affairs
Payment for Enhanced Hospitalization Programme (eHOPE)	
ObR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Approved Application Form	Human Resource Development Office – Benefits Section



Billing/official receipts (OR)	From the hospital
Checklist for FAPHE Reimbursement	Human Resource Development Office – Benefits Section
Summary of Expenses	Requesting Party
Payment for Overtime	
ObR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Request for Overtime Approved By The Chancellor	
Daily Time Record	
Payment for Terminal Leave/Faculty Sick Leave/Expanded Service Recognition Pay(ESRP)/Retirement Gratuity	
Notes: Additional Requirement for Deceased Employee Designation of Next of Kin issued by the Chancellor Deed of Waiver of Rights	
ObR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Application for Terminal Leave/Faculty Sick Leave/ESRP	Human Resource Development Office – Benefits Section
Copy of Chancellor’s approval on application for retirement	Requesting Party
University Clearance	Human Resource Development Office – Benefits Section
Certificate of Clearance	
Service Record	Human Resource Development Office – Appointment Section
Copy of Last Appointment	Requesting Party
Statement of Assets & Liabilities (SALN)	
Letter of Intent to Retire If Optional	
GSIS Approval – For Retirement Gratuity	GSIS Office
Payment to Suppliers of Equipment / Supplies and Other Materials	
ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Purchase request (1 Original, 2 Photocopies) (1 Original, 2 Photocopies)	



Purchase Order (received by COA and supplier 5 days after delivery) – only for direct payments to suppliers (not required for reimbursements)	Requesting Party - PHP 49,999 and below Procurement Office - PHP 50,000 and above
Original Invoice	Supplier
Agency Procurement Request (for supplies purchased thru Procurement Service)	Procurement Office
Inspection and Acceptance Report	Requesting Party (see Memo No. RAL 2018-02 for signing authority)
Three (3) Canvasses for purchases in a single receipt amounting to P1,000.00 and above	Suppliers
Certificate of Exclusive Distributorship (if supplier is the sole distributor);	Suppliers
Certificate that the item purchased has no suitable substitute due to compatibility to existing equipment/nature of chemical/laboratory supplies being purchased.	Requesting Party
Certification that items purchased are not locally available in the market (if purchased abroad)	
Bid Documents	Procurement Office
Duly accomplished Inventory Custodian Slip (ICS) for items less than P15,000 with serviceable life of more than one year but small enough to be considered as Property, Plant and Equipment	Requesting Party (see Memo No. RAL 2018-02 for signing authority)
Duly accomplished Property Acknowledgment Receipt (PAR) for items with unit cost of PHP 15,000 and above.	Requesting Party
Stock Position Sheet for consumable supplies with unit cost of P1,000.00 and above, attach justification if volume of supplies purchased exceeds the normal requirement of 2 months	
Copies from SPMO-Statement of Non-Availability of Stocks (SNAS) and DBM-Procurement Service – Certificate of Non-Availability of Stocks (PS CNAS) for	http://portal.spmo.upd.edu.ph/ - for SNAS http://ps-philgeps.gov.ph/ - for CNAS



Common-Use Supplies (Memo No. RAL 2018-01)	
Detailed cost estimate of materials and labor – for purchase of items for major repairs/construction/assembly	Campus Maintenance Office
APP received by the Procurement Office	Requesting Party
Copy of Approved Letter Request	
Cash Advance for Local / Foreign Travel	
ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Purchase request (1 Original, 2 Photocopies)	
Travel Order	
Approval of funding/request to travel c/o HRDO and Chancellor (if applicable)	
Promissory Note (settlement should be made 30 days from return date for local travels, 60 days from return date for foreign travels)	
Proposed Itinerary of Travel (Daily Travel Expenses in accordance with Executive Order 77 s. 2019)	
Copy of UNDP DSA rate (for Foreign Travel Only)	https://documents.aucegypt.edu/Docs/Policies/Perdiem%20Rates.pdf
Copy of the basis for the foreign exchange rate used to convert foreign currency to Philippine peso	Money changer / Bank Receipt
Annual Procurement Plan (APP) received by the Procurement Office	Requesting Party
Cash Advance of Special Disbursing Officer (SDO) / Financial Assistance to be released thru Cash Advance (for University-wide Activities)	
ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Purchase request (1 Original, 2 Photocopies)	
Promissory Note	



Approval of Financial Assistance to be released thru Cash Advance (for University-wide Activities)	
Certified True Copy of Copy of Appointment as Special Disbursing Officer	
Copy of Bond Application - for SDO	
Estimate of expenses	
APP received by the Procurement Office – for SDO	
Reimbursement of Expenses – Supplies	
ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Official Receipt (for services) or sales invoice (for goods) with the corresponding collection receipt	Supplier
Certification of Expenses Not Requiring Receipts (CENRR) per COA Cir. 2017-001 dated June 29,2017) for expenses not more than PHP 300.00	Requesting Party
Inspection and Acceptance Report	Requesting Party (see Memo No. RAL 2018-02 for signing authority)
Purchase request (1 Original, 2 Photocopies)	Requesting Party
Three (3) Canvasses for purchases P1,000.00 and above	
Copy of Statement of Non-Availability of Stocks (SNAS) and DBM-Procurement Service – Certificate of Non-Availability of Stocks (PS CNAS) for Common-Use Supplies (Memo No. RAL 2018-01)	http://portal.spmo.upd.edu.ph/ - for SNAS http://ps-philgeps.gov.ph/ - for CNAS
Stock Position Sheet for consumable supplies with unit cost of P1,000.00 and above, attach justification if the supplies procured exceeds the normal requirement of 2 months	Requesting Party
Duly accomplished Inventory Custodian Slip for items less than P15,000 with serviceable life of more than one year but	



small enough to be considered as Property, Plant and Equipment	
Annual Procurement Plan received by the Procurement Office	
Payment/Reimbursement of Gasoline, Oil and Lubricants	
ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Purchase request (1 Original, 2 Photocopies)	
Purchase Order (received by COA 5 days after delivery and by supplier) – only for direct payments to suppliers, not required for reimbursements	Requesting Party - PHP 49,999 and below Procurement Office - PHP 50,000 and above
Inspection and Acceptance Report	Requesting Party
Pre-numbered Trip Ticket	
Certification from unit head that gasoline purchased was consumed officially	
Copy of Campus Maintenance Office Job Request if gasoline was used for grass cutting.	Campus Maintenance Office
APP received by the Procurement Office	Requesting Party
Payment/Reimbursement of Communication (Landline, Mobile Line, Internet)	
ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Purchase request (1 Original, 2 Photocopies)	
Purchase Order (received by COA 5 days after delivery and by supplier) – only for direct payments to suppliers, not required for reimbursements	Requesting Party - PHP 49,999 and below Procurement Office - PHP 50,000 and above
Official Receipts / Bill / Statement of Account	Supplier
Certification that calls made are official	Requesting Party
Payment based on the current amount due or total charges whichever is lower	
Annual Procurement Plan received by the Procurement Office	
Payment/Reimbursement of Transportation and Delivery Expenses	



ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Purchase request (1 Original, 2 Photocopies)	
Purchase Order (received by COA 5 days after delivery and by supplier) – only for direct payments to suppliers, not required for reimbursements	Requesting Party - PHP 49,999 and below Procurement Office - PHP 50,000 and above
List of route with corresponding amount of transportation expenses incurred	Requesting Party
Certification of Expenses Not Requiring Receipts (CENRR) per COA Circular No. 2007-001	
Taxi Receipt	Taxi Driver
UBER / Grab receipts supported by RER / CENRR	Grab Driver / Uber Driver
Justification on the need to avail the transport service over customary modes of transportation	Requesting Party
Three (3) Canvasses for rentals P1,000.00 and above Additional requirements for van rentals from informal providers: Properly accomplished RER Photocopies of the payee's valid identification card showing his/her signature	Supplier
Annual Procurement Plan received by the Procurement Office	Requesting Party
Payment/Reimbursement of Repairs and Maintenance	
ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Purchase request (1 Original, 2 Photocopies)	
Purchase Order (received by COA 5 days after delivery and by supplier) – only for direct payments to suppliers, not required for reimbursements	Requesting Party - PHP 49,999 and below Procurement Office - PHP 50,000 and above
Official Receipts / Bill / Statement of Account	Supplier



Inspection and Acceptance Report	Requesting Party
Pre-repair Inspection	
Report of Waste Material for replaced parts duly received by SPMO	
Post Repair Inspection Report / Service Report accepted by end-user	
Cost Estimate of Materials and Labor of Office of Campus Architect/Campus Maintenance Office/ In-house carpenters on repair/repainting of building/office.	Office of Campus Architect / Campus Maintenance Office
Warranty of repairman	Requesting Party
Annual Procurement Plan received by the Procurement Office	
Payment/Reimbursement of Food Purchases	
ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
Disbursement Voucher (1 Original, 2 Photocopies)	
Purchase request (1 Original, 2 Photocopies)	
Purchase Order (received COA 5 days after delivery and by supplier) – only for direct payments to suppliers, not required for reimbursements	Requesting Party - PHP 49,999 and below Procurement Office - PHP 50,000 and above
Official receipt / Invoice with copy of order slip (number of persons indicated in the official receipt should not exceed the number of participants in the attendance sheet)	Supplier
Confirmation and Signed Attendance	Requesting Party
Agenda / Outline of matters to be discussed / Notice of Meeting	
Three (3) Canvasses if through catering service provider	
Meal reimbursement allowed for official drivers, messengers and liaison personnel under Memo VCY 2019-021	
Justification from the unit head / project leader on why the meeting was held outside the campus	



Annual Procurement Plan received by the Procurement Office				
Approval of event/seminar/activity by the Chancellor – if applicable				
Payment to Professional / General Services				
ObR / BUR (1 Original, 2 Photocopies)		Requesting Party		
Disbursement Voucher (1 Original, 2 Photocopies)				
Contract of Service / Job Order				
Daily Time Record or Certificate of Service Rendered				
Certified True Copy of Chancellor’s approval on permission to engage Limited Practice of Profession (LPP) in the specific period covered				
Additional requirements for Non-UP Contractual employees: Accomplished PhilHealth Member Registration Form (PMRF)/Table of required PhilHealth information (see Memo VCY 2018-019) In case of voluntary remittance of PhilHealth contributions, attach official receipt indicating name of the member as well as the covered period of said contribution				
For PAKYAW Approval/Authority from the Chancellor to enter to Pakyaw (applicable to labor services) per Memo No. CAS 11-048 dated 29 November 2011 Three (3) Canvass from Pakyaw Groups Certificate of Completion				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to UPD Budget Office	1.1 Receives and Checks the supporting documents	None	5 Minutes	<i>Administrative Aide IV</i> Budget Office



	1.2 Assigns ObR/BUR Number, Stamps Date, and distributes to assigned Budget Officer	None	5 minutes	<i>Administrative Aide IV (ObR) / Administrative Aide VI (BUR)</i> Budget Office
	1.3 Reviews, Evaluates and Records the ObR/BUR	None	25 Minutes	<i>Budget Officer</i> Budget Office
	1.4 Reviews action taken by the budget officer	None	10 Minutes	<i>Division Head</i> Budget Office
	1.5 Certifies as to validity of Obligation/ Utilization and fund availability	None	5 Minutes	<i>Director</i> Budget Office
	TOTAL	None	50 Minutes	

2. Issuance of Budget Clearance on Purchase Request

To identify funding source and establish validity of obligation.

Office or Division:	UPD BUDGET OFFICE	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Units / Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Purchase Request Line Item Budget At least three (3) quotations / canvasses Chancellor's approval if necessary		Requesting Party/Supplier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to UPD Budget Office	Receives and Checks the supporting documents	None	5 Minutes	<i>Administrative Aide IV</i> Budget Office
	Assigns Number, Stamps Date, and forwards to the Director	None	15 Minutes	<i>Administrative Aide IV</i> Budget Office
	Assigns to Budget Officer	None	5 Minutes	<i>Director</i> Budget Office
	Reviews, Evaluates and Recommends	None	1 Day	<i>Budget Officer</i> Budget Office
	Initials/Comments	None	30 Minutes	<i>Division Head</i> Budget Office
	Recommends/ Certifies as to completeness and fund availability	None	5 Minutes	<i>Director</i> Budget Office
	TOTAL:	None	1 Day, 1 Hour	

3. Issuance of Budget Clearance on Letter Request

To identify funding source and establish validity of obligation.

Office or Division:	UPD BUDGET OFFICE	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Units / Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request Must indicate amount requested Justification / Purpose		Requesting Party



Breakdown of expenses				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to UPD Budget Office	Receives Letter Request through e-mail with electronic signature of the Unit Head/s	None	5 Minutes	<i>Administrative Assistant II</i> Budget Office
	Assigns Number and forwards to assigned Budget Officer	None	15 Minutes	<i>Administrative Aide IV</i> Budget Office
	Reviews, Evaluates and Recommends	None	1 Day	<i>Budget Officer</i> Budget Office
	Reviews issued budget clearance	None	30 Minutes	<i>Division Head</i> Budget Office
	Recommends/ Certifies as to completeness and fund availability	None	5 Minutes	<i>Director</i> Budget Office
	TOTAL:	None	1 Day, 1 Hour	

4. Processing of Application for Terminal Leave/Retirement Gratuity Claims for Department of Budget and Management (DBM)

Cash value of a regular employee's accumulated leave credits whether retiring compulsory/optional or deceased.

Office or Division:	UPD BUDGET OFFICE
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Units/ Offices



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) sets of completed/accomplished terminal leave/retirement gratuity requirements set by the Human Resource Development Office – Benefits Section		Human Resource Development Office – Benefits Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to UPD Budget Office	Receives and checks completeness of documents	None	5 Minutes	<i>Administrative Aide IV</i> Budget Office
	Assigns number, stamps date, and forwards to the assigned Budget Officer	None	5 Minutes	<i>Administrative Aide IV (ObR) / Administrative Aide VI (BUR)</i> Budget Office
	Reviews, evaluates, and prepares letter request to DBM	None	30 Minutes	<i>Budget Officer</i> Budget Office
	Endorses letter request	None	5 Minutes	<i>Director</i> Budget Office
	Forwards letter request to the Office of the Chancellor for signature	None	1 Day (Paused Clock)	<i>Administrative Aide III</i> Budget Office
	Receives signed letter request from the Chancellor	None		<i>Administrative Aide IV</i> Budget Office
	Forwards request for funding to System Budget Office for DBM action	None	1 Day (Paused Clock)	<i>Administrative Aide III</i> Budget Office
	Receives funding memo from System Budget Office	None	1 Day (Paused Clock)	<i>Administrative Aide IV</i> Budget Office



	Diliman Budget Office issues budget clearance	None	30 Minutes	Budget Officer Budget Office
	TOTAL:	None	3 Days, 1 Hour, 15 Minutes	

5. Issuance of Budget Clearance on application for availment of Service Recognition Pay (SRP) and Faculty Sick Leave (FSL) Benefits

To issue budget clearance for application of SRP and FSL benefits.

Office or Division:	UPD BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units / Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Service Recognition Pay (SRP) or Faculty Sick Leave (FSL)		Requesting Party		
Service Record		Human Resource Development Office – Copy of Appointment Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to UPD Budget Office	Receives and Checks supporting documents	None	5 Minutes	Administrative Aide IV Budget Office
	Assigns number, Stamps date, and distributes to assigned Budget Officer	None	5 Minutes	Administrative Aide IV Budget Office
	Reviews, Evaluate and Process the Application	None	10 Minutes	Budget Officer Budget Office



	Reviews/Initials	None	5 Minutes	<i>Division Head</i> Budget Office
	Signs the application	None	5 Minutes	<i>Director</i> Budget Office
	TOTAL:	None	30 Minutes	



Diliman Cash Office (DCO)

Internal Services



1. Releasing of Check(s) to Individual

Releasing of check/s to individual as payment for Salaries, Cash Advances, Honoraria, Grants, etc.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Faculty and Staff, REPS, UP Contractual, Lecturers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If the Check/s will be claimed by the Payee: 1.UP Identification Card (ID) or any Government Issued ID.		GSIS, SSS, Pag-IBIG, LTO, DFA, BIR, Post Office, Professional Regulation Commission and UP OUR		
If the check/s will be claimed by a representative: 1.Authorization Letter to claim check duly signed by the payee or Special Power of Attorney (SPA) 2.ID of Payee (Original & photocopy) 3.ID of Authorized Representative (Original & photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If claimant is the Payee: Presents valid Identification Card (ID) 1.1. If claimant is not Payee: Presents requirements	1. Reviews and verifies documents / Identification 1.1. Releasing staff pulls out check/s from the check bin. 1.2. Pulls out Warrant Registry & Disbursement Voucher(DV) if still available.	None	5 Minutes	<i>Check Releasing Personnel Check Releasing</i>
2. Payee signs on Warrant Register and DV if still available 2.1.Receives check(s)	2. Presents appropriate Warrant Registry and Disbursement Voucher (DV) (if still available) to payee / authorized	None	5 Minutes	<i>Check Releasing Personnel</i>



	representative for signature on the "Received by" portion. 2.1 Releases Check/s to the payee / authorized representative			Check Releasing
TOTAL:		None	10 Minutes	

2. Releasing of PLDT, Bayantel, Globe, Smart, GSIS, DOST (PCIIRD, BMR, MERF, PCAARD, etc.), Checks Payable to Unit's/Colleges Trust Account etc.

Releasing of check/s as payment of bills for services and utilities, settlement of unused/un-utilized funds from other Government agencies.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Government / Government to Business			
Who may avail:	UP Diliman Colleges, Units, Departments, Institutes and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Authorized Representative of the Unit/College/Office: Submits the following documents: a. Duly signed Authorization Letter from Unit Head/College Head b. Identification Card (ID) of Authorizing Person (Original & photocopy) c. ID of Authorized Representative(Original & photocopy)		1. Unit /College/Department Head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Authorized Representative: Submit the following documents:</p> <p>a. Duly signed Authorization Letter from Unit Head / College Admin Officer</p> <p>b. ID of Authorizing Person (Original & photocopy)</p> <p>c. ID of Authorized (Original & photocopy)</p> <p>1.1. Authorized Representative signs on Warrant Register and DV</p>	<p>1.Receives & verifies documents for completeness</p> <p>1.1. Presents to authorized representative the appropriate Warrant Registry and Disbursement Voucher (DV) if still available for his/her acknowledgement signature.</p> <p>1.2. Presents & informs Authorized Representative to fill out the Promissory Note</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Check Releasing Personnel Check Releasing</i></p>
<p>2. Accomplished and Signs Promissory Note (Promise to return /submit to UPD Cash Office the Official Receipt/required supporting documents within fifteen days)</p>	<p>2. Receives & verifies Promissory Note indicating the documents that he/she will submit to the Cash Office or Accounting Office within the prescribed period as indicated on the Promissory Note and records on the List of Promissory Notes</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Check Releasing Personnel Check Releasing</i></p>
<p>3. Receive Check(s) and Copy of Promissory Note</p>	<p>3.Releases Check/s & Copy of Promissory Note to Authorized Representative</p>	<p>None</p>		<p><i>Check Releasing Personnel Check Releasing</i></p>
<p>4. Submits Official Receipts and the supporting documents indicated on the</p>	<p>4. Receives Official Receipts and other supporting documents</p>	<p>None</p>		<p><i>Check Releasing Personnel</i></p>



Promissory Note Within 15 days from the date claimed	and attaches the same to the DV.			Check Releasing
TOTAL:		None	20 Minutes	

3. Releasing of Procurement Service Checks to Unit/College Representative

Releasing of checks as payment of supplies & equipment for purchases from PS-DBM).

Office or Division:	UP Diliman Cash Office (UPDCO)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Colleges, Units, Departments, Institutes and Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Authorized Representative: Submit the following documents: 1. Duly signed Authorization Letter from Unit/College/Department Head 2. Identification Card (ID) of Authorizing Person (Original & photocopy) 3. ID of Authorized (Original & photocopy)		1. Unit/College/Department Head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized Representative: Submit the following documents: a. Duly signed Authorization Letter from Unit Head / College/ Office Head b. ID of Authorizing Person	1. Receives & verifies documents submitted for completeness. 1.1. Presents to the authorized representative for his/her acknowledgement signature the appropriate Warrant Registry and	None	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing



<p>(Original & photocopy)</p> <p>c. ID of Authorized Representative (Original & photocopy)</p> <p>1.1. Authorized Representative signs on Warrant Register and DV</p>	<p>Disbursement Voucher (DV) if still with the Cash Office</p> <p>1.2. Presents & informs Authorized Representative to fill out the Promissory Note</p>			
<p>2. Duly Accomplished Promissory Note (Promise to return/submit to Cash Office the Official Receipt/required supporting documents within fifteen days)</p>	<p>2. Receives & verifies Promissory Note indicating the documents that he/she will submit to the Cash Office or Accounting Office within the prescribed period indicated on the Promissory Note.</p> <p>Records on the List of Promissory Notes</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Check Releasing Personnel Check Releasing</i></p>
<p>3. Receive Check(s) and Copy of Promissory Note</p>	<p>3. Releases Check/s & Copy of Promissory Note to the Authorized Representative</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Check Releasing Personnel Check Releasing</i></p>
<p>4. Authorized Representative Returns Official Receipts, IAR, ICS/PAR, SPS & other documents within 15 days from the date claimed</p>	<p>4. Receives Official Receipts, IAR, ICS/PAR, SPS & other documents and attaches the same to the DV</p>	<p>None</p>		<p><i>Check Releasing Personnel Check Releasing</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>20 Minutes</p>	



4. Cancellation / Replacement of Checks (Next of Kin)

Process request for replacement of check/s originally payable to a deceased employee to be change to the designated Next of Kin.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty & Staff, REPS, UP Contractual, All Individual, Next of Kin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Cancellation and Replacement of Check		1. Requesting Party		
2. Copy of Designation of Next of Kin		2. From the Office of the Chancellor – UP Diliman		
3. Photocopy of Waiver of Quit Claim		3. From the other bona-fide beneficiaries.		
4. Actual Check(s) to be replaced		4. UPD Cash Office Check Releasing Section / Payee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request and other documents required.	1. Receives Letter Request together with the original check 1.1 Verifies and checks documents if complete. Informs Payee of the Process of Replacement involving Accounting Office. 1.2. Prepares file copy and forwards documents to Accounting Office for processing of replacement.	None	10 Minutes	<i>Check Releasing Personnel Check Releasing</i>
TOTAL:		None	10 Minutes	



5. Replacement of Stale Check(s)

Process request for reissuance/replacement of staled (6 months old outstanding) check/s.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty & Staff, REPS, UP Contractual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Actual Stale Check if the check is with the Payee.		1.UPD Cash Office Check Releasing Section / Payee		
2.Letter of Request for Replacement if the check was already reported & submitted to UPD Accounting Office/COA		2.Requesting Party		
3. Check Replacement Form (CRF)		3.UPD Cash Office Check Releasing Section		
4. Official Receipt for Php 50.00 check replacement fee.		4.UPD Cash Office Collection Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. If the check is with the payee Present Actual Stale Check and Letter Request for replacement. 1.b..If the check is not with the payee Request for photocopy of the corresponding Report of Stale Checks and Letter Request for replacement..	1. Receives stale check/s, OR and letter request if any or photocopy the corresponding Report of Stale Checks, submitted to UPD Accounting Office / COA if the check was not claimed by the payee. Provides payee with the Check Replacement Form (CRF). Informs the payee to fill-out the form.	PHP 50.00 for the check replacement fee.	10 Minutes	Check Releasing Personnel Check Releasing
2. Fill out Check Replacement Form and secure Official Receipt (OR) by	2. Receives duly accomplished CRF, OR informs payee of the Process of Replacement	None	2 Minutes	Check Releasing Personnel



paying Php50.00 as check replacement fee.	involving Accounting Office. 2.1. Prepares receiving copy of CRF and forwards it together with the original stale check (or certified photocopy of Report of Stale Check), OR to UPD Accounting Office for Processing of Replacement. 2.2. Files CRF.			Check Releasing
TOTAL:		PHP 50.00	20 Minutes	

6. Facilitates Request for Stop Payment & Process Replacement for Lost/Un-Negotiated Check

Facilitates requests for Stop-Payment and process requests for reissuance/replacement of Lost/Un-Negotiated check(s).

Office or Division:	UP Diliman Cash Office (UPDCO)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Faculty and Staff, REPS, UP Contractual.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Affidavit of Loss	1. Attorney (Notary public)		
2. Letter Request for Stop Payment and Replacement	2. Requesting Party		
3. Official Receipt (Php50.00 Payment for Check Replacement)	3. UPD Cash Office Payment Counters		
4. Payment of Php200.00 for check Stop Payment	4. Landbank of the Philippines		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.a. Submits Letter Request, Affidavit of Loss and Official Receipt</p> <p>1.b. Secure Official Receipt (OR) by paying Php50.00 as check replacement fee.</p>	<p>1.Receives and verifies documents and OR.</p> <p>1.1.Pre pares Stop Payment Form (SPF).</p>	<p>PHP 50.00 for the check replacement fee.</p>	<p>5 Minutes</p>	<p><i>Check Releasing Personnel</i> Check Releasing</p>
	<p>1.2.Director signs SPF.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Director</i> UPDCO</p>
	<p>1.3.Forwards SPF to OVCA for counter signature</p>	<p>None</p>	<p>2 Days</p>	<p><i>Administrative Aide III</i> UPDCO</p>
	<p>1.4. Vice Chancellor for Administration signs SPF</p>	<p>None</p>		<p><i>Vice Chancellor for Administration</i> OVCA</p>
	<p>1.5. OVCA forwards the same documents back to Cash Office</p>	<p>None</p>		<p><i>Administrative Aide III</i> UPDCO</p>
<p>2. Pays Stop Payment Fee to the bank.</p>	<p>2. Informs Payee to Pay Stop Payment Fees to the bank.</p>		<p>2 Minutes</p>	<p><i>Check Releasing Personnel</i> Check Releasing</p>
<p>3. Receives OR for the Bank Stop Payment Fee</p>	<p>3. Prepares receiving copy together with the payments and forwards the said documents to the bank.</p> <p>Bank issues Official Receipt (OR) for the Stop Payment fee</p>		<p>10 Minutes</p>	<p><i>Check Releasing Personnel</i> Check Releasing</p>



	Cash Office forwards OR to payee. Inform Payee of the Process			
	3.2. Bank Process Stop Payment Request and verifies if check/s were negotiated or not. Bank Validates and certifies then return to Cash Office for check replacement	None	5 Days	<i>Bank Personnel Authorized Depository Bank</i>
	3.3. Receives validated SPF, OR, Letter of Request for Replacement & Affidavit of Loss	None	1 Minute	<i>Check Releasing Personnel Check Releasing</i>
	3.4. Prepares receiving copy of validated /verified SPF and forwards it together with other documents to Accounting Office for processing	None	5 Minute	<i>Check Releasing Personnel Check Releasing</i>
	TOTAL:	PHP 50.00	7 Days & 25 Minutes	



7. Process requests for Change of Name of Payee/employee or Misspelled Name indicated on the DV

Process requests for cancellation and replacement of check to correct or change Payee's (employees') misspelled name.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Staff, REPS, UP Contractual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Replacement of Name and Replacement of Check(s)		1. Requesting Party		
2. Actual Check if the check is with the Payee.		2. UPD Cash Office Check Releasing Section / Payee		
3. Official Receipt (Php50.00 Payment for Check Replacement)		3. UPD Cash Office Payment Counters		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Request for Cancellation of check together with the original check. Vis a 1.1 After the check was stamped "CANCELLED" submits Letter request for replacement of cancelled check from the Originating Unit/College together with the original cancelled check.	1.Receives and verifies Letter of Request for Cancellation and Letter request for Replacement of the cancelled check	PHP 50.00 for replacement Fee	10 Minutes	<i>Check Releasing Personnel</i> Check Releasing
	1.2. Informs Payee of the processing involving Accounting Office			
	1.3. Updates Warrant Registry to effect and records the cancellation			
	1.4. Prepares file copy of the document and forwards to	None	5 Minutes	<i>Check Releasing Personnel</i>



	Accounting Office for reprocessing of DV together with the original copies of the supporting papers.			Check Releasing
TOTAL:		PHP 50.00	15 minutes	

8. Collection of Fees – Miscellaneous Fees paid through the Diliman Cash Office Collection System

Collection of payment for Miscellaneous and other fees for Extension Services of Units/Colleges by UP Employees/Offices.

Office or Division:	UP Diliman Cash Office (UPDCO)		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Units/Offices/Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Modes of Payment - Cash - Manager's/Cashier's Check	Requesting Party		
Duly assessed and accomplished respective Form stated below:			
Return of Overpayment of Salaries, Honoraria and other claims – Bill/Order of Payment	Diliman Accounting Office		
2.2 Tax withheld from Project Personnel – Bill/Order of Payment			
2.3 Certification of Lost Receipt – Bill/Order of Payment			
2.4 Permit to Repair Self Built Unit (SBU) – Bill/Order of Payment	Office of Community Relation (OCR)		
2.5 Purchase of Office Supplies from Central Storeroom –Requisition and Issue Slip(RIS)	Supply and Property Management Office(SPMO)		
2.6 Car Sticker – Bill/Order of Payment	Office of the Vice-Chancellor for Community Affairs (OVCCA)		
2.7 Replacement of Stale Checks –Stale Check Replacement Form	Diliman Cash Office		
2.8 Extramural Classes – Bill/Order of Payment	College of Social Sciences and Philosophy (CSSP)/		



		College of Arts and Letters (CAL)		
2.9 Utilities (Electricity and Water) – Bill/Order of Payment / Statement of Account (SOA)		Office of the Vice Chancellor for Planning and Development (OVCPD)		
2.10 Rental Fee – Housing/Office Space/Lot/Facilities/Equipment/Vehicles /Accommodation Fees –Bill/Order of Payment/Statement of Account(SOA)		College/Unit/Office concerned		
2.11 PLDT Toll Fees –Bill/Order of Payment				
2.12 Seminar / Training Fees – Bill/Order of payment				
2.13 Return of Unused Cash Advance and Financial Assistance –Bill/Order of Payment /Liquidation Report		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to UPD Cash Office and presents duly accomplished Bill/Order of Payment / Statement of Account (SOA) (Form)	Receives duly accomplished Bill/Order of Payment / Statement of Account (SOA). Verifies completeness of information and signatures. Provides feedback.		5 Minutes	<i>Cashier</i> Collection and Deposit Section
Pays the amount indicated on the Form.	Receives payment, counts monies and /or verifies cheques. Provides feedback.	Assessed Amount	5 Minutes	<i>Cashier</i> Collection and Deposit Section
Receives original copy of Official Receipt, verifies printed OR if it tallies with the actual amount paid and counts change if any before leaving the counter.	Enters data on the Collection System. 3.1 Prints and issues original copy of Official Receipt to the payee together with the change, if any. 3.2 Retains Cashier's and COA's copies of the OR for submission to COA through the UPD Accounting Office.		5 Minutes	<i>Cashier</i> Collection and Deposit Section
TOTAL:		Assessed Amount	15 Minutes	



9. Collection from Remittance of Special Collecting Officer (SCO) of different Units/Offices/Colleges

Accepts remittances of collections made by SCO of different Units/Offices/Colleges to UPD Cash Office

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices/College's SCO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Modes of Payment - Cash - Manager's/Cashier's Check		Requesting Party		
Duly accomplished Summary of Collection		Requesting Party(SCO)		
Triplicate copies of Issued Official Receipts				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to UPD Cash Office and presents duly accomplished Summary of Collection and triplicate copies of issued ORs. (Summary)	Receives duly accomplished Summary of Collection and triplicate copies of issued ORs. Verifies completeness of information to ensure that the triplicate copies of ORs tally with the Summary of Collections. Provides feedback.		5 Minutes	<i>Cashier</i> Collection and Deposit Section
Pays the amount indicated on the form.	Counterchecks by computing the totals of the triplicate copies of OR's issued by SCO vs Summary totals, counts money and/or verifies cheques Provides feedback.	Assessed Amount	10 Minutes	<i>Cashier</i> Collection and Deposit Section
Receives original copy of Official Receipt and triplicate copy of issued ORs. Verifies if data and amount	Enters data on the Collection System. 3.1 Prints and issues original copy of Official Receipt to the SCO.		5 Minutes	<i>Cashier</i> Collection and Deposit Section



printed in the OR tallies with the actual remittance made.	3.2 Retains Cashier's and COA's copies of the OR for submission to COA through the UPD Accounting Office.			
TOTAL:		Assessed Amount	20 Minutes	

10. Issuance of Official Receipts (OR's) for all bank remittances made by other government offices covered by List of Due and Demandable Accounts Payable - Authority to Debit an Account (LDDAP-ADA) and Wire/Bank Transfers

Issuance of Official Receipt for LDDAP-ADA, bank remittances (domestic and foreign) for payments made by other government offices.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Highly Technical (HT)			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices/Project/Program Leaders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request to Issue Official Receipt (OR) with endorsement by Program/Project Leader/Director/Dean/Head of Office		Requesting Party		
LDDAP Form/Receipt of Online/Wire Transfer (Foreign / Domestic)		Respective Payors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to UPD Cash Office, submits Letter of Request for Issuance of OR together with other requirements	Receives and checks Letter of Request together with the attachments. Verifies completeness of information. Provides feedback.	None	5 Minutes	<i>Receiving Counter</i> UPDCO
	1.2 Prepares request for Bank Confirmation from Authorized Depository Bank for signature of the Director. Director signs Request.	None	5 Minutes	<i>Cashier</i> Collection and Deposit Section



	1.3 Sends Request for Confirmation to the Bank.	None	15 Days	Bank Personnel Authorized Depository Bank
	1.4 Upon receipt of Bank Confirmation, verifies the remittance against Bank Statement.	None	5 Minutes	Cashier Collection Section
Receives the original copy of Official Receipt, verifies if data an amount printed in the OR tallies with the Letter Request.	Prints and issues OR and ensures that the OR is received by Unit/College/Office/Project/Program/Project Leader concerned. 2.1 Retains Cashier's and COA's copies of the OR for submission to COA through the UPD Accounting Office.	None	5 Minutes	Cashier Collection Section
TOTAL:		None	15 Days, 20 Minutes	

11. Issuance of Certification for verification of deposits made directly to the Authorized Depository Bank.

Issuance of Certification to verify direct deposits made to UP Diliman upon request and presentation of bank validated deposit slip by Units/Colleges/Offices concerned.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices/Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request with endorsement from Program/Project Leader/Director/Dean/Head of Office		Requesting Party		
Validated Deposit Slip (photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to UPD Cash Office and submits	Receives and checks Letter Request together with the attachments. Verifies	None	5 Minutes	Cashier Collection Section



a) Letter Request for Verification of Deposit b) Validated Deposit Slip (Letter Request)	completeness of information. Provides feedback.			
	1.2 Verifies the deposit made against Bank Statement.	None	5 Minutes	Cashier Collection Section
Receives duly signed Certification of Deposit.	Prepares Certification of Deposit for signature of the Director. Director signs certification. 2.1 Issues Certification to the requesting party.	None	5 Minutes	Cashier Collection Section
TOTAL:		None	15 Minutes	

12. Endorsement to the Bank for Outgoing Telegraphic Transfer (OTT)

Process requests from Units/Colleges, Heads, Deans, Directors, Project/Program Leader for Endorsement to the Bank to sign Outgoing Telegraphic Transfer to pay foreign procurement.

Office or Division:	UP Diliman Cash Office (UPDCO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Units/Colleges, Heads, Deans, Directors, Project/Program Leader			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for endorsement to sign OTT documents		Units/Colleges, Heads, Deans, Directors, Project/Program Leader		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Presents Request letter for Endorsement to the bank to sign documents (Letter Request) for OTT.</p>	<p>1 Receives and verifies Letter Request from Units/Colleges, Heads, Deans, Directors, Project/Program Leader.</p>	<p>None</p>	<p>5 minute</p>	<p><i>Administrative Officer</i> RADA and Online Payment Section</p>
	<p>1.1 Prepares Endorsement Letter to the Bank for signature of the Vice Chancellor for Administration and Referral Slip for signature of the Director</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Officer</i> RADA and Online Payment Section</p>
	<p>1.2 Checks the Endorsement Letter and signs the Referral Slip.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Director</i> UPDCO</p>
	<p>1.3 Forwards the Letter Request and Referral Slip to the OVCA for the signature of Vice Chancellor for Administration.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Officer</i> RADA and Online Payment Section</p>
	<p>1.4 VCA signs the endorsement letter.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Vice Chancellor for Administration</i> OVCA</p>
	<p>1.5 Receives Endorsement Letter from OVCA and informs the Unit/College that the Endorsement Letter is ready for pick up.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Officer</i> RADA and Online Payment Section</p>



Receives Endorsement Letter	2. Issues Endorsement Letter to the Requesting Party	None	5 minutes	<i>Administrative Officer RADA and Online Payment Section</i>
TOTAL:		None	1 Day & 37 minutes	



Human Resource Development Office (HRDO)

Internal Services



1. Processing of Original Promotion/Reemployment/Reclassification/Transfer/ Reappointment (UP Contractual-Permanent) for Administrative Personnel

Request of Unit/College for Original appointment (initial entry into the career or non-career service); Promotion (the advancement of a career employee from one position to another with an increase in duties and responsibilities as authorized by law and usually accompanied by an increase in salary); Reemployment (the appointment of a person who has been previously appointed to a position in the government service but was separated); Reclassification (from faculty-administrative, REPS-administrative); Transfer (the movement of employee from one position to another which is of equivalent rank, level or salary without gap in the service); and Reappointment (the issuance of an appointment as a result from temporary to permanent).

Office or Division:	Human Resource and Recruitment Division - Appointment Section
Classification:	Highly Technical
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)
Who may avail:	UP Diliman Units/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For Original, Reemployment, Reclassification, Reappointment</u>	
Duly accomplished Blue Basic Paper (HRDO B-2), (1 copy)	HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/77/processing-of-appointment-for-administrative-personnel
Justification for hiring	
Matrix of evaluation of applicants (Memo No. CAS-11-040)	Requesting Party
Personal Data Sheet (CSC Form 212, Revised 2017), (3 original copies) <i>with passport size picture taken within the last (6) months and Work Experience Sheet for those with required relevant experience.</i>	
Certificate of eligibility/rating/license to positions requiring licenses or involving practice of profession (2 Original Copy of the Authenticated Certificate) Valid licenses issued by authorized regulatory agencies	Requesting Party – CSC
Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (3 original copies)	Requesting Party - UHS



<p>Neuropsychiatric exam (APPLICABLE TO POSITIONS W/C INVOLVE THE MAINTENANCE OF PEACE AND ORDER AND THE PROTECTION OF LIFE AND PROPERTY)</p> <p>Certificate of Trainings for the Last 5 years (Certified Photocopy)</p> <p>Transcript of Records (Original / 1 certified true copy from the School)</p> <p>Diploma (Original / 1 certified true copy from the School)</p> <p>NBI Clearance (Original copy)</p> <p>Marriage contract/Certificate duly authenticated by the PSA, if married</p> <p>Birth Certificate duly authenticated by the PSA</p> <p>Medical Certificate issued by a licensed government physician (1 copy) Blood Test, Urinalysis, Chest X-ray, Drug Test, Psychological Test</p> <p>Statement of Assets and Liabilities (3 copies)</p> <p style="text-align: center;"><u>For Promotion and Transfer</u></p> <p>Duly accomplished Blue Basic Paper (HRDO B-2), (1 copy)</p> <p>Justification letter</p> <p>Matrix of evaluation of applicants (Memo No. CAS-11-040)</p> <p>Personal Data Sheet (CSC Form 212, Revised 2017), (3 original copies) with passport size picture taken within the last (6) months and Work Experience Sheet for those with required relevant experience.</p> <p>Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (3 original copies)</p>	<p>Requesting Party – University/College</p> <p>Requesting Party – NBI</p> <p>Requesting Party - PSA</p> <p>Requesting Party - PSA</p> <p>Requesting Party - UHS</p> <p>HRDO Website (hrdo.upd.edu.ph)</p> <p>HRDO link</p> <p>https://hrdo.upd.edu.ph/articles/77/processing-of-appointment-for-administrative-personnel</p> <p>Requesting Party</p> <p>Requesting Party – CSC</p>
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<p>Certificate of eligibility/rating/license to positions requiring licenses or involving practice of profession (2 Original Copy of the Authenticated Certificate) or Valid licenses issued by authorized regulatory agencies</p> <p>Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (3 original copies)</p> <p>Certificate of Trainings for the Last 5 years (Certified Photocopy)</p> <p>Transcript of Records (Original / 1 certified true copy from the School)</p> <p>Diploma (Original / 1 certified true copy from the School)</p> <p>Latest Performance Rating</p> <p>Approved transfer from former Office</p> <p><u>ADDITIONAL REQUIREMENTS FOR THE RELEASE OF SIGNED APPOINTMENT PAPERS</u></p> <p>Certificate of Assumption to Duty (3 original copies)</p> <p>Oath of Office (3 original copies)</p>		<p>Requesting Party – University/College</p> <p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for original/promotion/reemployment/ reappointment (UP Contractual-Permanent) with complete documentary attachments through electronic submission at hrdo.appointment.reco</p>	<p>Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack sheet) and Document Tracking System (DTS)</p> <p>Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph	documentary requirements to the concerned Analyst			
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements.</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of the BP recommendation and validates submitted documentary requirements, if compliant.</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements (for reemployment, reclassification, reappointment and promotion)</p>	None	5 Days	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>1.2.3 Prepares template letter for School verification and Eligibility validation and sends request letter through electronic mail and/or courier</p> <p>1.2.4 Encodes summary of agenda for HRMPSB meeting and attaches copy of evaluation matrix of applicants, Justification for Hiring, Approved Authority to Fill, CSC publication, HRDO Bulletin of Vacant Position and HRDO referral letter. Merged PDF copy of the above-mentioned requirements Inform Unit/College on the scheduled HRMPSB Zoom meeting through electronic mail</p> <p>1.2.5 Forwards above mentioned documents (hard copy/electronic)</p>			
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	<p>c merged copy) to HRMPSB Secretariat for inclusion in the HRMPSB agenda</p> <p>SCHEDULE OF HRMPSB MEETING IS EVERY 1st and 3rd FRIDAY OF THE MONTH</p> <p>**If recommendation is endorsed, HRMPSB Secretariat encodes HRMPSB action in the summary of agenda, and indicates personnel clearance in box no. 15 of the BP recommendation, proceed to step 1.2.6</p> <p>**If recommendation is deferred, prepares referral letter with DTS in PDF file and send to the Unit/College concerned through electronic mail</p> <p>1.2.6 HRMPSB Secretariat forwards scanned copy of BP to Diliman Budget Office for request of online budget clearance</p>			
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	1.2.7 Prepares checklist of KSS appointment and attaches to the BP recommendation, forwards to the Division Chief			
	1.3 Division Chief (DC) signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel	None	1 Day	Chief Administrative Officer (Division Chief) Appointment Section HRDO
	1.4 Updates data in the Docutrack sheet and DTS 1.4.1 Forwards BP recommendation to the HRDO Directors Office for signature	None	30 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.5 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	Director HRDO
	1.6 Receives signed BP recommendation from the HRDO Director and updates data in the Docutrack sheet and DTS 1.6.1 Forwards the same to the	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO



	Office of the Vice Chancellor for Administration for signature			
	1.7 Vice-Chancellor signs in box no. 16 1.7.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Pause-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Administration
	1.8 Chancellor signs in box no. 17 1.8.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO.	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.9 Receives signed BP recommendation and updates data in the Docutrack sheet, DTS and forwards to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.10 Analyst types KSS appointment (only if the school, eligibility, and other requirements have been submitted for verification) 1.10.1 Encodes/ updates personnel details in the SQL database, e-PSIPOP, and	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>DBM-PSIPOP</p> <p>1.10.2 Attaches copy of online budget clearance to the BP recommendation</p> <p>1.10.3 Forwards (4) copies of KSS appointment to SC for final review</p>			
	<p>1.11 SC reviews details in the KSS appointment and forwards to DC for signature at the back of the KSS appointment</p> <p>1.11.1 DC signs appointment and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.12 Receives KSS appointment and updates data in the Docutrack gsheets, DTS and forwards KSS appointment to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.13 HRDO Director affixes initial in</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>



	<p>the KSS appointment and forwards the same to Receiving and Releasing Personnel at the HRDO</p>			
	<p>1.14 Receives KSS appointment and updates data in the Docutrack gsheet, DTS and forwards the same to the Appointing Authority</p> <p>for SG 1-17= OVCA for SG 18 and above and all contractual appointment = OC</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.15 VCA signs at the front and back page of the KSS appointment (SG 1-17) and forwards back to the Receiving and Releasing Personnel at the HRDO;</p> <p>1.15.1 VCA signs at the back page of the KSS appointment of SG 18-above and contractual appointment and forwards the same to the Office of</p>	None	3 Days (Pause-Clock)	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Administration</p>



	the Vice Chancellor			
	<p>1.16 Appointing Authority signs at the front page of the KSS appointment</p> <p>1.16.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1.17 Receives signed copies of KSS appointment and updates data in the Docutrack gsheet and DTS</p> <p>1.17.1 Forwards the same to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
2. Appointee receives photocopy of KSS appointment, Certificate of Assumption to Duty and Oath of Office	<p>Analyst informs the Unit that KSS appointment is ready for signature</p> <p>2.1 Appointee signs at the back page of the KSS appointment and receives photocopy of KSS appointment, signed Certificate of Assumption to Duty and Oath of Office to appointee</p> <p>2.1.1 Prepares 2 sets of</p>	None	10 Minutes	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	<p>Appointment Transmittal and Action Form (ATAF) with attached KSS appointments, PDS, PDF, verified CSC/PRC eligibility or copy of request letter for CSC/PRC verification, Oath of Office, Certificate of Assumption to Duty for submission to the CSC Field Office.</p> <p>2.1.2 Forwards photocopy/electronic copy of appointment to Recruitment Section, Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping</p>			
	<p>TOTAL</p>	<p>None</p>	<p>29 Days, 3 Hours, 40 Minutes</p>	



2. Processing of Reappointment (change of status from Temporary MC 11, Category II to Permanent) for Administrative Personnel under MC 11, Category II) and Renewal of Appointment for Administrative Personnel under MC 11, Category II)

The issuance of appointment from temporary to permanent upon acquiring the appropriate CSC MC 11, Category II eligibility and the renewal of temporary appointment upon expiration of the appointment or subsequent appointment. A temporary appointment may be renewed in the absence of an applicant who meets all the qualification requirements of the position as certified by the appointing authority and provided that the performance rating of the employee is at least Satisfactory.

Office or Division:	Human Resource and Recruitment Division - Appointment Section
Classification:	Highly Technical
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)
Who may avail:	UP Diliman Units/Offices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p><u>For Reappointment (Temporary-Permanent)</u> <u>MC 11, Category II</u></p> <p>Duly accomplished Basic Paper (HRDO B-2), (copy)</p> <p>Justification for hiring</p> <p>Personal Data Sheet (CSC Form 212, Revised 2017), (3 original copies) with passport size picture taken within the last (6) months and Work Experience Sheet for those with required relevant experience.</p> <p>Certificate of eligibility/rating/license to positions requiring licenses or involving practice of profession (2 Original Copy of the Authenticated Certificate) or Valid licenses issued by authorized regulatory agencies</p> <p>Position Description Form (DBM-CSC Form No</p>	<p>HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/77/processing-of-appointment-for-administrative-personnel</p> <p>Requesting Party</p> <p>Requesting Party - CSC</p>



<p>1, Rev Ver. No. 1, s.2017), (3 original copies)</p> <p>Latest 2 Performance Rating</p> <p><u>Reappointment (Renewal) MC 11, Category II</u></p> <p>Duly accomplished Basic Paper (HRDO B-2), (1 copy)</p> <p>Justification for hiring</p> <p>Matrix of evaluation of applicants (Memo No. CAS-11-040)-EXCEPT FOR REAPPT.</p> <p>Personal Data Sheet (CSC Form 212, Revised 2017), (3 original copies) with passport size picture taken within the last (6) months and Work Experience Sheet for those with required relevant experience.</p> <p>Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (3 original copies)</p> <p>Latest 2 Performance Rating</p> <p>ADDITIONAL REQUIREMENTS FOR THE RELEASE OF SIGNED APPOINTMENT PAPERS</p> <ul style="list-style-type: none">● Certificate of Assumption to Duty (3 original copies)● Oath of Office (3 original copies)		<p>HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/77/processing-of-appointment-for-administrative-personnel</p> <p>Requesting Party</p> <p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for reappointment (UP Contractual/ Temporary-Permanent), renewal</p>	<p>1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



<p>(MC11) with complete documentary attachments through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph</p>	<p>Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst</p>			
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of the BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.3 Prepares template letter for School verification and Eligibility validation and sends request letter through electronic mail and/or courier (Reappointment)</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	<p>1.2.4 Prepares template letter for School verification (if not yet verified) (Renewal)</p> <p>1.2.5 Indicates personnel clearance in box no. 15 of the BP recommendation and forwards scanned copy of the BP for request of online budget clearance to the Diliman Budget Office</p> <p>1.2.6 Prepares checklist of KSS appointment and attached to the BP recommendation (renewal)</p>			
	<p>1.3 Division Chief (DC) signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.4 Receives BP recommendation and updates data in the Docutrack gsheets and DTS</p> <p>1.4.1 Forwards BP recommendation to the HRDO Directors Office for signature</p>	None	30 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>



	Releasing Personnel at the HRDO			
	1.6 Receives signed BP recommendation and updates data in the Docutrack gsheets and DTS 1.6.1 Forwards the same to the Office of the Vice Chancellor for Administration for signature	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.7 Vice-Chancellor signs in Box No. 16 1.7.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Pause-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Administration
	1.8 Chancellor signs in Box No. 17 1.8.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.9 Receives signed BP recommendation and updates data in the Docutrack gsheets and DTS and forwards to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.10 Analyst types KSS appointment (only if the school, eligibility, and other requirements have been submitted for verification) 1.10.1 Encodes/updates personnel details in the SQL database	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>1.10.2 Attaches copy of online budget clearance to the BP recommendation</p> <p>1.10.3 Forwards (4) copies of KSS appointment to SC for final review</p>			
	<p>1.11 SC reviews details in the KSS appointment and forwards to Division Chief for signature at the back of the KSS appointment</p> <p>1.11.1 DC signs appointment and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	1.12 Receives KSS appointment, updates data in the Docutrack gsheets, DTS and forwards the same to the HRDO Directors Office	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	1.13 HRDO Director affixes initial in the KSS appointment and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>1.14 Receives KSS appointment, updates data in the Docutrack gsheets, DTS and forwards the same to the Appointing Authority</p> <p>for SG 1-17= OVCA for SG 18 and above = OC</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	<p>1.15 VCA signs at the front page of the KSS appointment</p> <p>1.15.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Administration</p>
	<p>1.16 Appointing Authority signs at the front page of the KSS appointment</p> <p>1.16.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1.17 Receives signed copies of KSS appointment and updates data in the Docutrack gsheet and DTS</p> <p>1.15.1 Forwards the same to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
<p>2. Appointee receives photocopy of KSS appointment, Certificate of Assumption to Duty and Oath of Office</p>	<p>2. Analyst informs the Unit that KSS appointment is ready for signature</p> <p>2.1.1 Appointee signs at the back page of the KSS appointment and receives photocopy of KSS appointment, signed Certificate of Assumption to Duty and Oath of Office to appointee.</p> <p>2.1.1 Prepares 2 sets of Appointment</p>	None	10 Minutes	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	Transmittal and Action Form (ATAF) with attached KSS appointments, PDS, PDF, verified CSC/PRC eligibility or copy of request letter to CSC/PRC for verification, Oath of Office, Certificate of Assumption to Duty for submission to the CSC Field Office.			
	3. Forwards photocopy/electronic copy of KSS appointment to Recruitment Section, Benefits Section, Diliman Accounting Office and IMS for safekeeping	None	15 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	29 Days, 4 Hours, 55 Minutes	

3. Processing of Original/Promotion/Reemployment/Reclassification/Transfer/Change of Status (Temporary-Permanent) Appointment for REPS Personnel

The REPS are members of the academic, non-teaching staff of the University who are in research and extension offices/institutes.

Original appointment (initial entry into the career or non-career service); Promotion (the advancement of a career employee from one position to another with an increase in duties and responsibilities as authorized by law and usually accompanied by an increase in salary); Reemployment (the appointment of a person who has been previously appointed to a position in the government service but was separated); Reclassification (from faculty-administrative, REPS-administrative); Transfer (the movement of employee from one position to another which is of equivalent rank, level or salary without gap in the service); and Reappointment (the issuance of an appointment as a result from temporary to permanent).

Office or Division:	Human Resource and Recruitment Division - Appointment Section
Classification:	Highly Technical
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)



Who may avail:	UP Diliman Units/Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>For Original, Reemployment, Transfer</u></p> <p>Duly accomplished Green Basic Paper (HRDO B-1) (1 copy)</p> <p>Justification for hiring</p> <p>Matrix of evaluation of applicants (Memo No. CAS-11-040)</p> <p>Personal Data Sheet (CSC Form 212, Revised 2017), (2 original copies) <i>with passport size picture taken within the last (6) months and Work Experience Sheet for those with required relevant experience.</i></p> <p>Certificate of eligibility/rating/license to positions requiring licenses or involving practice of profession (1 Original Copy of the Authenticated Certificate) Valid licenses issued by authorized regulatory agencies</p> <p>Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (1 original copy)</p> <p>Neuropsychiatric exam (APPLICABLE TO POSITIONS W/C INVOLVE THE MAINTENANCE OF PEACE AND ORDER AND THE PROTECTION OF LIFE AND PROPERTY)</p> <p>Certificate of Trainings for the Last 5 years (Certified Photocopy)</p> <p>Transcript of Records (Original / 1 certified true copy from the School)</p> <p>Diploma (Original / 1 certified true copy from the School)</p>	<p>HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/76/processing-of-appointment-for-reps</p> <p>Requesting Party</p> <p>Requesting Party – CSC/PRC</p> <p>Requesting Party - UHS</p> <p>Requesting Party – University/College</p> <p>Requesting Party – NBI</p> <p>Requesting Party - PSA</p>



<p>NBI Clearance (Original copy)</p> <p>Marriage contract/Certificate duly authenticated by the PSA, if married</p> <p>13. Birth Certificate duly authenticated by the PSA</p> <p>14. Medical Certificate issued by a licensed government physician (1 copy) Blood Test, Urinalysis, Chest X-ray, Drug Test, Psychological Test</p> <p>15. Statement of Assets and Liabilities (3 copies)</p> <p>16. Approved transfer from former Office</p> <p><u>For Reclassification and Promotion</u></p> <p>Duly accomplished Green Basic Paper (HRDO B-1), (1 copy)</p> <p>Justification for hiring</p> <p>Matrix of evaluation of applicants (Memo No. CAS-11-040)</p> <p>Personal Data Sheet (CSC Form 212, Revised 2017), (1 original copy) <i>with passport size picture taken within the last (6) months and Work Experience Sheet for those with required relevant experience.</i></p> <p>Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (1 original copy)</p> <p>Last two (2) Performance Rating</p> <p><u>Change of Status Temporary-Permanent</u></p> <p>Duly accomplished Green Basic Paper (HRDO B-1) (1 copy)</p>	<p>Requesting Party - UHS</p> <p>HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/76/processing-of-appointment-for-reps</p> <p>Requesting Party</p> <p>HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/76/processing-of-appointment-for-reps</p> <p>Requesting Party</p>
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<p>Personal Data Sheet (CSC Form 212, Revised 2017), (1 original copy) <i>with passport size picture taken within the last (6) months and Work Experience Sheet for those with required relevant experience.</i></p> <p>Justification hiring</p> <p>Last two (2) Performance Rating</p> <p>Medical certificate issued by a licensed government Physician (1 copy) Blood test, Urinalysis, Chest X-ray, Drug Test, Psychological test</p> <p><u>ADDITIONAL REQUIREMENTS FOR THE RELEASE OF SIGNED APPOINTMENT PAPERS</u></p> <p>Certificate of Assumption to Duty (3 original copies) Oath of Office (3 original copies)</p>	<p>Requesting Party – UHS</p> <p>Requesting Party</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for original/ reemployment/ reclassification/ change of status (REPS) with complete documentary requirements through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentst	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheets) and Document Tracking System (DTS) 1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



atus.upd@up.edu.ph				
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements.</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements (for reemployment, reclassification, and promotion)</p> <p>1.2.3 Forwards BP recommendation with attached hard copy or electronic copy of documentary requirements to RPFC Secretariat</p>	None	5 Days	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.3 RPFC Secretariat compiles BP recommendations for RPFC agenda</p> <p>SCHEDULE OF RPFC MEETING IS EVERY 1st Wednesday OF THE MONTH</p> <p>**If recommendation is endorsed, RPFC Secretariat encodes RPFC action in the</p>	None	30 Minutes	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Recruitment Section HRDO</p>



	<p>summary of agenda and indicates personnel clearance in box no. 15 of the BP recommendation, proceed to step 1.3.1</p> <p>**If recommendation is deferred, prepare referral letter with DTS in PDF file and send to the Unit/College concerned through electronic mail</p> <p>1.3.1 RPFC Secretariat forwards scanned copy of BP recommendation with RPFC endorsement to the Diliman Budget Office for request of online budget clearance</p>			
	<p>1.4 DC reviews BP recommendation, affix signature in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 Receives BP recommendation and updates data in the Docutrack gsheet and DTS</p> <p>1.5.1 Forwards BP recommendation to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.6 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>1.7 Receives signed BP recommendation and</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p>



	updates data in the Docutrack gsheet and DTS 1.7.1 Forwards the same to the Office of the Vice Chancellor for Research and Development for signature			Appointment Section HRDO
	1.8 Vice-Chancellor signs in box no. 16 1.8.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Pause-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Research and Development
	1.9 Chancellor signs in box no. 17 1.9.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.10 Receives signed BP recommendation, updates data in the Docutrack gsheet, DTS and forwards to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.11 Analyst types appointment and encodes/updates personnel details in the SQL database, e-PSIPOP, and DBM-PSIPOP 1.11.1 Attaches copy of online budget clearance to the BP recommendation 1.11.2 Forwards (2) copies of appointment to SC for final review	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	12. SC reviews details in the appointment, affix	None	1 Day	<i>Administrative Officer V (Section Chief)</i>



	initial and forwards to DC 1.12.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel			<i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.13 Receives signed appointment, updates data in the Docutrack gsheet, DTS and forwards the same to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.14 HRDO Director affixes initial in the appointment and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
	1.15 Receives appointment, updates data in the Docutrack gsheet, DTS and forwards the same to the Appointing Authority for SG 1-17 and below = OVCRD for SG 18 and above and all contractual appointment = OC	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.16 VCRD signs of appointment 1.16.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Research and Development
	1.17 Chancellor signs appointment 1.17.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor



2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	2. Receives signed appointment, updates data in the Docutrack gsheet and DTS 2.1.1 Forwards electronic copy of the appointment to the Unit and inform Unit/appointee to pick-up appointment 2.1.2 Forwards photocopy or electronic copy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	31 Days, 2 Hours, 35 Minutes	

4. Processing of Renewal of Appointment and Reappointment (UP Contractual) for REPS Personnel

Request of Unit/College for renewal and reappointment of contractual REPS Personnel. Renewal and reappointment is reckoned on the date of issuance of appointment and renewable for a period of one (1) year.

Office or Division:	Human Resource and Recruitment Division - Appointment Section	
Classification:	Highly Technical	
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)	
Who may avail:	UP Diliman Units/Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished Basic Paper (HRDO B-1), (1 copy)		HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/76/processing-of-appointment-for-reps



<p>Justification for hiring</p> <p>Last 2 performance rating</p> <p><u>ADDITIONAL REQUIREMENTS FOR THE RELEASE OF SIGNED APPOINTMENT PAPERS</u></p> <p>Certificate of Assumption to Duty (3 original copies) Oath of Office (3 original copies)</p>	<p>Requesting Party</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for renewal of appointment and reappointment (REPS) with complete documentary requirements through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstat.us.upd@up.edu.ph</p>	<p>1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements.</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	<p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.3 Indicates personnel clearance in box no. 15 of the BP recommendation</p> <p>1.2.4 Forwards scanned copy of BP to the Diliman Budget Office for request of online budget clearance</p>			
	<p>1.3 Division Chief (DC) signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.4 Receives BP recommendation and updates data in the Docutrack gsheet and DTS</p> <p>1.4.1 Forwards BP recommendation to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>1.6 Receives BP recommendation and updates data in the Docutrack gsheet and DTS</p> <p>1.6.1 Forwards BP recommendation to the Office of the Vice Chancellor for Research and Development for signature</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.7 Vice-Chancellor signs in box no. 16</p>	None	5 Days (Pause-Clock)	<p><i>Vice Chancellor</i></p>



	1.7.1 Forwards signed BP recommendation to the Office of the Chancellor			Office of the Vice Chancellor for Research and Development
	1.8 Chancellor signs in box no. 17 1.8.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.9 Receives signed BP recommendation and updates data in the Docutrack gsheets, DTS and forwards to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.10 Analyst types appointment and encodes/updates personnel details in the SQL database, e-PSIPOP and DBM-PSIPOP 1.10.1 Attaches copy of online budget clearance to the BP recommendation 1.10.2 Forwards (2) copies of appointment to SC for final review	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.11 SC reviews details in the appointment, affix initial and forwards to DC 1.11.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.12 Receives appointment, updates data in the Docutrack gsheets, DTS and forwards the same to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.13 HRDO Director affixes initial in the appointment and forwards the same to	None	2 Days	<i>Director</i> HRDO



	the Receiving and Releasing Personnel at the HRDO			
	<p>1.14 Receives appointment, updates data in the Docutrack gsheet, DTS and forwards the same to the Appointing Authority</p> <p>for SG 1-17 and below = OVCRD</p> <p>for SG 18 and above and all contractual appointment = OC</p>	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	<p>1.15 VCRD signs appointment</p> <p>1.15.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Research and Development
	<p>1.16 Chancellor signs appointment</p> <p>1.16.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	<p>2. Receives signed appointment and updates data in the Docutrack gsheet and DTS</p> <p>2.1.1 Forwards electronic copy of the appointment to the Unit and inform Unit/appointee to pick-up appointment</p> <p>2.1.2 Forwards photocopy/ electronic copy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping</p>	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	26 Days, 3 Hours, 35 Minutes	



5. Processing of Original/Reemployment/Transfer/Promotion/Reclassification Appointment for Regular and Non-Regular Faculty Personnel

All appointments to the faculty shall be made strictly on the basis of merit. (Art. 157) Every recommendation to the Board of Regents for appointment or promotion shall be accompanied with a complete statement of the qualifications, training, service, record, publications, or research of the candidate and such other matters which may be called for the rules of the University. (Art. 159) Recommendations for appointments and promotions in the faculty shall be made in accordance with such rules of procedure as may be prescribed by the President and in consonance with a plan of standardization of faculty position. (Art. 16) - UPD Faculty Manual

Office or Division:	Human Resource and Recruitment Division - Appointment Section
Classification:	Highly Technical
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)
Who may avail:	UP Diliman Units/Offices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p><u>For Original/Reemployment/Transfer</u></p> <p>Duly Accomplished Green Basic Paper (HRDO B-1), (1 copy).</p> <p>Justification from Chair/Director endorsed by the Dean</p> <p>Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)</p> <p>Transcript of Records (original copy) - For new UP graduates, True Copy of Grades (TCG) certified by the College Secretary and a copy of request for TOR to OUR; the required original transcript of records should be submitted prior to release of appointment.</p> <p>Diploma of all degrees earned (Certified photocopy) - For new UP graduates, a</p>	<p>HRDO Website (hrdo.upd.edu.ph) HRDO link http://hrdo.upd.edu.ph/articles/60/regular-faculty-and-lecturer-appointment-original-appointment-re</p> <p>Requesting Party</p> <p>Requesting Party – University/College</p>



<p>certification of completion of the degree from the academic unit</p> <p>Approved transfer from former agency and Service Record (if applicable)</p> <p>For transfer and reemployment from another government agency, clearance and certification of leave credits from former Officer and certification of premium deductions</p> <p>If submitting beyond the due date, a letter of explanation will be an additional requirement.</p> <p>Birth Certificate (PSA Authenticated)</p> <p>Notarized Personal Data Sheet (CSC, Form 212) (1 copy), with 1 ½ x 1 ½ picture (2 copies)</p> <p>NBI Clearance (original)</p> <p>If married, Marriage Contract (PSA authenticated)</p> <p>If regular faculty, Medical Certificate with documentary stamp (1 copy)</p> <p>If regular faculty, Mandatory drug test results (CSC MC No. 13, s2010)</p> <p>If regular faculty, Statement of Assets, Liabilities and Net worth (3 copies)</p> <p>For recommendations of appointment of lecturers, terms of engagement indicating responsibility of the lecturer</p> <p>DOCUMENT FOR SUBMISSION TO THE DILIMAN ACCOUNTING OFFICE FOR RELEASE OF FIRST SALARY</p> <p>Appointment paper Oath of Office Report for Duty Certificate of Service or Daily Time Record as applicable TIN or Duly accomplished BIR Form 1902 (if no TIN)</p>	<p>Requesting Party – PSA</p> <p>Requesting Party – NBI</p> <p>Requesting Party – PSA</p> <p>Requesting Party – UHS</p> <p>Requesting Party – BIR Requesting Party - LBP/DBP/PVB</p> <p>Requesting Party – PHILHEALTH</p> <p>Requesting Party – PSA</p>
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Bank Account Number (LBP/DBP/PVB payroll account)
Duly Approved Obligation Slip
PhilHealth Number (optional for foreign nationals)
Statement of Assets, Liabilities and Net worth
Duly Accomplished BIR Form 2305
Photocopy/ies of Birth Certificate/s of dependent children
For married persons – photocopy of marriage certificate
If not previously employed – Certificate of “No Previous Employer”
If previously employed – BIR Form 2316 for the current year from previous employer
GSIS Business Partner Number (BPN)
PAG-IBIG Number

For Promotion with MA/MS and Automatic Promotion with PhD

Duly Accomplished Basic Paper (HRDO B-1), (1 copy).

Justification from Chair/Director endorsed by the Dean

Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)

SET scores for the last two semesters (for Automatic Promotion with no SET scores, state if on scholarship)

Transcript of Records (original copy) - For new UP graduates, True Copy of Grades (TCG) certified by the College Secretary and a copy of request for TOR to OUR; the required original transcript of records should be submitted prior to release of appointment.

Diploma of all degrees earned (Certified photocopy) - For new UP graduates, a certification of completion of the degree from the academic unit

Requesting Party – GSIS
Requesting Party – PAG-IBIG

HRDO Website (hrdo.upd.edu.ph)
HRDO link
<https://hrdo.upd.edu.ph/articles/59/faculty-appointment-promotion-and-tenure-processing>

Requesting Party

Requesting Party – University/College

HRDO Website (hrdo.upd.edu.ph)
HRDO link
<https://hrdo.upd.edu.ph/articles/59/faculty-appointment-promotion-and-tenure-processing>

Requesting Party



<p>If coming from study leave, report for duty</p> <p>If submitting beyond the due date (within a year from conferment of MA/MS or PhD degree), a letter of explanation will be an additional requirement.</p> <p style="text-align: center;"><u>For Reclassification</u></p> <p>Duly Accomplished Basic Paper (HRDO B-1), (1 copy).</p> <p>Justification from Chair/Director endorsed by the Dean</p> <p>Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)</p> <p>Transcript of Records (original copy)</p> <p>Diploma of all degrees earned (Certified photocopy)</p> <p>SET scores (if applicable)</p> <p>If submitting beyond the due date, a letter of explanation will be an additional requirement.</p>	<p>Requesting Party – University/College</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for Original/Reemployment/Promotion/Reclassification on Appointment with complete documentary requirements through electronic submission at hrdo_appointment_reco	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheets) and Document Tracking System (DTS) 1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



mmendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph	documentary requirements to the concerned Analyst			
	<p>1.2 Receives hard copy of electronic copy of BP recommendation and other documentary requirements.</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements (for reemployment, reclassification, reappointment and promotion)</p> <p>1.2.3 Forwards to Planning and Research Section for checking of availability of item (if applicable) through electronic mail</p>	None	30 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.3 Section Chief reviews/verifies availability of recommended item and endorses back the recommendation	None	1 Hour	<i>Administrative Officer V (HRMO III)</i> Planning and Research Section



	to the Appointment Section through electronic mail			
	1.4 Forwards to Scholarship Section for checking of contractual obligation (if applicable) through electronic mail	None	5 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.5 Scholarship Section checks contractual obligation of faculty concerned 1.5.1 Indicates if with/without contractual obligation or with RSR 1.5.2 Forwards back to the Appointment Section through electronic mail	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Scholarship Section HRDO
	1.6 Analyst forwards hard copy/electronic copy of the BP recommendation to the APFC Secretariat for review/evaluation and inclusion in the APFC agenda	None	5 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.7. APFC Secretariat reviews processed BP recommendation, types agenda and compiles recommendation for APFC Agenda SCHEDULE OF APFC MEETING IS EVERY 2nd and 4th Wednesday OF THE MONTH	None	5 Hours	<i>Administrative Officer IV (HRMO III)</i> HRRD



	<p>**If recommendation is endorsed, APFC Secretariat encodes APFC action in the summary of agenda, indicates personnel clearance in box no. 15 of the BP recommendation, proceed to step 1.7.1</p> <p>**If recommendation is deferred, prepare referral letter with DTS in PDF file and forwards to OVCAA for signature of VCAA</p> <p>1.7.1 APFC Secretariat forwards hard copy or scanned copy of BP recommendation to Diliman Budget Office for request of budget clearance</p>			
	1.8 DC signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.9 Receives BP recommendation and updates data in the Docutrack gsheet and DTS</p> <p>1.9.1 Forwards BP recommendation to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	1.10 HRDO Director signs in box no. 14 of	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>



	the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO			
	1.11 Receives signed BP recommendation and updates data in the Docutrack Gsheet and DTS 1.11.1 Forwards the same to the Office of the Vice Chancellor for Academic Affairs for signature	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.12 Vice-Chancellor signs in Box No. 16 1.12.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Pause-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Academic Affairs
	1.13 Chancellor signs in Box No 17 1.13.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.14 Receives signed BP recommendation and updates data in the Docutrack Gsheet, DTS and forwards BP recommendation to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.15 Analyst types appointment and encodes/updates personnel details in the SQL database,	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section



	<p>e-PSIPOP and DBM-PSIPOP</p> <p>1.15.1 Attaches copy of online budget clearance to the BP recommendation</p> <p>1.15.1 Forwards (2) copies of appointment to SC for final review.</p>			HRDO
	<p>1.16 SC reviews details in the appointment, affix initial and forwards to DC</p> <p>1.16.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.17 Receives appointment, updates data in the Docutrack gsheets, DTS and forwards the same to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.18 HRDO Director affixes initial in the appointment and forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>1.19 Receives appointment, updates data in the Docutrack gsheets, DTS and forwards the same to the Appointing Authority</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	<p>Lecturers to Instructors (original, reemployment, reclass) = OVCAA</p> <p>Assistant Professors to Professors (original, reemployment, reclass, promotion) = OC</p>			
	<p>1.20 VCAA signs appointment</p> <p>1.20.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Academic Affairs</p>
	<p>0 Chancellor signs appointment</p> <p>1.20.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
<p>2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment</p>	<p>2. Receives signed appointment and updates data in the Docutrack gsheet and DTS</p> <p>2.1.1 Forwards electronic copy of appointment to the Unit and informs the appointee to pick-up copy of appointment and release copy of appointment to the appointee or authorize representative</p> <p>2.1.2 Forwards photocopy/electronic copy of</p>	None	5 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	appointment to Benefits Section, Diliman Accounting Office and IMS for safekeeping			
	TOTAL	None	31 Days, 4 Hours, 45 Minutes	

6. Processing of Original Delegated Appointment for Faculty Personnel

Preparation of delegated appointment is within the College, the initial appointment in the University to the rank of Instructor 1-7 and Lecturer 1-2 without failing grade, it shall be temporary in character, for a period not exceeding one (1) year.

Office or Division:	Human Resource and Recruitment Division - Appointment Section		
Classification:	Simple		
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)		
Who may avail:	UP Diliman Units/Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly Accomplished Green Basic Paper (HRDO B-1), (1 copy).		HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/62/faculty-appointment-delegated-to-dean-of-academic-unit	
Justification from Chair/Director endorsed by the Dean		Requesting Party	
Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)			
Transcript of Records (original copy) - For new UP graduates, True Copy of Grades (TCG) certified by the College Secretary and a copy of request for TOR to OUR; the required original transcript of records should be submitted prior to release of appointment.		Requesting Party – University/College	
Diploma of all degrees earned (Certified photocopy) - For new UP graduates, a			



<p>certification of completion of the degree from the academic unit</p> <p>Approved transfer from former agency and Service Record (if applicable)</p> <p>If submitting beyond the due date, a letter of explanation will be an additional requirement.</p> <p>Birth Certificate (PSA Authenticated)</p> <p>Notarized Personal Data Sheet (CSC, Form 212) (1 copy), with 1 ½ x 1 ½ picture (2 copies)</p> <p>NBI Clearance (original)</p> <p>If married, Marriage Contract (PSA authenticated)</p> <p>If regular faculty, Medical Certificate with documentary stamp (1 copy)</p> <p>If regular faculty, Mandatory drug test results (CSC MC No. 13,s2010)</p> <p>If regular faculty, Statement of Assets, Liabilities and Net worth (3 copies)</p> <p>For recommendations of appointment of lecturers, terms of engagement indicating responsibility of the lecturer</p>		<p>Requesting Party – PSA</p> <p>Requesting Party – NBI</p> <p>Requesting Party – PSA</p> <p>Requesting Party – UHS</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits Basic Paper recommendation with appointment signed by the Dean through electronic submission at hrdo_appointment_r</p>	<p>1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheets) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



ecommodation.upd@up.edu.ph or hrrd_appointmentstaus.upd@up.edu.ph	other documentary requirements to the concerned Analyst			
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements.</p> <p>1.2.2 Analyzes and checks details indicated in boxes 1-12 of the BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.3 Encodes personnel details in the SQL database, e-PSIPOP and DBM-PSIPOP</p> <p>1.2.4 Forwards to Section Chief (SC) for review and initial</p>	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	<p>1.3 SC reviews BP recommendation, affix initial and forwards to DC</p> <p>1.3.1 DC signs in box no. 13 in the BP recommendation and affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel</p>	None	15 Minutes	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	<p>1.4 Receives BP recommendation and appointment, updates data in the Docutrack Gsheet DTS and prepares transmittal report</p>	None	15 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



	1.4.1 Forwards hard copy or electronic copy of appointment to Diliman Accounting Office 1.4.2 Forwards appointment with attached BP recommendation to Records Section for 201 file safekeeping			
	TOTAL	None	2 Hours, 40 Minutes	

7. Processing of Renewal with Temporary Waiver of Tenure Rule, Renewal with Waiver of Up or Out Rule and Faculty Tenure for Faculty Personnel

Renewal with Temporary Waiver of Tenure Rule and Renewal with Waiver of Up or Out Rule is granted to a faculty member who does not meet the requirements for tenure.

Tenure or permanency is granted to a faculty member who meets the requirements for the position to which s/he is being appointed after a trial period in accordance with the rules and standards set by the University.

Office or Division:	Human Resource and Recruitment Division - Appointment Section		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)		
Who may avail:	UP Diliman Units/Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p><u>For Renewal with Temporary Waiver of Tenure Rule (RTWTR)</u></p> <p>Fully Accomplished Basic Paper (HRDO B-1), (1 copy)</p> <p>Justification from Chair/Director endorsed by the Dean</p>		<p>HRDO Website (hrdo.upd.edu.ph)</p> <p>HRDO link</p> <p>https://hrdo.upd.edu.ph/articles/64/renewal-with-temporary-waiver</p> <p>Requesting Party</p>	



<p>Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)</p> <p>SET scores</p> <p>Certification of acceptance from the Editor and statement as to when the refereed publication will be off the press</p> <p>If submitting beyond the due date, a letter of explanation will be an additional requirement.</p>	
<p><u>For Renewal with Waiver of Up or Out Rule (RTWUOU)</u></p>	<p>HRDO Website (hrdo.upd.edu.ph)</p> <p>HRDO link</p>
<p>Fully Accomplished Basic Paper (HRDO B-1), (1 copy)</p>	<p>https://hrdo.upd.edu.ph/articles/64/renewal-with-temporary-waiver</p>
<p>Justification from Chair/Director endorsed by the Dean</p>	<p>Requesting Party</p>
<p>Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)</p> <p>SET scores</p>	
<p>Certification from thesis adviser that the recommendee has an officially approved thesis topic and indicating the projected date of completion</p> <p>If submitting beyond the due date, a letter of explanation will be an additional requirement.</p>	
<p><u>For Faculty Tenure</u></p>	<p>HRDO Website (hrdo.upd.edu.ph)</p> <p>HRDO link</p>
<p>Fully Accomplished Basic Paper (HRDO B-1), (1 copy)</p>	<p>https://hrdo.upd.edu.ph/articles/59/faculty-appointment-promotion-and-tenure-processing</p>



<p>Justification and statement as to the article being offered for tenure from Chair/Director endorsed by the Dean</p> <p>Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)</p> <p>SET scores for the previous semesters (maximum of five consecutive semesters)</p> <p>Proof of publication</p> <p>Proof/certification that the publication went through peer-review process</p> <p>Certification that the faculty is the lead author</p> <p>If submitting beyond the due date (2 calendar months prior to the end of trial period) a letter of explanation will be an additional requirement.</p>		<p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for RTWTR, RTWUOU and Tenure with complete attachments through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph</p>	<p>Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other</p>	None	2 Hours	<p><i>Administrative Officer IV (HRMO II)</i></p>



	<p>documentary requirements.</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.3 Forwards to Scholarship Section for checking of contractual obligation through electronic mail</p> <p>1.2.4 Forwards hard copy or electronic copy of BP recommendation with attachments to APFC Secretariat for evaluation and typing of APFC agenda</p>			<p>Appointment Section HRDO</p>
	<p>1.3 APFC Secretariat evaluates BP recommendation</p> <p>1.3.1 For tenure recommendation,</p>	<p>None</p>	<p>5 Days</p>	<p><i>Administrative Officer V (HRMO III)</i></p> <p>Recruitment Section HRDO</p>



	<p>APFC Secretariat forwards BP recommendation and publication to OVCRD for vetting of the publication, if approved proceed to step 1.3.2</p> <p>1.3.2 APFC Secretariat types agenda and compiles BP recommendations for APFC Agenda</p> <p>SCHEDULE OF APFC MEETING IS EVERY 2nd and 4th Wednesday OF THE MONTH</p> <p>**If recommendation is endorsed, Analyst encodes APFC action in the summary of agenda, indicates personnel clearance in box no. 15 of the BP recommendation, proceed to step 1.3.4</p> <p>**If recommendation is deferred, prepare referral letter with DTS in PDF file and forwards to the OVCAA for signature of VCAA</p> <p>1.3.4 APFC Secretariat forwards scanned copy of the BP recommendation to the Diliman Budget Office for</p>			
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	request of online budget clearance			
	1.4 DC signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel	None	10 Minutes	<i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.5 Receives BP recommendation and updates data in the Docutrack sheet and DTS 1.5.1 Forwards BP recommendation to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.6 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the APFC Secretariat through the Receiving and Releasing Personnel for preparation of recommendation letter	None	2 Days	<i>Director</i> HRDO
	1.7 APFC Secretariat prepares recommendation letter and attaches to the BP recommendation 1.7.1 Forwards the same to the Division Chief for final review and initial	None	30 Minutes	<i>Administrative Officer V (HRMO III)</i> Recruitment Section HRDO
	1.8 DC reviews attached	None	1 Day	<i>Chief Administrative</i>



	<p>recommendation letter, affix initial and forwards to the Office of the Vice Chancellor for Academic Affairs through electronic mail</p>			<p><i>Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.9 Vice-Chancellor reviews and signs in the OVCAA recommendation letter</p> <p>1.9.1 Forwards signed hard copy or electronic copy of BP and letter of recommendation to the Office of the Chancellor through electronic mail</p>	None	<p>5 Days</p> <p>(Paused-Clock)</p>	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Academic Affairs</p>
	<p>1.10 Chancellor reviews and signs in the OC recommendation letter</p> <p>1.10.1 Forwards hard copy or electronic copy BP and letter recommendation through electronic mail to the Receiving and Releasing Personnel at the HRDO</p>	None	<p>5 Days</p> <p>(Pause-Clock)</p>	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1 Receives BP recommendation with signed recommendation letter and updates data in the Docutrack gsheet and DTS</p>	None	30 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	<p>1.11.1 Forwards to APFC Secretariat for final checking of the recommendation letter</p> <p>1.11.2 Encodes data in the Docutrack gsheets and DTS, prepares receiving copy and forwards hard copy or electronic copy of BP and recommendation letter through electronic mail to OVPAA for BOR agenda</p>			
	<p>1.12 Receives hard copy or electronic copy of BP with attached signed recommendation letter</p> <p>1.12.1 Checks completeness of documents and forwards to VPAA for signature and endorsement to the President</p> <p>1.12.2 University President signs BP recommendation</p> <p>1.12.3 Forwards to OSU for BOR meeting through OVPAA releasing</p>	None	5 Days (Pause-Clock)	<p><i>OVPAA Personnel</i></p> <p>Office of the Vice President for Academic Affairs</p>
	13. Receives hard copy or electronic copy BP and letter of recommendation	None	5 Days (Pause-Clock)	<p><i>OSU Personnel</i></p> <p>Office of the University Secretary</p>



	<p>1.13.1 Checks completeness of documents and forwards copy to the Personnel concern</p> <p>1.13.2 Waiting for action/approval of Board of Regents</p> <p>1.13.3 Upon approval, hard copy or electronic copy of BP recommendation will be forwarded to HRDO for typing of appointment</p>			
	<p>4 Receives signed BP and updates data in the Docutrack gsheet, DTS and forwards approved BP recommendation to the Analyst concerned through electronic mail</p>	None	30 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.15 Analyst types appointment and updates personnel details in the SQL database</p> <p>1.15.1 Attaches copy of online budget clearance to the BP recommendation</p> <p>1.15.2 Forwards (2) copies of appointment to SC for final review.</p>	None	1 Hour	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.16 SC reviews details in the appointment, affix</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p>



	<p>initial and forwards to DC</p> <p>1.16.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel</p>			<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.17 Receives appointment, updates data in the Docutrack gsheets, DTS and forwards the same to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.18 HRDO Director affixes initial in the appointment and forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>1.19 Receives appointment, updates data in the Docutrack Gsheet, DTS and forwards the same to the Office of the University Secretary for signature</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.20 Receives appointment and encodes in the database and forwards appointment to appointing authority</p> <p>1.20.1 University Secretary signs BOR appointment</p>	None	10 Days (Pause-Clock)	<p><i>University Secretary</i></p> <p>Office of the University Secretary</p>



	1.20.2 Forwards signed appointment to HRDO through the Releasing and Receiving Personnel			
2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	<p>2. Receives signed BOR appointment and data in the Docutrack gsheets and DTS</p> <p>2.1.1 Forwards electronic copy of appointment to the Unit and informs the appointee to pick-up copy of BOR appointment and releases copy of appointment to the Appointee or authorize representative</p> <p>2.1.2 Forwards photocopy/electronic copy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping</p>	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	TOTAL	None	41 Days, 5 Hours, 30 Minutes	

8. Processing of the following Batch Renewals:

Batch Renewal Appointment for Faculty Personnel who are not recommended for tenure track.

(pursuant to Memo No. PDLC 17-20 dated 28 July 2017)

Instructors

Assistant Professors, Associate Professors and Professors



Batch Renewal Appointment for Faculty Personnel who are not recommended for tenure track.

(pursuant to Memo No. PDLC 17-20 dated 28 July 2017)

Lecturers

Senior Lecturer, Professorial Lecturer

Batch Renewal for (non-regular Professorial Lecturer beyond age 65) Faculty Personnel.

Memorandum No. OVCAA-ECA-19-322 - Upon receipt of recommendations, the OVCAA will forward them to the Office for the Advancement of Teaching (OAT) Diliman, which will provide the SET scores of each faculty recommendee in coordination with the Office of the University Registrar (OUR-AIS Section). Thereafter, the OVCAA will endorse them to the Office of the Chancellor through HRDO and Diliman Budget Office. The HRDO will do the personnel clearance while the Diliman Budget Office will do the budget clearance. Further, the HRDO will communicate to the concerned Units those faculty with low SET scores and request for justification and plan of action to address the same which will be forwarded to the Academic and Fellowship Committee (APFC) for review/evaluation.

Office or Division:	Human Resource and Recruitment Division - Appointment Section	
Classification:	Highly Technical	
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)	
Who may avail:	UP Diliman Units/Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Batch Renewal Form 1 (Instructors)	Batch Renewal Form 2 (Assistant Professors, Associate Professors and Professors)	HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/63/batch-renewal-of-faculty-and-lecturer-with-temporary-appointment
Batch Renewal Form 3 (Lecturers)	Batch Renewal Form 4 (Senior Lecturer and Professorial Lecturer)	
Batch Renewal Form 5 (Professorial Lecturer beyond age 65 - non regular)	Duly accomplished OSU and OVPA Forms	
If submitting beyond the due date, a letter of explanation will be an additional requirement		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for Batch Renewal with complete attachments through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph</p>	<p>1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Batch Renewal Forms and other documentary requirements to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.2 Receives hard copy or electronic copy of BR Forms and other documentary requirements.</p> <p>1.2.1 Reviews content of BR Forms, if found in order</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.3 Forwards to Scholarship Section for checking of</p>	None	1 Day	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	contractual obligation through electronic mail			
	<p>1.3 Scholarship Section checks contractual obligation of faculty concerned</p> <p>1.3.1 Indicates if with/without contractual obligation or with RSR</p> <p>1.3.2 Forwards back to the Appointment Section through electronic mail</p>	None	1 Day	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Scholarship Section HRDO</p>
	<p>1.4 Affix initial or electronic signature in the BR Forms</p> <p>1.4.1 Forwards hard copy or electronic copy of BR Forms to Section Chief (SC) and Division Chief (DC) for review and initial</p>	None	15 Minutes	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 SC and DC reviews BR Forms and affixes initial or electronic signature</p> <p>1.5.1 DC forwards the same to the concerned Analyst for preparation of batch renewal online request for budget clearance</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	1.6 Analyst prepares request for online budget clearance and forwards to SC for	None	30 Minutes	<i>Administrative Officer IV (HRMO II)</i>



	final review			Appointment Section HRDO
	<p>1.7 SC reviews online request for budget clearance, if found in order, forwards to DC</p> <p>1.7.1 DC forwards online budget clearance request to the Diliman Budget Office</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.8 Receives hard copy or electronic copy of BR Forms, and data in the Docutrack gsheets DTS</p> <p>1.8.1 Forwards hard copy or electronic copy of BR Forms to HRDO Director's Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	1.9 Affix wet or electronic signature in the BR Forms and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>1.10 Receives signed BR forms and updates data in the Docutrack Gsheet and DTS</p> <p>1.10.1 Forwards the same to the Office of the Vice-Chancellor for Academic Affairs through electronic</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	mail			
	<p>1.11 VCAA affix wet or electronic signature in the BR Forms</p> <p>1.11.1 Forwards signed BR Forms to the Office of the Chancellor through electronic mail</p>	None	5 Days (Pause-Clock)	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Academic Affairs</p>
	<p>1.12 Chancellor affix wet or electronic signature in the BR Forms</p> <p>1.12.1 Forwards BR Forms to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1.13 Receives signed BR forms and updates data in the Docutrack sheet, DTS and forwards the same to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.14 Analyst prepares automatic generation of batch renewal appointments</p>	None	1 Day	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.15 SC reviews details in the appointment, affix initial and forwards to DC</p> <p>1.15.1 DC affix initial in the appointment and forwards the same to the Receiving and</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>



	Releasing Personnel			
	<p>1.16 Receives BR appointments, updates data in the Docutrack gsheets, DTS and forwards the same to the Appointing Authority</p> <p>BR Forms 1 & 3 = OVCAA</p> <p>BR Forms 2, 4 & 5 = OC</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.17 VCAA signs appointment</p> <p>1.17.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Academic Affairs</p>
	<p>1.18 Chancellor signs appointment</p> <p>1.18.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days (Pause-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	<p>2. Receives signed appointments and updates data in the Docutrack gsheets and DTS</p> <p>2.1.1 Forwards electronic copy of appointments to the Unit and informs the appointee/authorize representative to pick-up copy of appointment and</p>	None	5 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	releases the same to the appointee or authorize representative 2.1.2 Forwards photocopy/electronic copy of appointment to Diliman Accounting Office and IMS for safekeeping			
	TOTAL	None	28 Days, 1 Hour, 40 Minutes	

9. Processing of Original Extension of Faculty Whose 65th birthday Falls Within the Semester

The BOR may extend the tenure of faculty members of the University beyond the age of sixty-five (65), any other provision of law contrary notwithstanding, on recommendation of the President of the University, whenever in his/her opinion their services are specially needed. Provided, however, that no extension of service shall be made beyond the age of seventy (section 6, paragraph k of UP Charter)

Office or Division:	Human Resource and Recruitment Division - Appointment Section
Classification:	Highly Technical
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)
Who may avail:	UP Diliman Units/Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully Accomplished Basic Paper (HRDO B-1), (1 copy), Note: Date of effectivity will be from the day after the birthday until the end of the semester or midyear term. Justification from Chair/Director endorsed by the Dean If submitting beyond the due (2 calendar months prior to the 65 th birthday), a letter of explanation will be an additional requirement.	HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/66/extension-of-service-beyond-the-age-of-65 Requesting Party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for original extension of faculty whose 65th birthday falls within the semester with complete attachments through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstats.us.upd@up.edu.ph</p>	<p>1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements.</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted</p>	None	1 Day	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	documentary requirements 1.2.3 Indicates personnel clearance in box no. 15 of the BP and forwards scanned copy of the same to Diliman Budget Office for online request of budget clearance			
	1.3 SC reviews BP recommendation, affix initial and forwards to DC 1.3.1 DC signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.4 Receives BP recommendation and updates data in the Docutrack Gsheet and DTS 1.4.1 Forwards BP recommendation to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.5 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
	1.6 Receives signed BP recommendation, updates data in the Docutrack gsheet and DTS and forwards the same	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



	to the Office of the Vice Chancellor for Academic Affairs			
	1.7 Vice-Chancellor signs in box no. 16 1.7.1 Forwards signed BP to the Office of the Chancellor	None	5 Days (Pause-Clock)	<i>Vice Chancellor Office of the Vice Chancellor for Academic Affairs</i>
	1.8 Chancellor signs in box no. 17 1.8.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor Office of the Chancellor</i>
	Receives signed BP recommendation, updates data in the Docutrack gsheet and DTS .1 Forwards hard copy or electronic copy of BP recommendation to OVPAA for BOR approval	None	30 Minutes	<i>Receiving/Releasing Personnel Appointment Section HRDO</i>
	1.10 Receives hard copy or electronic copy of BP recommendation 1.10.1 Checks completeness of documents and forwards to VPAA for signature and endorsement to the President 1.10.2 University President signs BP recommendation	None	5 Days (Pause-Clock)	<i>OVPAA Personnel Office of the Vice President for Academic Affairs</i>



	1.10.3 Forwards to OSU for BOR approval through OVPAA releasing			
	<p>1.11 Receives hard copy or electronic copy of BP recommendation</p> <p>1.11.1 Checks of completeness of documents and forwards copy to the concerned Analyst</p> <p>1.11.2 Waiting for action/approval of Board of Regents</p> <p>1.11.3 Upon approval, hard copy or electronic copy of BP recommendation will be forwarded to HRDO</p>	None	5 Days (Pause-Clock)	<i>OSU Personnel</i> <i>Office of the University Secretary</i>
	<p>2 Receives signed BP, updates data in the Docutrack gsheet and DTS</p> <p>2.1 Forwards approved BP recommendation to the concerned Analyst through electronic mail</p>	None	30 Minutes	<i>Receiving/Releasing Personnel</i> <i>Appointment Section HRDO</i>
	<p>1.13 Analyst types appointment and updates personnel details in the SQL database</p> <p>1.13.1 Attaches copy of online budget clearance to the BP recommendation</p>	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> <i>Appointment Section HRDO</i>



	1.13.2 Forwards (2) copies of appointment to SC for final review.			
	1.14 SC reviews details in the appointment, affix initial and forwards to DC 1.14.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> <i>Appointment Section HRDO</i>
	1.15 Receives appointment, updates data in the Docutrack gsheets, DTS and forwards the same to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> <i>Appointment Section HRDO</i>
	1.16 HRDO Director affixes initial in the appointments and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
	1.17 Receives appointment, updates data in the Docutrack gsheets, DTS and forwards the same to the Office of the University Secretary for signature	None	10 Minutes	<i>Receiving/Releasing Personnel</i> <i>Appointment Section HRDO</i>
	1.18 Receives BP recommendation and appointment 1.18.1 Encodes in the database and	None	10 Days (Pause-Clock)	<i>University Secretary</i> <i>Office of the University Secretary</i>



	<p>forwards appointment to appointing authority</p> <p>1.18.2 University Secretary signs BOR appointment</p> <p>1.18.3 Forwards to HRDO through the Releasing and Receiving Personnel</p>			
<p>2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment</p>	<p>2. Receives signed BOR appointment and updates data in the Docutrack gsheet and DTS</p> <p>2.1.1 Forwards electronic copy of appointments to the Unit and informs the appointee to pick-up copy of BOR appointment and releases copy of appointment to the Appointee or authorize representative</p> <p>2.1.2 Forwards photocopy/electronic copy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p><i>Appointment Section</i></p> <p><i>HRDO</i></p>
	TOTAL	None	37 Days, 3 Hours	



10. Processing of Renewal of Extension of Service Beyond Age 65

The BOR may extend the tenure of faculty members of the University beyond the age of sixty-five (65), any other provision of law contrary notwithstanding, on recommendation of the President of the University, whenever in his/her opinion their services are specially needed. Provided, however, that no extension of service shall be made beyond the age of seventy (section 6, paragraph k of UP Charter)

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully Accomplished Basic Paper (HRDO B-1), (1 copy)		HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/66/extension-of-service-beyond-the-age-of-65		
Justification from Chair/Director endorsed by the Dean		Requesting Party		
SET scores for the last two semesters				
Medical Certificate with documentary stamp (1 copy)		Requesting Party - UHS		
Faculty Development Plan which includes the timetable and faculty understudy who must be regular faculty				
Additional forms for renewal of extension of faculty appointments of both regular full time and Professorial Lecturer beyond age 65				
OSU Forms 2003 (Extension of Appointment of Regular Faculty Beyond Age 65)		https://ovcaa.upd.edu.ph/		
OVPAA Form (white basic paper)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



<p>System (DTS) number submits recommendation for renewal of extension beyond age 65 through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph</p>	<p>gsheet) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst</p>			
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements.</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.3 Forwards to Scholarship Section for checking of contractual obligation through electronic mail</p> <p>1.2.4 Forwards BP recommendation to APFC Secretariat for</p>	None	1 Day	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	evaluation and typing of APFC agenda			
	<p>1.3 APFC Secretariat evaluates BP recommendation, types agenda and compiles electronic copy of BP recommendation for APFC Agenda</p> <p>SCHEDULE OF APFC MEETING IS EVERY 2nd and 4th Wednesday OF THE MONTH</p> <p>**If recommendation is endorsed, Analyst encodes APFC action in the summary of agenda, indicates clearance in box no. 15 of the BP recommendation</p> <p>1.3.1 APFC Secretariat forwards scanned copy of BP recommendation to Diliman Budget Office for request of online budget clearance</p>	None	5 Days	Head (Recruitment Section)
	1.4 DC signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 Receives BP recommendation and updates data in the Docutrack Gsheet and DTS</p> <p>1.5.1 Forwards BP recommendation to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	1.6 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	Director HRDO
	1.7 Receives signed BP recommendation and updates data in the Docutrack gsheet and DTS 1.7.1 Forwards the same to the Office of the Vice Chancellor for Academic Affairs (OVCAA) for signature	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.8 Vice-Chancellor signs in box no. 16 1.8.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Pause-Clock)	Vice Chancellor Office of the Vice Chancellor for Academic Affairs
	1.9 Chancellor signs in box no. 17 1.9.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	Chancellor Office of the Chancellor
	0 Receives signed BP recommendation and updates data in the Docutrack Gsheet, DTS and forwards BP recommendation to the OVPAA for BOR approval	None	30 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.11 Receives hard copy or electronic copy of BP recommendation	None	5 Days (Pause-Clock)	OVPAA Personnel Office of the Vice President for Academic Affairs



	<p>1.11.1 Checks completeness of documents and forwards to VPAA for signature and endorsement to the President</p> <p>1.11.2 University President signs BP recommendation</p> <p>1.11.3 Forwards to OSU for BOR approval through OVPAA releasing</p>			
	<p>1.12 Receives hard copy or electronic copy of BP recommendation</p> <p>1.12.1 Checks of completeness of documents and forwards copy to the concerned Analyst</p> <p>1.12.2 Waiting for action/approval of Board of Regents</p> <p>1.12.3 Upon approval, hard copy or electronic copy of BP recommendation will be forwarded to HRDO</p>	None	5 Days (Pause-Clock)	<i>OSU Personnel</i> Office of the University Secretary
	<p>1.13 Receives signed BP, updates data in the Docutrack gsheet and DTS</p> <p>1.13.1 Forwards BP recommendation to the concerned Analyst through electronic mail</p>	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	<p>1.14 Analyst types appointment and updates personnel</p>	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i>



	<p>details in the SQL database</p> <p>1.14.1 Attaches copy of online budget clearance to the BP recommendation</p> <p>1.14.1 Forwards (2) copies of appointment to SC for final review.</p>			<p>Appointment Section HRDO</p>
	<p>1.15 SC reviews details in the appointment, affix initial and forwards to DC</p> <p>1.15.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.16 Receives appointment, updates data in the Docutrack Gsheet, DTS and forwards the same to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.17 HRDO Director affixes initial in the appointment and forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>1.18 Receives appointment, updates data in the Docutrack gsheet, DTS and forwards the same to the Office of the University Secretary for signature</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.19 Receives appointment and BP recommendation</p>	None	10 Days (Pause-Clock)	<p><i>University Secretary</i></p>



	<p>1.19.1 Encodes in the database and forwards appointment to appointing authority</p> <p>1.19.2 University Secretary signs BOR appointment</p> <p>1.19.3 Forwards to HRDO through the Releasing and Receiving Personnel</p>			Office of the University Secretary
2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	<p>2. Receives signed BOR appointment and updates data in the Docutrack gsheet and DTSS</p> <p>2.1.1 Forwards electronic copy of appointments to the Unit and informs the appointee to pick-up copy of BOR appointment and releases copy of appointment to the Appointee or authorize representative</p> <p>2.1.2 Forwards photocopy/ electronic copy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping</p>	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	42 Days, 2 Hours	

11. Processing of Original Appointment for Foreign Lecturer, Visiting Professor and Adjunct Professor (Non-Regular)

The Lecturer designation is given to a non-regular member of the teaching staff who is on temporary status and paid on an hourly basis. Depending on his/her qualifications, a rank of "Lecturer", "Senior Lecturer" may be given. - UPD Faculty Manual



Office or Division:	Human Resource and Recruitment Division - Appointment Section
Classification:	Highly Technical
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)
Who may avail:	UP Diliman Units/Offices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly Accomplished Green Basic Paper (HRDO B-1), (1 copy).	HRDO Website (hrdo.upd.edu.ph) HRDO link
Justification from Chair/Director endorsed by the Dean	https://hrdo.upd.edu.ph/articles/59/faculty-appointment-promotion-and-tenure-processing
Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)	Requesting Party
Transcript of Records (Certified photocopy)	
Diploma of all degrees earned (Certified photocopy)	Requesting Party – University/College
If submitting beyond the due date, a letter of explanation will be an additional requirement.	
Birth Certificate	
Notarized Personal Data Sheet (CSC, Form 212) (1 copy), with 1 ½ x 1 ½ picture (2 copies)	
Final documents for Foreign Nationals for presentation/submission to HRDO before the release of signed appointment papers:	
1. If with compensation, copy of full accomplished Application Form for Tax Identification Numbers as filed (TIN, BIR Form 1902)	Requesting Party – BIR
2. If with compensation and staying less than 6 months, Provisional Work Permit or Special Work Permit from BI-DOJ, as may be applicable	Requesting Party – DOJ
3. If with compensation and staying more than 6 months, Copy of Alien Employment	Requesting Party - DOLE



Permit from DOLE and/or Work Visa from BI-DOJ, as may be applicable <u>Visiting Professor and Adjunct Professor</u> 1. Duly accomplished Basic Paper (HRDO B-1) (1 copy) 2. Justification from Chair/Director endorsed by the Dean 3. Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications) 4. Terms of reference indicating host professor (if applicable) 5. For Adjunct Professor sponsored by a company or an institution, a letter of conformance from the company or institution which complies with the obligation from the company or institution which will comply with the obligations stated in the UPD Faculty Manual 2003 (3.1.2, d, pp. 30-31)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for Foreign Lecturer, Visiting professor/adjunct professor with complete attachments through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS) 1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



	<p>1.2 Receives hard copy of electronic copy of BP recommendation and other documentary requirements</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant.</p> <p>1.2.2 Forwards hard copy or electronic copy of BP recommendation to APFC Secretariat</p>	None	2 Hours	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.3 APFC Secretariat evaluates BP recommendation, types agenda and compiles BP recommendation for APFC Agenda</p> <p>SCHEDULE OF APFC MEETING IS EVERY 2nd and 4th Wednesday OF THE MONTH</p> <p>**If recommendation is endorsed, APFC Secretariat encodes APFC action in the summary of agenda, indicates clearance in box no. 15 of the BP recommendation</p> <p>1.3.1 APFC Secretariat forwards scanned copy of BP recommendation to Diliman Budget Office</p>	None	1 Hour	<p><i>Administrative Officer V (HRMO III)</i></p> <p>Recruitment Section HRDO</p>



	for request of online budget clearance			
	1.4 DC signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel	None	1 Day	Chief Administrative Officer (Division Chief) Appointment Section HRDO
	1.5 Receives BP recommendation and updates data in the Docutrack gsheet and DTS 1.5.1 Forwards BP recommendation to the HRDO Directors Office	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.6 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	Director HRDO
	1.7 Receives signed BP recommendation and updates data in the Docutrack gsheet and DTS 1.7.1 Forwards the same to the Office of the Vice Chancellor for Academic Affairs for signature	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.8 Vice-Chancellor signs in Box No. 16 1.8.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Pause-Clock)	Vice Chancellor Office of the Vice Chancellor for Academic Affairs
	1.9 Chancellor signs in Box No. 17	None	5 Days (Pause-Clock)	Chancellor Office of the Chancellor



	1.9.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO			
	1.10 Receives BP recommendation and updates data in the Docutrack gsheet, DTS and forwards BP recommendation to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.11 Analyst types letter of invitation and forwards (2) copies of letter of invitation and BP recommendation to SC for final review 1.11.1 Attaches copy of online budget clearance to the BP recommendation	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.12 SC reviews details in the letter of invitation, affix initial and forwards to DC 1.12.1 DC affix initial in the letter of invitation and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.13 Receives appointment, updates data in the Docutrack gsheet, DTS and forwards the same to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.14 HRDO Director affixes initial in the invitation letter and forwards the same to the Receiving and	None	2 Days	<i>Director</i> HRDO



	Releasing Personnel at the HRDO			
	1.15 Receives appointment, updates data in the Docutrack gsheet, DTS and forwards the same to the Appointing Authority	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.16 Chancellor signs letter of invitation 1.16.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.17 Receives signed letter of invitation and updates data in the Docutrack Gsheet, DTS 1.17.1 Informs Unit to pick-up letter of invitation for signing of conforme of the Foreign Lecturer or sends copy of appointment through electronic mail	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
2. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits signed letter of invitation with conforme through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph	2.1 Receives letter of invitation with signed conforme and updates data in the Docutrack gsheet, DTS 2.1.1 Forwards the same to the concerned Analyst through electronic mail	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



	<p>2.2 Analyst types appointment and encodes personnel details in the SQL database</p> <p>2.2.1 Forwards (2) copies of appointment to SC for final review.</p>	None	1 Hour	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>2.3 SC reviews details in the appointment, affix initial and forwards to DC</p> <p>2.3.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>2.4 Receives signed appointment and updates data in the Docutrack gsheets and DTS and forwards the same to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>2.5 HRDO Director affixes initial in the appointment and forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>2.6 Receives appointment, updates data in the Docutrack gsheets, DTS and forwards the same to the Appointing Authority</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>2.7 Chancellor signs appointment</p> <p>2.7.1 Forwards the same to the Receiving and</p>	None	<p>5 Days</p> <p>(Pause-Clock)</p>	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>



	Releasing Personnel at the HRDO			
3. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	<p>3. Receives signed appointment and updates data in the Docutrack Gsheet and DTS</p> <p>3.1.1 Forwards electronic copy of appointment to the Unit and informs the appointee to pick-up copy of appointment and releases copy of appointment to the Appointee or authorize representative</p> <p>3.1.2 Forwards photocopy/electronic copy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping</p>	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	27 Days, 5 Hours, 40 Minutes	

12. Processing of Renewal of Appointment for Foreign Lecturer, Visiting Professor and Adjunct Professor (Non-Regular)

The Lecturer designation is given to a non-regular member of the teaching staff who is on temporary status and paid on an hourly basis. Depending on his/her qualifications, a rank of "Lecturer", "Senior Lecturer" may be given. - UPD Faculty Manual

Office or Division:	Human Resource and Recruitment Division - Appointment Section
Classification:	Highly Technical
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)
Who may avail:	UP Diliman Units/Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<p>Duly Accomplished Green Basic Paper (HRDO B-1), (1 copy).</p> <p>Justification from Chair/Director endorsed by the Dean</p> <p>Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)</p> <p>SET scores (if applicable)</p> <p>If submitting beyond the due date, a letter of explanation will be an additional requirement</p>		<p>HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/59/faculty-appointment-promotion-and-tenure-processing</p> <p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for renewal of Foreign Lecturer/Visiting professor/adjunct professor with complete attachments through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph</p>	<p>1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements</p> <p>1.2.1 Analyzes and checks details</p>	None	2 Hours	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	<p>indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.3 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.4 Indicates personnel clearance in box no. 15 of BP recommendation and forwards scanned copy of the same to the Diliman Budget Office for request of online budget clearance</p> <p>1.2.5 Forwards BP recommendation to Section Chief</p>			
	<p>1.3 SC reviews and initials in the BP recommendation</p> <p>1.3.1 DC signs box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.4 Receives BP recommendation and updates data in the Docutrack Gsheet and DTS</p> <p>1.4.1 Forwards BP recommendation to</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	the HRDO Directors Office			
	1.5 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
	1.6 Receives signed BP recommendation and updates data in the Docutrack gsheets and DTS 1.6.1 Forwards the same to the Office of the Vice Chancellor for Academic Affairs for signature	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.7 Vice-Chancellor signs in box no. 16 1.7.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Paused-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Academic Affairs
	1.8 Chancellor signs in box no. 17 1.8.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.9 Receives BP recommendation and updates data in the Docutrack Gsheet, DTS and forwards to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.10 Analyst types letter of invitation 1.10.1 Forwards (2) copies of letter of invitation, copy of budget clearance and	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	BP recommendation to SC for final review			
	<p>1.11 SC reviews details in the letter of invitation, affix initial and forwards to DC</p> <p>1.11.1 DC affix initial in the letter of invitation and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	1.12 Receives letter of invitation, updates data in the Docutrack gsheet, DTS and forwards the same to the HRDO Directors Office	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	1.13 HRDO Director affixes initial in the letter of invitation and forwards back to the Appointment Section Receiving and Releasing Personnel	None	2 Days	<p><i>Director</i></p> <p><i>HRDO</i></p>
	1.14 Receives letter of invitation, updates data in the Docutrack gsheet, DTS and forwards the same to the Appointing Authority	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.15 Chancellor signs letter of invitation</p> <p>1.15.1 Forwards the same to the HRDO Releasing and Receiving Personnel</p>	None	<p>5 Days</p> <p>(Pause-Clock)</p>	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1.16 Receives signed letter of invitation</p> <p>1.16.1 Informs Unit to pick-up letter of invitation for signing of conforme of the Foreign Lecturer or</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	sends electronic copy of letter of invitation			
2. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits signed letter of invitation with conforme through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph	2.1 Receives signed letter of invitation with conforme, updates data in the Docutrack Gsheet, DTS and forwards to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	2.2 Analyst types appointment and encodes/updates personnel details in the SQL database 2.2.1 Forwards (2) copies of appointment to SC for final review.	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	2.3 SC reviews details in the appointment, affix initial and forwards to DC 2.3.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	2.4 Receives appointment and updates data in the Docutrack gsheet and DTS and forwards the same to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	2.5 HRDO Director affixes initial in the	None	2 Days	<i>Director</i> <i>HRDO</i>



	appointment and forwards the same to the Receiving and Releasing Personnel at the HRDO			
	2.6 Receives appointment, updates data in the Docutrack gsheet, DTS and forwards the same to the Appointing Authority	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	2.7 Chancellor signs appointment 2.7.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
3. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	3. Receives signed appointment and updates data in the Docutrack gsheet and DTS 3.1.1 Forwards electronic copy of the appointment to the Unit and informs the appointee to pick-up copy of appointment and releases copy of appointment to the Appointee or authorize representative 3.1.2 Forwards photocopy/electronic copy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	29 Days, 5 Hours, 50 Minutes	



13. Processing of Original and Renewal of Appointment for Consultant, Coach and Tactical Officer (Non-regular)

Request of Unit/College for appointment of non-regular UP employees with or without compensation.

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Original & Renewal</u>		HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/59/faculty-appointment-promotion-and-tenure-processing Requesting Party		
Duly Accomplished Green Basic Paper, (1 copy). (Coaches)				
Duly Accomplished Blue Basic Paper, (1 copy). (Consultant and Tactical Officers)				
Updated Curriculum Vitae				
Justification Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for original and renewal appointment of consultant, coach and tactical officers with complete documentary requirements through electronic submission at hrdo_appointment_recommendation.upd.edu.ph	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS) 1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



<p>@up.edu.ph or hrrd_appointmentst@atus.upd@up.edu.ph</p>				
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements.</p> <p>1.2.1 Analyzes and checks details indicated in BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements (for renewal)</p> <p>1.2.3 Indicates personnel clearance in box no. 15 of BP recommendation and forwards scanned copy of the same to the Diliman Budget Office for request of online budget clearance</p>	None	2 Hours	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.3 SC reviews BP recommendation & affix initial and forwards to DC</p> <p>1.3.1 DC signs in box no. 13 of the BP recommendation and forwards the same to</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section</p>



	the Receiving and Releasing Personnel			HRDO
	1.4 Receives BP recommendation and updates data in the Docutrack gsheet and DTS 1.4.1 Forwards BP recommendation to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.5 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
	1.6 Receives BP recommendation, updates data in the Docutrack gsheet, DTS forwards the same to the authorized signatories OVCA – Consultant, Tactical Officer OVCAA - Coach	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.7 Vice-Chancellor signs in box no. 16 1.7.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Pause-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Administration
	1.8 Vice-Chancellor signs in box no. 16 1.8.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Pause-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Academic Affairs
	1.9 Chancellor signs in box no. 17	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor



	1.9.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO			
	1.10 Receives BP recommendation, updates data in the Docutrack gsheet, DTS and forwards the same to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.11 Analyst types appointment and encodes/updates personnel details in the SQL database 1.11.1 Attaches copy of online budget clearance to the BP recommendation 1.11.2 Forwards (2) copies of appointment to SC for final review.	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.12 SC reviews appointment, affix initial and forwards to DC 1.12.1 DC affix initial in appointment and forwards the same to the HRDO Directors Office through Receiving and Releasing Personnel	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.13 Receives appointment, updates data in the Docutrack gsheet, DTS and forwards the same to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.14 HRDO Director affixes initial in the appointment and forwards the same to	None	2 Days	<i>Director</i> HRDO



	the Receiving and Releasing Personnel at the HRDO			
	1.15 Receives appointment, updates data in the Docutrack gsheet, DTS and forwards the same to the Appointing Authority	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.16 Chancellor signs appointment 1.16.1 Forwards appointment to the Receiving and Releasing Personnel at the HRDO.	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	Receives signed appointment and updates data in the Docutrack gsheet and DTS 2.1.1 Forwards electronic copy of the appointment to the Unit and informs the appointee to pick-up copy of appointment and release copy of appointment to the appointee or authorize representative 2.1.2 Forwards photocopy/electronic copy of appointment to Diliman Accounting Office and IMS for safekeeping	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	26 Days, 4 Hours, 5 Minutes	



14. Processing of Original Additional Assignment Administrative and REPS Personnel

Request of Unit/College for renewal of additional assignment for Administrative and REPS Personnel. Additional assignment is assignment of duties within the University but not within the job description of an employee.

Office or Division:	Human Resource and Recruitment Division - Appointment Section	
Classification:	Highly Technical	
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)	
Who may avail:	UP Diliman Units/Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>For Administrative Personnel</u>		
Duly Accomplished Blue Basic Paper (HRDO B-1), (1 copy)		HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/53/additional-assignment-of-administrative-personnel-and-reps
Justification letter		OVCA Requesting Party
FPOC Approval		
Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)		
Copy of duties and responsibilities		
Organizational/Personnel structure		
If submitting beyond the due date, a letter of explanation will be an additional requirement.		HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/53/additional-assignment-of-administrative-personnel-and-reps
<u>For REPS Personnel</u>		



<p>Duly Accomplished White Basic Paper (HRDO B-1), copy)</p> <p>2. Justification letter</p> <p>3. FPOC Approval</p> <p>4. Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)</p> <p>Copy of duties and responsibilities</p> <p>Organizational/Personnel structure</p> <p>If submitting beyond the due date, a letter of explanation will be an additional requirement.</p>	<p>OVCA</p> <p>Requesting Party</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number, submits recommendation for original additional assignment of administrative and REPS personnel with complete attachments through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentst</p>	<p>1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheets) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



<p>atus.upd@up.edu.ph</p>				
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements</p> <p>1.2.1 Analyzes and checks details indicated in the BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.3 Forwards BP recommendation to Planning and Research Section for FPOC agenda through electronic mail</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.3 Section Chief evaluates BP recommendation</p> <p>SCHEDULE OF FPOC MEETING IS EVERY TUESDAY OF THE MONTH</p> <p>**If recommendation is endorsed, BP is forwarded through electronic mail to Appointment Section Receiving and Releasing Personnel</p>	<p>None</p>	<p>5 Days</p>	<p><i>Administrative Officer V</i></p> <p>Planning and Research Section HRDO</p>



	<p>1.4 Receives approved BP recommendation and updates data in the Docutrack gsheet and DTS</p> <p>1.4.1 Forwards BP recommendation to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 Receives BP recommendation and other documentary requirements.</p> <p>1.5.1 Indicates personnel clearance in box no. 15 of BP recommendation and forwards scanned copy of the same together with the FPOC approval to the Diliman Budget Office for request of online budget clearance</p>	None	1 Day	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.6 SC reviews BP recommendation, affix initial and forwards to Division Chief (DC)</p> <p>1.6.1 DC signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.7 Receives BP recommendation and updates data in the Docutrack gsheet and DTS</p> <p>1.7.1 Forwards BP recommendation to the HRDO Directors Office for signature</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	1.8 HRDO Director signs in box no. 14 of	None	2 Days	<i>Director</i>



	the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO			HRDO
	1.9 Receives BP recommendation and updates data in the Docutrack gsheet and DTS 1.9.1 Forwards BP recommendation to the concerned Analyst through electronic mail	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.10 Analyst types appointment and encodes/updates personnel details in the SQL database 1.10.1 Attaches copy of online budget clearance to the BP recommendation 1.10.1 Forwards (2) copies of appointment to SC for review and initial	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.11 SC reviews appointment, affix initial and forwards to DC 1.11.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.12 Receives appointment and updates data in the Docutrack gsheet and DTS	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



	1.12.1 Forwards appointment to the HRDO Directors Office			
	1.13 HRDO Director affixes initial in the appointment and forwards back to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
	1.14 Receives appointment and updates data in the Docutrack gsheet and DTS 1.14.1 Forwards appointment to the appointing authority	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.15 Chancellor signs appointment 1.15.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	2. Receives signed appointment and updates data in the Docutrack gsheet and DTS 2.1.1 Forwards electronic copy of the appointment to the Unit and informs the appointee to pick-up copy of appointment and releases copy of appointment to the appointee or authorize representative 2.1.2 Forwards photocopy/electronic copy of appointment to Diliman Accounting	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



	Office and IMS for safekeeping			
	TOTAL	None	17 Days, 4 Hours, 5 Minutes	

15. Processing of Renewal of Additional Assignment for Administrative and REPS Personnel

Request of Unit/College for renewal of additional assignment for Administrative and REPS Personnel. Additional assignment is assignment of duties within the University but not within the job description of an employee.

Office or Division:	Human Resource and Recruitment Division - Appointment Section		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)		
Who may avail:	UP Diliman Units/Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<u>For Administrative Personnel</u>			
Duly Accomplished Blue Basic Paper (HRDO B-1), (1 copy) Justification letter If submitting beyond the due date, a letter of explanation will be an additional requirement.		HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/53/additional-assignment-of-administrative-personnel-and-reps Requesting Party	
<u>For REPS Personnel</u>			
Duly Accomplished White Basic Paper (HRDO B-1), (1 copy) Justification letter		HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/53/additional-assignment-of-administrative-personnel-and-reps Requesting Party	



If submitting beyond the due date, a letter of explanation will be an additional requirement.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for renewal additional assignment of administrative and REPS personnel with complete attachments through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS) 1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements 1.2.1 Analyzes and checks details indicated in the BP recommendation and validates submitted documentary requirements, if compliant 1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>attaches/merge file to the submitted documentary requirements)</p> <p>1.2.3 Indicates personnel clearance in box no. 15 of BP recommendation and forwards scanned copy of the same to the Diliman Budget Office for request of online budget clearance</p>			
	<p>1.3 SC reviews BP recommendation, affix initial and forwards to DC</p> <p>1.3.1 DC signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.4 Receives BP recommendation and updates data in the Docutrack gsheet and DTS</p> <p>1.4.1 Forwards BP recommendation to the HRDO Directors Office</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 HRDO Director signs in the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days	<p><i>Deputy Director</i></p> <p>HRDO</p>
	<p>1.6 Receives BP recommendation and updates data in the Docutrack Gsheet and DTS</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	1.6.1 Forwards hard copy or electronic copy of BP recommendation to the concerned Analyst			
	1.7 Analyst types appointment, encodes/updates personnel details in the SQL database 1.7.1 Attaches copy of online budget clearance to the BP recommendation 1.7.2 Forwards (2) copies of appointment to SC for review and initial	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.8 SC appointment, affix initial and forwards to DC 1.8.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.9 Receives appointment and updates data in the Docutrack gsheet, DTS and forwards to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.10 HRDO Director affixes initial in the appointment and forwards back to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
	1.11 Receives appointment and updates data in the	None	10 Minutes	<i>Receiving/Releasing Personnel</i>



	Docutrack gsheets and DTS 1.11.1 Forwards BP recommendation to the Appointing Authority			Appointment Section HRDO
	1.12 Chancellor signs appointment 1.12.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	Chancellor Office of the Chancellor
2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	2. Receives signed appointment and updates data in the Docutrack gsheets and DTS 2.1.1 Forwards electronic copy of the appointment to the Unit and informs the appointee to pick-up copy of appointment and releases copy of appointment to the appointee or authorize representative 2.1.2 Forwards photocopy/electronic copy of appointment to Diliman Accounting Office and IMS for safekeeping	None	5 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	TOTAL	None	11 Days, 3 Hours, 5 Minutes	



16. Processing of Original Additional Assignment of Faculty Personnel (Regular)

Request of Unit/College for renewal of additional assignment for Faculty Personnel. Additional assignment is assignment of duties within the University but not within the job description of an employee.

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Original & Renewal - Regular</u>		www.hrdo.upd.edu.ph		
Duly Accomplished White Basic Paper, (1 copy)		Requesting Party		
Justification letter				
Approved letter of additional assignment from the Chancellor/Vice Chancellor (Original)				
Updated Curriculum Vitae				
If submitting beyond the due date, a letter of explanation will be an additional requirement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits recommendation for original and renewal additional assignment of faculty personnel (regular) with complete documentary requirements	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS) 1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



<p>through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph</p>	<p>requirements to the concerned Analyst</p>			
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements</p> <p>1.2.1 Analyzes and checks details indicated in BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.3 Indicates personnel clearance, scans basic paper and forwards to the Diliman Budget Office for request of online budget clearance</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.3 SC reviews BP recommendation & affix initial and forwards to DC</p> <p>1.3.1 DC affix initial in the BP recommendation and forwards the same to the HRDO Directors Office through</p>	<p>None</p>	<p>1 Day</p>	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>



	Receiving and Releasing Personnel			
	1.4 Receives BP recommendation and updates data in the Docutrack Gsheet and DTS 1.4.1 Forwards the same to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.5 HRDO Directors signs in the BP recommendation and forwards back to Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
	1.6 Receives signed BP recommendation and updates data in the Docutrack Gsheet and DTS 1.6.1 Forwards the same to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.7 Analyst types appointment and encodes/updates personnel details in the SQL database 1.7.1 Attaches copy of online budget clearance to the BP recommendation 1.7.2 Forwards (2) copies of appointment to SC for final review.	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.8 SC reviews appointment, affix initial and forwards to DC 1.8.1 DC affix initial in the appointment and forwards the same to	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i>



	the HRDO Directors Office through Receiving and Releasing Personnel			Appointment Section HRDO
	1.9 Receives appointment and records appointment, updates data in the Docutrack gsheet DTS and forwards the same to the Appointing Authority	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.10 Chancellor signs appointment 1.10.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO	None	5 Days	<i>Chancellor</i> Office of the Chancellor
2. Unit receives electronic copy of appointment, Appointee/ authorize representative receives copy of appointment	2. Receives appointment and updates the Docutrack gsheet and DTS 2.1.1 Forwards electronic copy of appointment to Unit and informs the appointee to pick-up copy of appointment and release copy of appointment to the appointee or authorize representative 2.1.2 Forwards photocopy/electronic copy of appointment to Diliman Accounting Office and IMS for safekeeping	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	9 Days, 3 Hours, 45 Minutes	



17. Processing of Original and Renewal Additional Assignment of Faculty Personnel (Project)

Request of Unit/College for renewal of additional assignment for Faculty Personnel. Additional assignment is assignment of duties within the University but not within the job description of an employee.

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p align="center"><u>Original - Project Based</u></p> <p>Duly Accomplished White Basic Paper with Approved funding clearance from the Diliman Accounting Office (1 copy)</p> <p>Copy of Line Item Budget (if applicable)</p> <p>Updated Curriculum Vitae</p> <p>Approved Line Item Budget or MOA</p> <p>If submitting beyond the due date, a letter of explanation will be an additional requirement.</p> <p align="center"><u>Renewal - Project Based</u></p> <p>1. Duly Accomplished White Basic Paper with Approved funding clearance from the Diliman Accounting Office (1 copy)</p> <p>Updated Curriculum Vitae</p> <p>If submitting beyond the due date, a letter of explanation will be an additional requirement.</p>		<p align="center">HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/53/additional-assignment-of-administrative-personnel-and-reps</p> <p align="center">Requesting Party</p> <p align="center">HRDO Website (hrdo.upd.edu.ph) HRDO link https://hrdo.upd.edu.ph/articles/53/additional-assignment-of-administrative-personnel-and-reps</p> <p align="center">Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding	1. Receives and encodes in the HRDO Document Tracking Google Sheet	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section



<p>Document Tracking System (DTS) number submits recommendation for original and renewal additional assignment of faculty personnel (project) with complete documentary requirements through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph</p>	<p>(Docutrack gsheet) and Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned</p>			<p>HRDO</p>
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements</p> <p>1.2.1 Analyzes and checks details indicated in BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.3 Indicates personnel clearance, types appointment and encodes/updates personnel details in the SQL database</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	<p>1.3 SC reviews BP recommendation & appointment, affix initial and forwards to DC</p> <p>1.3.1 DC affix initial in BP recommendation and appointment and forwards the same to the HRDO Directors Office through Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	1.4 Receives BP recommendation, appointment, and updates data in the Docutrack gsheet and DTS, forwards the same to the HRDO Directors Office	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	1.5 Reviews BP recommendation, affix signature, initials in the appointment and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	1.6 Receives BP recommendation, appointment, and updates data in the Docutrack gsheet and DTS, forwards the same to the Office of the Chancellor for signature	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.7 Chancellor signs appointment</p> <p>1.7.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	5 Days	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
2. Unit receives electronic copy of appointment,	Receives signed copies of appointment and updates the Docutrack gsheet and DTS	None	5 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section</p>



Appointee/authorize representative receives copy of appointment	<p>2.1.1 Forwards electronic copy of the appointment to the Unit and Informs the appointee to pick-up copy of appointment and release copy of appointment to the appointee or authorize representative</p> <p>2.1.2 Forwards photocopy/electronic copy of appointment to Diliman Accounting Office and IMS for safekeeping</p>			HRDO
	TOTAL	None	8 Days, 2 Hours, 35 Minutes	

18. Processing of Item Transfer for Faculty Personnel

Request of Unit/College for Item Transfer of Faculty Personnel

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Duly Accomplished Basic Paper (HRDO B-1), (1 copy).</p> <p>Justification from Chair/Director endorsed by the Dean</p>			<p>HRDO Website www.hrdo.upd.edu.ph</p> <p>Requesting Party</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS)	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



<p>number submits BP recommendation for item transfer with complete attachments through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstat.us.upd@up.edu.ph</p>	<p>Document Tracking System (DTS)</p> <p>1.1.1 Forwards submitted hard copy or electronic copy of Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst</p>			
	<p>1.2 Receives hard copy or electronic copy of BP recommendation and other documentary requirements</p> <p>1.2.1 Analyzes and checks details indicated in boxes 1-12 of the BP recommendation and validates submitted documentary requirements, if compliant</p> <p>1.2.2 Prints or downloads electronic copy of Draft Service Record (SR) and attaches/merge file to the submitted documentary requirements</p> <p>1.2.3 Forwards to Planning and Research Section for checking of availability of item (if applicable) through electronic mail</p>	None	2 Hours	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.3 Section Chief reviews/verifies availability of recommended item and affix initial in the BP recommendation/ endorses back to the Appointment Section</p>	None	1 Day	<p><i>Administrative Officer V (HRMO III)</i></p> <p>Planning and Research Section</p>



	concerned through electronic mail			
	1.4 Forwards to Scholarship Section for checking of contractual obligation (if applicable) through electronic mail	None	10 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.5 Scholarship Section checks contractual obligation of faculty concerned 1.5.1 Indicates if with/without contractual obligation or with RSR 1.5.2 Forwards back to Appointment Section concerned Analyst through electronic mail	None	1 Day	<i>Administrative Officer IV (HRMO II)</i> Scholarship Section HRDO
	1.6 Indicates personnel clearance in box no. 15 of BP recommendation and forwards scanned copy of the same to the Diliman Budget Office for request of online budget clearance 1.6.1 Forwards hard copy or electronic copy of BP to Section Chief for review	None	10 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.7 SC reviews BP recommendation, affix initial and forwards to DC 1.7.1 DC signs in box no. 13 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel	None	1 Day	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.8 Receives BP recommendation and updates data in the	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section



	Docutrack gsheet and DTS 1.8.1 Forwards BP recommendation to the HRDO Directors Office for signature			HRDO
	1.9 HRDO Director signs in box no. 14 of the BP recommendation and forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
	1.10 Receives BP recommendation and updates data in the Docutrack gsheet and DTS 1.10.1 Forwards BP recommendation to the Office of the Vice Chancellor for Academic Affairs for signature	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.11 Vice-Chancellor signs in box no. 16 1.11.1 Forwards signed BP recommendation to the Office of the Chancellor	None	5 Days (Pause-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Academic Affairs
	1.12 Chancellor signs in box no. 17 1.12.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Pause-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.15 Receives signed BP recommendation and updates data in the Docutrack gsheet and DTS 1.15.1 Forwards the same to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



	<p>1.16 Analyst types Memorandum for the Record (MFR)</p> <p>1.16.1 Updates personnel details in the SQL database, e-PSIPOP and DBM-PSIPOP</p> <p>1.16.2 Forwards (2) copies of appointment to SC for final review</p>	None	1 Hour	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.17 SC reviews details in the appointment, affix initial and forwards to DC</p> <p>1.17.1 DC affix initial in the appointment and forwards the same to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.18 Receives MFR and updates data in the Docutrack gsheets and DTS and forwards the same to HRDO Director for signature</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.19 HRDO Director signs Memorandum for the Record</p> <p>1.19.1 Forwards the same to the HRDO Releasing and Receiving Personnel</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
<p>2. Unit receives electronic copy of Memorandum for the Record, Appointee/ authorize representative receives copy of Memorandum for the Record</p>	<p>2. Receives signed copies of appointment and updates the Docutrack gsheets and DTS</p> <p>2.1.1 Forwards electronic copy of the Memorandum for the Record to the Unit and informs the appointee to pick-up copy of</p>	None	5 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	appointment and release copy of appointment to the appointee or authorize representative 2.1.2 Forwards photocopy/electronic copy of Memorandum for the Record to Diliman Accounting Office and IMS for safekeeping			
	TOTAL	None	18 Days, 4 Hours, 15 Minutes	

19. Processing of Memorandum/Office Order for Officer-in-Charge

Request of Unit/College for processing of Officer-in-Charge additional assignment as per Office Memorandum/Memorandum Order

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Complex			
Type of Transaction:	Government to Government (Internal Client: UP Diliman Employee to HRDO)			
Who may avail:	UP Diliman Active Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memorandum Order/Office Order			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits memorandum order/office memorandum through electronic submission at hrdo_appointment_reco	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS) 1.1.1 Forwards submitted hard copy or electronic copy of Memorandum/Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



mmendation.upd@up.edu.ph	Order to the concerned Analyst			
	<p>1.2 Receives hard copy or electronic copy of memorandum order/office memorandum</p> <p>1.2.1 Checks details indicated in the request, if effective date is below 5 days, stamps “noted” and name of signatory</p> <p>1.2.3 If effective date is above 5 days, indicate personnel clearance and attaches draft service record, scans copy of memorandum order/office memorandum and forwards to the Diliman Budget Office for online request of budget clearance</p> <p>1.2.4 Attaches copy of online budget clearance to the memorandum/office order and forwards to SC for final review</p>	None	1 Hour	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.3 Section Chief reviews memorandum order, if found in order, affix initial and forwards to Division Chief for initial</p> <p>1.3.1 Division Chief affix initial and forwards signed memorandum order to the Receiving and Releasing Personnel</p>	None	1 Day	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>



	1.4 Receives memorandum/office order, updates data in the Docutrack gsheet and forwards the same to the HRDO Directors Office	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.5 HRDO Director signs in the personnel clearance and forwards back to the Receiving and Releasing Personnel at the HRDO	None	2 Days	<i>Director</i> HRDO
2. Unit receives electronic copy of Memorandum/ Office Order, Appointee/ authorize representative receives copy of Memorandum for the Record	2. Receives signed memorandum/office order and updates the Docutrack gsheet 2.1.1 Forwards electronic copy of the Memorandum/ Office Order to the Unit and informs the appointee to pick-up copy of Memorandum/ Office order and release copy of appointment to the appointee or authorize representative 2.1.2 Forwards photocopy/electronic copy of Memorandum/Office Order to Diliman Accounting Office and IMS for safekeeping	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	3 Days, 1 Hour and 25 Days	



20. Processing of Request for ID Certification

Application for ID Certification of new and current UP Diliman Employees

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Complex			
Type of Transaction:	Government to Government (Internal Client: UP Employee to HRDO)			
Who may avail:	UP Diliman new and current employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1x1 Photo Duly accomplished Information Sharing Consent Form		www.hrdo.upd.edu.ph Human Resource and Recruitment Division - Appointment Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following documents through the UPD RFID Application Form	1. HRDO will validate and verify personnel information. The employee will receive email if there are any clarifications on the application After validation, the HRDO Personnel in-charge will then forward the request to the supplier (Cut-off time is every Friday)	None	7 days Paused Clock	<i>HRDO Personnel in-charge</i>
2. Employee will receive email from HRDO regarding the availability and claiming procedures of the new UP RFID card	2. Upon receipt of the RFID, HRDO will release the RFID to the Unit	None	5 Minutes	<i>HRDO Personnel in-charge</i>
	TOTAL	None	7 days, 5 Minutes	



21. Processing of Request for Issuance of Personnel Clearance for Medical Certificate (CS Form No. 211, Revised 2018)

A Medical Certificate issued by a licensed government Physician which states that the appointee is fit for employment in support of his or her appointment but shall be retained in the agency and filed in the employee's 201 file.

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Simple			
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)			
Who may avail:	UP Diliman New Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished CS Form No. 211, revised 2018		HRDO Website (hrdo.upd.edu.ph) Human Resource and Recruitment Division - Appointment Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits request CS Form No. 211, revised 2018 through electronic submission at hrdo_appointment_recommutation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheets) and Document Tracking System (DTS) 1.1.1 Forwards submitted hard copy or electronic copy of CS Form No. 211 to the concerned Analyst	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.2 Receives hard copy or electronic copy of CS Form No. 211, revised 2018 1.2.1 Checks the following details indicated in the CS Form: Name Address Agency/Address	None	5 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	Age Sex Civil Status Proposed Position 1.2.2 Indicates name of UHS Director in the Endorsement Form 1.2.3 Signs below the Endorsement Form or insert electronic signature in the CS Form 1.2.4 Forwards signed CS Form No. 211 to the Releasing and Receiving Personnel			
Requesting personnel receives cleared hard copy or electronic copy CS Form No. 211	2. Receives and updates data in the Docutrack gsheet and releases cleared CS Form No. 211 to the requesting personnel through electronic mail	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	15 Minutes	

22. Processing of Request for Certificate of Employment (Active)

UP Diliman Employees requests for Certificate of Employment for various purposes e.g. GSIS, Loan purposes, Travel Abroad, Visa Application, Housing Application, Separation, Hospitalization and Personal purposes

Office or Division:	Human Resource and Recruitment Division - Appointment Section	
Classification:	Simple	
Type of Transaction:	Government to Government (Internal Client: UP Diliman Employee to HRDO)	
Who may avail:	UP Diliman Active Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
		www.hrdo.upd.edu.ph



Duly accomplished request Slip Form (HRRD 2019-01)		Human Resource and Recruitment Division - Appointment Section Requesting Party		
Authorization Letter and ID, if authorize representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manual or in Portable Document Format (PDF), with corresponding Document Tracking System (DTS) number submits request slip form (HRRD 2019-01) through electronic submission at hrdo_appointment_recommendation.upd@up.edu.ph or hrrd_appointmentstatus.upd@up.edu.ph	1. Receives and encodes in the HRDO Document Tracking Google Sheet (Docutrack gsheet) and Document Tracking System (DTS) 1.1.1 Forwards submitted hard copy or electronic copy of Request Slip form (HRRD 2019-01) to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.2 Receives hard copy or electronic copy of Request Slip Form (HRRD 2019-01) 1.2.1 Checks HRDO database for validation of employment status (ACTIVE) 1.2.2 Encodes the following details: Name Position/Designation Salary Unit/College Status of Appointment 1.2.3 If in order, insert electronic signature and	None	20 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>forwards to the requesting employee through electronic mail or Prints hard copy of the Certificate of Employment (CE)</p> <p>1.2.3 Encodes in the monitoring sheet and forwards to SC for initial</p>			
	<p>1.3 Section Chief proofreads details in the CE, if found in order, affix initial.</p> <p>1.3.1 Forwards copy of certificate to Division Chief for signature.</p> <p>1.3.2 Division Chief affix signature or inserts electronic signature and forwards signed certificate to the Releasing and Receiving Personnel</p>	None	20 Minutes	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
Requesting employee/authorize representative receives hard copy or electronic copy of certificate of employment	2. Receives and updates data in the Docutrack Gsheet and releases Certificate of Employment to requesting employee or authorize representative or through electronic mail	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	TOTAL	None	1 Hour	



23. Processing of Request for Service Record

UP Diliman Employees requests for Service Record for various purposes e.g. GSIS, Loan purposes, UP Provident Fund, PAG-IBIG, PhilHealth Travel Abroad, Visa Application, Housing Application, Separation, Hospitalization, Personal and for whatever legal purpose it may serve.

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Complex			
Type of Transaction:	Government to Government (Internal Client: UP Diliman Employee to HRDO)			
Who may avail:	UP Diliman Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request Slip Form (HRRD 2019-01)		www.hrdo.upd.edu.ph Human Resource and Recruitment Division - Appointment Section Requesting Party		
Authorization Letter and ID, if authorize representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request slip form (HRRD 2019-01) to the Benefits Section	1. Receives draft service record from Benefits Section, encodes to the HRRD Docutrack and forwards to the SR Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.2 Receives Request Slip Form (HRRD 2019-01) 1.2.1 Checks and reviews HRDO database for validation and/or correction of service record 1.2.2 Encodes service record from 201 file, if applicable 1.2.3 Forwards to Benefits Section for final review	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>1.3 Section Chief proofreads details in the SR, if found in order, affix initial.</p> <p>1.3.1 Forwards the same to the Appointment Section</p>	None	20 Minutes	<p><i>Administrative Officer V (Section Chief)</i></p> <p>Benefits Section HRDO</p>
	1.4 SR Analyst prints final Service Record and forwards to HRDO Director's Office through the Receiving/Releasing Personnel	None	1 Hour	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	1.5 Encodes in the Docutrack and forwards to HRDO Director's Office for approval and signature	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	TOTAL	None	2 Hours, 40 Minutes	



24. Processing of HRDO Referral of Applicants

“The State shall ensure and promote the Constitutional mandate that appointments in the Civil Service shall be made only according to merit and fitness” per Section 1 of CSC MC14,s2018 (ORA-OHRA, Revised July 2018)

“The qualification standards are the minimum and basic requirements for positions in the government in terms of education, training, experience, Civil Service eligibility, physical fitness and other qualities required for successful performance of the duties of the position. These shall serve as the basic guide in the selection of the employees and in the evaluation of appointments to all positions in the government” per Section 31 of CSC MC14,s2018 (ORA-OHRA, Revised July 2018)

Office or Division:	Human Resource and Recruitment Division – Recruitment and Selection Section (RSS)			
Classification:	Complex			
Type of Transaction:	Government to Government (Internal Client: UP Diliman/Government Agencies to Civil Service Commission)			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved Authority to Fill (ATF) CSC Bulletin Bulletin of Vacant Position Applicants documentary requirements (refer below)		Human Resource Planning and Research Division (HRRD) Human Resource Recruitment Division (HRRD) – Recruitment and Selection Section/CSC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits application	1. Receives and checks the following documentary requirements:	None	30 minutes	<i>Administrative Officer IV (HRMO II)</i> Recruitment & Selection Section HRDO



	<p>Letter of application which includes the following information: Position title, Item Number, College/Unit and certifying that all the attached documents are true and correct pursuant to the Data Privacy Act of 2012.</p> <p>Letter of Authorization to Verify Information must be attached and signed</p> <p>Fully accomplished RSS forms</p> <p>Fully accomplished Personal Data Sheet with recent ID picture 3.5 cm X 4.5 cm (passport size) taken within the last six (6) months and Work Experience Sheet</p> <p>Performance Ratings</p> <p>For applicants employed in the government service, last and previous ratings are required for appointment by promotion or transfer</p> <p>For applicants working in</p>			<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Recruitment & Selection Section HRDO</p>
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	<p>private companies and/or classified as Job Orders/Contract of Service, submission of two (2) semestral rating periods is encouraged</p> <p>Photocopy of Certificate of Eligibility/board rating/valid license</p> <p>Photocopy of School Credentials</p> <p>TOR and Diploma for position requiring Graduate Studies, Bachelor's degree or 2 year studies in College/Vocational/Trade Course</p> <p>High School/Elementary School Diploma or Certificate from DepEd, etc. for positions requiring completed basic education</p> <p>Photocopy of relevant Training/Seminar Certificates; and</p>			
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	<p>Photocopy of relevant Training/Seminar Certificates; and</p> <p>Photocopy of previous and current Employment Certificates with duties and responsibilities, if applicable.</p>			
	<p>1.2 Encodes applicant details in the RSS data base: Date Received Last Name First Name M.I. Gender Category BOVP Position Applied Department College/Unit Deadline Number of Applicant Per day</p>	None	5 Minutes	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Recruitment & Selection Section HRDO</p>
	<p>1.3 Analyst evaluates application based on the submitted documentary requirements vis-à-vis CSC QS</p>	None	30 minutes per application	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Recruitment & Selection Section HRDO</p>
	<p>1.4 Analyst prepare referral letter to the College/Unit concerned</p>	None	10 minutes	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Recruitment & Selection Section HRDO</p>
	<p>1.5 Section Chief reviews evaluated application based on</p>	None	10 minutes per application	<p><i>Administrative Officer V (Section Chief)</i></p>



	the submitted documentary requirements vis-à-vis CSC QS			Recruitment & Selection Section HRDO
	1.6 Division Chief reviews details in the referral letter, if found in order, affix initial in the referral letter	None	5 minutes	<i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.7 Director reviews, signs in the referral letter	None	5 minutes	<i>Director</i> HRDO
	1.8 Analyst photocopy the referral letter and release the original copy to units/colleges	None	10 minutes	<i>Administrative Officer IV (HRMO II)</i> HRDO
	1.9 Analyst informs through (landline/ email) concerned Unit that the referral letter is ready for pick-up			
	1.10 Analyst releases the original copy of the referral letter to Unit/Colleges			
	TOTAL	None	1 Hour 50 Minutes	

25. Processing of Publication of Existing Vacant Positions to the Civil Service Commission

“It shall be the policy of the Government to promote efficiency in the allocation of personnel in the civil service, as well as transparency and equal opportunities in the recruitment and hiring of new personnel” per REPUBLIC ACT No. 7041 Section I

Office or Division:	Human Resource and Recruitment Division – Recruitment and Selection Section (RSS)
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Classification:	Complex			
Type of Transaction:	Government to Government (Internal Client: UP Diliman/Government Agencies to Civil Service Commission)			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved Authority to Fill (ATF)		Human Resource Planning and Research Division (HRPRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRPRD forwards ATF to RSS	1. Receives/ encodes in the RSS Tasks Automation Application (RTAA) and forwards ATF to the concerned Analyst	None	5 Minutes	<i>Administrative Officer IV (HRMO II)</i> Recruitment & Selection Section HRDO
	1.2 Receives and checks the correctness of details in the ATF details: Position Title Parenthetical Title, applicable Plantilla Item Number Name of unit Duly endorsed (by the immediate supervisor/Chair to Dean/Director/Office of the Chancellor/Office of the Vice-President for Administration/Office of the President Duties and Responsibilities	None	10 Minutes	<i>Administrative Officer IV (HRMO II)</i> Recruitment & Selection Section HRDO
	1.3 Encodes the following details to CSC Form Number 9 (Revised 2018): Name of Agency Count Position Title	None	15 Minutes	<i>Administrative Officer IV (HRMO II)</i> Recruitment & Selection Section HRDO



	Parenthetical Title, (if applicable) Plantilla Item Number Salary/Job/Pay Grade Monthly Salary Qualification Standards Education Training Experience Eligibility Place of Assignment Deadline of Submission Addressee Information HRMO Position Title Complete Office Address E-mail Address			
	1.4 Section Chief reviews the details of CSC Form Number 9 (Revised 2018), if found in order, affix initial, and forwards form to the Division Chief	None	10 Minutes	<i>Administrative Officer V (Section Chief)</i> Recruitment & Selection Section HRDO
	1.5 Division Chief reviews, signs CSC Form Number 9, and recommends to the Director	None	5 Minutes	<i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.6 Director reviews, signs CSC Form Number 9, and	None	5 Minutes	<i>Director</i> HRDO



	recommends for CSC Publication			
	1.7 Analyst sends (hard & soft) copies of CSC Form Number 9 in the CSC Field Office	None	10 minutes	Administrative Officer IV (HRMO II) HRDO
	TOTAL	None	60 Minutes	

26. Issuance of certified copies of document from 201 files

a. Online

Office or Division:	Information Management Section, Human Resources Planning and Research Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Inactive UP Personnel; Courts and other Administrative bodies with quasi-judicial investigative functions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification card Letter of authorization		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit thru email the following: a. letter of request b. authorization letter from the concerned personnel	Receive and acknowledge email	None	3 minutes	Records Officer
	Retrieve the 201 files, search for the requested	None	20 minutes	Records Officer



	documents, scan (if no electronic copy) or extract from electronic file			
Receive the reply	Send email reply and attached the requested document	None	2 minutes	Records Officer
TOTAL:		None	25 Minutes	

b. Manual or walk in

Office or Division:	Information Management Section, Human Resources Planning and Research Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Inactive UP Personnel; Courts and other Administrative bodies with quasi-judicial investigative functions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification card Letter of authorization		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents valid Identification (ID) Card/Letter of authorization	Validate identity of the client and the authenticity of the authorization letter	None	3 minutes	Records Officer



Request for the specific documents and wait while the documents are being retrieved	Retrieve the 201 files, search for the requested documents and print/ photocopy	None	25 minutes	Records Officer
Receive the documents requested	Release the requested documents and have the client sign in the logbook	None	2 minutes	Records Officer
TOTAL:		None	30 Minutes	

27. Request for Performance Rating Certification (MC 11/10 Eligibility)

A CSC required certification is issued to temporary appointments, which involves practice of profession who lacks the required eligibility. They may apply the eligibility that is required for the position given they achieved at least two (2) Very Satisfactory rating for the duration of their appointment.

Online Request

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online request Form, properly accomplished		HRDO website (Human Resource Development Office (upd.edu.ph))		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Email the fully accomplished request form to performance_hr do. upd@up.edu.ph</p>	<p>1. Receives accomplished form from email</p> <p>1.1 Verify records, prepare PDF copy the Performance Rating for the Period</p> <p>1.2 If everything is in order prepare copy of the Performance Rating to forward for HRPRD Head endorsement to HRDO Director</p> <p>If found for corrections, return to the Unit for revisions</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Administrative Officer V (HRMO III)</i> MES Section Head</p>
	<p>Reviews the attached documents and endorse to HRDO Director for final signature</p>	<p>None</p>	<p>4 Hours</p>	<p>Chief Administrative Officer (HRMO IV) HRPRD</p>
	<p>Reviews and sign the MC11 certification (electronic signature) and return to MES</p>	<p>None</p>	<p>1 Day</p>	<p>HRDO Director</p>



	email for release			
2. Check email for pick-up advise 3. Receive MC 11 certification from HRDO	2. Email schedule advise for pick-up to the requesting employee Cc: Unit Administrative Office 3. Release the hard copy of the MC 11 certification to the requesting employee	None	1 Day	HRPRD Personnel on Duty
TOTAL:		None	3 Days	

NOTE: For CSC authentication wet signature is required for MC 11 submission.

b. Manual Request

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form, properly accomplished		Monitoring and Evaluation Section (MES) front desk, HRDO and/ or HRDO website (hrdo.upd.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit fully accomplished request form	1. Receives fully accomplished; Evaluates completeness of request	None	5 minutes	MES front desk staff
	1.2 Verify records and prepare the photocopy of the Performance Rating for the period covered; and the Position Description Form (PDF); and forward to MES Section head	None	15 minutes	MES front desk staff
	1.3 Reviews and evaluates the request and prepare the certification and indicate initials and forward to HRPRD Head for signature	None	20 minutes	MES Section Chief
	1.4. Reviews the request and indicate initials on the certification and forward to HRDO Director for	None	5 minutes	HRPRD Division Chief



	final signature			
	1.5. Review and sign the MC 11 certification and Return to MES staff for release	None	30 minutes	HRDO Director
2. Receives MC 11 certification through MES front desk	2. Release to the requesting employee	None	1 minute	MES front desk staff
TOTAL:		None	1 hour and 16 minutes	

28. Processing of Request for Performance Rating Certification

Performance Ratings of an individual is a reflection on how well he/she was able to carry out the responsibility of his/her function. One of the uses of the performance rating of an individual is the performance-based awards, for promotion and a requirement for finishing a degree.

A. Online

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online request Form, properly accomplished		Monitoring and Evaluation Section (MES) front desk, HRDO and/ or HRDO website (hrdo.upd.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Email the fully accomplished request form to performance_hrdo.upd@up.edu.ph</p>	<p>1. Receives fully accomplished request form; Evaluates completeness of request</p> <p>1.1. Verify records and prepare the certification and forward to MES Section Chief for signature</p> <p>1.2. Reviews and evaluates the request; and email to HRPRD Division head for signature</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Receiving/Releasing</i> MES Staff</p>
	<p>1.3. Reviews the request and sign the certification and return to MES staff for release</p>	<p>None</p>	<p>4 hours</p>	<p>HRPRD Division Chief</p>
<p>2. Receive the PR certification</p>	<p>2. Send the e-copy of the PR certification to the requesting employee</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Receiving /Releasing</i> MES Staff</p>
<p>TOTAL:</p>		<p>None</p>	<p>(4hours and 15 minutes)</p>	



B. Manual

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form, properly accomplished		Monitoring and Evaluation Section (MES) front desk, HRDO and/ or HRDO website (hrdo.upd.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished request form	1. Receives fully accomplished request form; Evaluates completeness of request	None	5 minutes	<i>Receiving/Releasing</i> MES front desk staff
	1.2. Verify records and prepare the certification and forward to MES Section Chief for signature	None	15 minutes	Receiving/Releasing MES front desk staff
	1.3. Reviews and evaluates the request; indicate initials and forward to HRPRD	None	15 minutes	MES Section Chief



	Division head for final signature			
	1.4. Reviews the request and sign the certification and return to MES staff for release	None	10 minutes	HRPRD Division Chief
2. Receives the PR certification	5. Release to the requesting employee	None	2 minutes	<i>Receiving / Releasing</i> MES front desk staff
TOTAL:		None	(47 minutes)	

29. Processing of Request for certified photocopy of Performance Rating

a. Online

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online request Form, properly accomplished		Monitoring and Evaluation Section (MES) front desk, HRDO and/ or HRDO website (hrdo.upd.edu.ph)		
2. If represented, authorization letter with UP Diliman ID		From the requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the fully accomplished request form to performance_hrdo.upd@up.edu.ph	1. Receives fully accomplished request; Evaluates completeness of request	None	20 minutes	<i>Receiving/Releasing</i> MES front desk staff



	1.2 Verify records and upload the copy of the Performance Rating requested, forward to Section head for endorsement.			
	1.3. Reviews the request and sign the copy of performance rating and email to the requesting employee the PDF copy with CTC signature	None	10 minutes	MES Section Chief
2. Receives the certified PDF copy of performance rating from HRDO	2. Email to the requesting employee the PDF copy	None	5 minutes	<i>Receiving/Releasing</i> MES front desk staff
TOTAL:		None	(35 minutes)	

b. Manual

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	All UP Diliman Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form, properly accomplished		Monitoring and Evaluation Section (MES) front desk, HRDO and/ or HRDO website (hrdo.upd.edu.ph)
2. If represented, authorization letter with UP Diliman ID		From the requesting employee



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished request form	1. Receives fully accomplished; Evaluates completeness of request 1.2 Verify records and print copy of the Performance Rating requested; stamping of the PR and forward to Section head for endorsement	None	15 minutes	<i>Receiving/Releasing</i> MES front desk staff
	1.3. Reviews the request and sign the copy of performance rating and forward to MES front desk staff for release	None	10 minutes	MES Section Chief
2. Receive the certified photocopy of the Performance rating from HRDO	Release to the requesting employee or representative	None	5 minutes	Receiving / Releasing MES front desk staff
TOTAL:		None	(35 minutes)	

30. Request for Authority to Fill/Hire (Administrative and REPS; with plantilla item/UP contractual; Original)

Request for Authority to Fill (Exemption from Administrative Order No. 4, s. 1989) is being done by offices/units in the University in order to utilize the vacated positions/items in its plantilla.

Office or Division:	Planning and Research Section (PRS), Human Resource Planning and Research Division (HRPRD)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	All UP Diliman units



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly accomplished AO4 Form	HRDO website (hrdo.upd.edu.ph) Planning and Research Section (PRS), HRDO
Letter request from the unit with justification signed by the head of unit, and endorsement by corresponding Vice Chancellor Organization/Personnel Chart (including contractual staff) Functional Chart List of duties and responsibilities with corresponding percentage distribution Signs and degrees of backlog (if applicable) Coping mechanism Statement on the mission and goals of the unit over the next five (5) years (*with Plantilla Item) Contribution of the proposed recruitment (*with Plantilla Item) List of existing personnel with additional assignment For Resignation, copy of Chancellor's Approved resignation letter. <u>For REPS positions except Librarian/CL:</u> List of on-going and on the pipeline research undertakings/training of the unit where the requested staff will get involved with <u>For Librarian/CL positions:</u> Number of collections, total library area, average number of users on a daily/weekly basis, building configuration, service hours <u>For academic units:</u> Data on student enrollment for at least last 2 Semesters and list of faculty members (regular and non-regular).	Requesting Party

a) Authority to Fill due to promotion

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor through UIS	Planning and Research Section (PRS) receives request through UIS 1.1. Section Head will assign analyst to process	None	30 Minutes	Administrative Officer V (HRMO III) PRS Section Head



	<p>Evaluate Request If everything is in order Analyst proceeds the processing of request. (If pertinent attachments are incomplete, request is reassigned to the requesting unit) Analyst uploads evaluation of request to UIS and reassign to Section Head</p>	None	5 Days	<p><i>Administrative Officer (HRMO II)</i> PRS Analyst</p>
	<p>Review evaluation, If evaluation is found in order, request is forwarded to HRPRD Chief</p>	None	3 Hours and 30 Minuets	<p><i>Administrative Officer V (HRMO III)</i> PRS Section Head</p>
	<p>For final review If found in order, request is forwarded to HRDO Director for final endorsement</p>	None	4 Hours	<p><i>Chief Administrative Officer (HRMO IV)</i> HRPRD</p>
	<p>For final endorsement, if everything is in order, forwards request to the Budget Office for clearance</p>	None	3 days	<p><i>Director</i> HRDO</p>
	<p>For clearance of request, if found in order, recommend for appropriate action of the Chancellor through the Office of the Vice Chancellor for Administration for administrative personnel or the Office of the Vice Chancellor for Research and Development for REPS</p>	None	5 Days	<p><i>Budget</i> OVCA/OVCRD UPD</p>
	<p>For the Chancellors' final action</p>	None	3 Days	<p><i>Chancellor</i> UPD</p>
Receive notification of	<p>Forwards approved request to unit through UIS</p>	None	1 Day	<p><i>Chancellor's Office</i> UPD</p>



request with final action through UIS				
TOTAL:		None	18 Days	

b) Authority to Fill due to Retirement/Resignation/Demise and other forms of separation

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor through UIS	Planning and Research Section (PRS) receives request through UIS 1.1. Section Head will assign analyst to process	None	30 Minutes	<i>Administrative Officer V (HRMO III)</i> PRS Section Head
	Evaluate Request If everything is in order Analyst proceeds the processing of request. (If pertinent attachments are incomplete, request is reassigned to the requesting unit) Analyst uploads evaluation of request to UIS and reassign to Section Head	None	5 Days	<i>Administrative Officer (HRMO II)</i> PRS Analyst
	Review evaluation, If evaluation is found in order, request is forwarded to HRPRD Chief	None	3 Hours and 30 Minutes	<i>Administrative Officer V (HRMO III)</i> PRS Section Head
	For final review If found in order, request is forwarded to	None	4 Hours	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD



	HRDO Director for final endorsement			
	For final endorsement, if everything is in order, forwards request to the Budget Office for clearance	None	3 days	Director HRDO
	For clearance of request, if found in order, recommend for appropriate action of the Chancellor through the Office of the Vice Chancellor for Administration for administrative personnel or the Office of the Vice Chancellor for Research and Development for REPS	None	5 Days	Budget OVCA/OVCRD UPD
	For Chancellor's endorsement for the University President's action through the Office of the Vice President/ Office of the Vice President for Academic Affairs	None	3 Days	Chancellor UPD
	For endorsement for the University President's final action	None	5 Days	OVPAA/OVPA UPS
Receive notification of request with final action through	Forwards approved request to unit through UIS	None	3 Days	Office of the President UPS
TOTAL:		None	25 Days	



31. Request for Renewal of Authority to Fill/Hire (Administrative and REPS; with plantilla item/UP contractual)

Request for *renewal* of Authority to Fill (Exemption from Administrative Order No. 4, s. 1989) is requested by offices/units in UP Diliman when the vacancy is not filled-up within the six (6) months validity period of the original approval, and/or the nine (9) months CSC Publication has lapsed.

Office or Division:	Planning and Research Section (PRS), Human Resource Planning and Research Division (HRPRD)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request from the unit with justification as to why the position is not filled-up during the (6) months validity period, signed by the head of unit and endorsement of corresponding Vice Chancellor Copy of the previously approved request for authority to fill Organization/Personnel Chart (including contractual staff) List of duties and responsibilities w/corresponding % distribution		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor via email (or manually)	Check compliance to documentary requirements 1.1. If all in order, Stamp file copy of unit for receipt 1.1.1 Track and record letter of request	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/Releasing
	Evaluate and recommend, if request is found in order Prepare evaluations and recommendations Submit evaluated request to PRS Section Head with initial	None	1 Day	<i>Administrative Officer (HRMO II)</i> PRS Analyst



	Review evaluation, If found in order, initials evaluation prepared by the analyst and the request letter Forward to HRPRD Chief	None	3 Hours	<i>Administrative Officer V (HRMO III) PRS Section Head</i>
	For final review If found in order, initials the evaluation prepared by the analyst and the letter request Forward request to the Director's Office	None	3 Hours	<i>Chief Administrative Officer (HRMO IV) HRPRD</i>
	Track request for forwarding to the Director's Office	None	30 Minutes	<i>Administrative Assistant PRS Receiving/ Releasing</i>
	Review request, if found in order, signs, forward to recommending Authority	None	1 Day	<i>Deputy/Director HRDO</i>
	Review request, if found in order, recommend for appropriate action of the Chancellor	None	(Pause-Clock)	<i>OVCA/OVCAA OC UPD</i>
	Review for final action	None	(Pause-Clock)	<i>OVPA/OVPAA UPS</i>
Receive notification of request with final action	Receive request with final action 2.1 Track request 2.2 Provide unit copy of request with final action	None	1 Hour	<i>Administrative Assistant PRS Receiving/ Releasing</i>
TOTAL:		None	3 Days	

32. Request for Additional Staff, Additional/Loan of Item

Request for additional staff is being done to augment the current number of personnel in a certain unit in UP Diliman. Likewise, when the unit's plantilla items are insufficient to realize its mandate.



Office or Division:	Planning and Research Section (PRS), Human Resource Planning and Research Division (HRPRD)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request from the unit with justification, signed by the head of unit and endorsement of corresponding Vice Chancellor Organization/Personnel Chart (including contractual staff) Functional Chart List of duties and responsibilities with corresponding percentage distribution List of duties and responsibilities of existing personnel List of existing staff with additional assignment * As for Non-UP/UP contractual, Exemption from Memo No. PDLC 17-28 (Moratorium in Hiring NUPC/UPC)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor via email (or manually)	Check compliance to documentary requirements 1.1. If all in order, Stamp file copy of unit for receipt 1.1.1 Track and record letter of request	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/Releasing
	Evaluate request Evaluate IPCR of involved department/ unit, copy is available with MES If request is found in order prepare recommendation Forward initialed evaluation to PRS Section Head		4 Days,7 Hours	<i>Administrative Officer (HRMO II)</i> PRS Analyst
	Review evaluation 1.3.1 If evaluation is found in order initial Forward evaluation to HRPRD Chief	None	4 Hours	<i>Administrative Officer V (HRMO III)</i> PRS Section Head



	For final review If found in order, initials the evaluation and the letter request Forward to PRS Receiving/Releasing to turn over to the Director's Office	None	4 Hours	Chief Administrative Officer (HRMO IV) HRPRD
	Track request for forwarding to the Director's Office	None	30 Minutes	Administrative Assistant PRS Receiving/Releasing
	1.6 Review request and evaluation If evaluation is found in order initials Recommends request to the Fiscal Policy and Operations Committee for action <i>*As for the UP/Non-UP contractual staff, evaluation and recommendation on the request is being discussed in the Fiscal Policy and Operations Committee (FPOC), for consideration and appropriate action due to budgetary implications</i>	None	1 Day	Deputy/Director HRDO
TOTAL:		None	7 Days	

33. Request for Additional Assignment

Request for additional assignment is being done by offices/units in UP Diliman when a certain position from the unit's plantilla had been vacated and duties of which has to be temporarily assumed by one of the existing staff on top of his/her regular duties.

Office or Division:	Planning and Research Section (PRS), Human Resource Planning and Research Division (HRPRD)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All UP Diliman units



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request from the unit with justification signed by the head of unit, and endorsement of corresponding Vice Chancellor List of actual/authorized duties of the proposed staff to be designated List of additional duties to be performed by the proposed staff to be designated List of other personnel with additional assignment Personnel Chart (including contractual staff)		Requesting Party		
*For Building Administrator, total floor area covered by the additional assignment		Office of the Campus Architect (OCA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request with corresponding endorsement of Unit Head via email (or manually)	Check compliance to documentary requirements If all in order, Stamp file copy of unit for receipt 1.1.1 Track and record letter of request	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/Releasing
	Evaluate request Evaluate IPCR of involved department/personnel, copy is available with MES If request is found in order prepare recommendation Forward initialed evaluation to PRS Section Head	None	1 Day	<i>Administrative Officer (HRMO II)</i> PRS Analyst
	Review evaluation If evaluation is found in order initial Forward evaluation to HRPRD Chief	None	4 Hours	<i>Administrative Officer V (HRMO III)</i> PRS Section Head



	For final review If evaluation is found in order initials Forward request to PRS Receiving/ Releasing to turn over to the Director's Office	None	3 Hours	<i>Chief Administrative Officer (HRMO IV) HRPRD</i>
	Track request for forwarding to the Director's Office	None	30 Minutes	<i>Administrative Assistant PRS Receiving/ Releasing</i>
	Review request, if found in order, signs, recommends to the Fiscal Policy and Operations Committee for action	None	1 Day	<i>Deputy/Director HRDO</i>
TOTAL:		None	7 Days	

34. Request for reassignment/transfer/detail/redeployment of staff

Request for reassignment/transfer/detail/redeployment of staff is being done to augment the current number of personnel in a certain unit in UP Diliman and when the unit's plantilla items are insufficient to realize its mandate. In meritorious cases, that services of the staff is highly requested.

Office or Division:	Planning and Research Section (PRS), Human Resource Planning and Research Division (HRPRD)	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	All UP Diliman units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request from the unit/staff with justification		Requesting Unit
Concurrence of the head of mother/current unit and head of receiving unit		Receiving Unit
Endorsement of the corresponding Vice Chancellor		Office of the corresponding Vice Chancellor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor	Check compliance to documentary requirements If all in order, Stamp file copy of unit for receipt 1.1.1 Track and record letter of request	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/Releasing
	Evaluate request 1.2.1 Prepare recommendation request if found in order 1.2.2 Submit to PRS Section Head	None	4 Days, 6 Hours	<i>Administrative Officer (HRMO II)</i> PRS Analyst
	Review evaluation If request is found in order prepare draft, initials Forward to HRPRD Chief for final review	None	4 Hours	<i>Administrative Officer V (HRMO III)</i> PRS Section Head
	Final review If found in order, initials the evaluation and the letter request Forward to PRS Receiving/Releasing to turn over to the Director's Office	None	4 Hours	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD
	Track request for forwarding to the Director's Office	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/Releasing
	Review request, if found in order, signs, recommend to Chancellor for appropriate action	None	1 Day	<i>Deputy/Director</i> HRDO
TOTAL:		None	7 Days	



35. Request for interpretation/verification of policies for discussion

Interpretation/verification of policies are being requested by UP Diliman units for better understanding and proper implementation.

Office or Division:	Planning and Research Section (PRS), Human Resource Planning and Research Division (HRPRD)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (stating the purpose, signed by the head of unit)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor via email	Check compliance to documentary requirements 1.1. If all in order, Stamp file copy of unit for receipt 1.1.1 Track and record letter of request	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/Releasing
	Evaluate and recommend, if request is found in order Research on the policies to be interpreted and verified Provide supporting materials Interpret and verify concern	None	4 Days, 6 Hours	<i>Administrative Officer (HRMO II)</i> PRS Analyst
	1.3 Prepare the corresponding interpretation and discuss with the HRD Director.	None	1 Day	<i>Administrative Officer V (HRMO III)</i> PRS Section Head
	For final review 1.4.1 If found in order, initials the evaluation and the letter request Forward to PRS Receiving/Releasing to	None	4 Hours	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD



	turn over to the Director's Office			
	Track request for forwarding to the Director's Office	None	30 Minutes	Administrative Assistant PRS Receiving/ Releasing
	If interpretation is found in order, signs and sends out written response to request to unit or request arrangement for discussion with the requesting unit head through PRS	None	1 Day	Deputy/Director HRDO
Receive written response to request or notification on schedule of meeting with HRDO Director	Send out the written response or set meeting with the head of the requesting unit for further clarifications on the interpretation made and its implementation, as necessary.	None	1 Hour	PRS Receiving and Releasing Administrative Assistant V
TOTAL:		None	7 Days	

36. Request for Certificate of Employment and Compensation

Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO Request Slip Form		Benefits, Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/5e8bdc70b9943437d4346804.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished requests form	1.Receive request, evaluate completeness of documents submitted, and informs		15 minutes	Receiving Officer Benefits Section



	client for the necessary action. *			
Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		30 minutes	Record Officer Benefits Section
	2.1 Process request with completed staff work. Verify records of appointment status and indicate employee benefits including preceding year compensation. Informs client if the signatory is available.		30 minutes	Analyst
	2.2 Evaluate and correct the action made by the Analyst in the database, if within the set rules.		30 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory*		30 minutes**	Division Head

Manual

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO Request Slip Form		Benefits, Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/5e8bdc70b9943437d4346804.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished requests form	1. Receive request, evaluate completeness of documents submitted, and informs		15 minutes	Receiving Officer Benefits Section



	client for the necessary action. *			
Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		30 minutes	Record Officer Benefits Section
	2.1 Process request with completed staff work. Verify records of appointment status and indicate employee benefits including preceding year compensation. Informs client if the signatory is available.		30 minutes	Analyst
	2.2 Evaluate and correct the action made by the Analyst in the database, if within the set rules.		30 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory*		30 minutes**	Division Head
Received processed request	3. Record and release processed request to client		30 Minutes	Releasing Officer Benefits Section
TOTAL:		None	2 hours and 45 mins	

37. Processing of Certification of Leave Without Pay

Eligible employees in the University may issued Certification of Leave without Pay, subject to the guidelines and other conditions that the University may prescribe, upon request of the concerned personnel for what legal purpose it may serve.

Online

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Faculty, REPS and Admin		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
		Benefits Section;	



Digital copy of HRDO Request Slip Form		HRDO website: http://hrdo.upd.edu.ph/services ; https://api.ovca.upd.edu.ph/hrdo/files/documents/5e8bdc70b9943437d4346804.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for Certificate of Leave Without Pay to benefits_hrdo.upd@up.edu.ph and/or analyst in-charge	Receive e-mail request, evaluate completeness of information		30 minutes	Section Head/Analyst Benefits Section
To secure acknowledgment receipt of submitted application or notification of lacking information.	Acknowledgement receipt of the e-mail and/or notification of lacking information. Forward to analyst in-charge		30 minutes	Section Head/Analyst Benefits Section
	Verify application and process request. Check leave record, indicate employee leave without pay (LWOP) in the certification. Forward to Section Head for checking		30 minutes	Analyst/Section Head
	Evaluate action made by the analyst and affix signature, if within the set rules.		30 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory		30 minutes	Division Head
Received processed request	3. Record and E-mail processed request to requesting personnel.		30 Minutes	Analyst Benefits Section
TOTAL:		None	3 hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Provided the signatory is available within the office, or approval is within the Director level.



Manual

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO Request Slip Form		Benefits Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/5e8bdc70b9943437d4346804.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished requests form	Receive request, and informs client for the necessary action. *		30 minutes	Receiving Officer Benefits Section
Secure receiving copy of submitted application (request out by the Section)	Record requests and prepare completed staff work, for processing.		30 minutes	Record Officer Benefits Section
	Verify application and process request with completed staff work and check leave record, informs client if the signatory is available.		30 minutes	Analyst/Section Head
	Evaluate action made by the Section, if within the set rules.		30 minutes	Section Head
	Secure Approval of Authorized Signatory, for personnel clearance***		30 minutes***	Division Head
Received processed request	3. Record and release processed request to client		30 Minutes	Releasing Officer Benefits Section
TOTAL:		None	3 hours	



38. Processing of Certificate of Notice of Change of Name, Status, Address/ Correction of Personal Information

Concerned employees in the University may issued Certificate of Notice of Change of Name, Status, Address/ Correction of Personal Information, subject to the guidelines and other conditions that the government and the University may prescribe.

Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email letter of request;		Requesting Party		
E-copy of CSC Resolution/ or Certificate of Live Birth;		Requesting Party, Philippine Statistics Authority		
E-copy of Other legal personal documents		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail letter of request with complete attached legal personal documents issued by an authorized agency to benefits_hrd.o.upd@up.edu.ph and/or analyst in-charge	1. Receive e-mail request, evaluate completeness of documents/information		30 minutes	Section Head/Analyst Benefits Section
To secure acknowledgment receipt of submitted	2. Acknowledgment receipt of the e-mail and/or notification of lacking document/information.		30 minutes	Section Head/Analyst Benefits Section



application or notification of lacking document/information.	Forward to analyst in-charge for processing			
	2.1 Process request and check the authentication of documents with completed staff work and prepare the notice of change of personal information, informs client if the signatory is available.		30 minutes	Analyst
	2.2 Evaluate action made by the Analyst, if within the set rules and update the database.		30 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory		30 minutes	Division Head
3.) Received processed request	3. Record and E-mail processed request to requesting personnel.		30 minutes	Analyst Benefits Section
TOTAL:		None	3 hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Depends of the degree of the request from regular to complex

***Provided the signatory is available within the office, or approval is within the Director level.

Manual

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Faculty, REPS and Admin		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Request		Requesting Party	
CSC Resolution/ or Certificate of Live Birth;		Requesting Party, Philippine Statistics Authority	



Other legal personal documents		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requests with complete attached legal personal documents issued by authorized agency	Receive request, evaluate completeness of documents submitted, and informs client for the necessary action. *		30 minutes	Receiving Officer Benefits Section
Secure receiving copy of submitted application (request out by the Section)	Record requests, completed staff work, for processing.		30 minutes	Record Officer Benefits Section
	Process request and check the authentication of documents with completed staff work and prepare the notice of change of personal information, informs client if the signatory is available.		30 minutes	Analyst
	Evaluate action made by the Analyst, if within the set rules and update the database.		30 minutes	Section Head
	Secure Approval of Authorized Signatory.***		30 minutes***	Division Head
3.) Received processed request	Record and release processed request to client and copy furnish to other units.		30 minutes	Releasing Officer Benefits Section
TOTAL:		None	3 hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not



within the prescribed period.

**Depends of the degree of the request from regular to complex

***Provided the signatory is available within the office, or approval is within the Director level.

39. Processing of Certificate of Leave Credits

For active employees of the University issuance of **Certificate of Leave Credits** is made upon the request of concerned personnel, for purposes of updating of records.

Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Digital copy of HRDO Request Slip Form		Benefits Section; HRDO website: http://hrdo.upd.edu.ph/services ; https://api.ovca.upd.edu.ph/hrdo/files/documents/5e8bdc70b9943437d4346804.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for Certificate of Leave Credits (CLC) to benefits_hrdo.upd@up.edu.ph and/or analyst in-charge	Receive e-mail request, evaluate completeness of documents		15 minutes	Section Head/Analyst Benefits Section
To secure acknowledgment receipt of submitted application or notification of lacking information.	Acknowledgement receipt of the e-mail and/or notification of lacking information. Forward to a analyst in-charge		15 minutes	Section Head/Analyst Benefits Section
	Process request and indicate employee leave credits in the certification. Forwards to		1 day	Analyst



	Section Head for checking			
	Evaluate the accuracy of the leave record and affix signature, if within the set rules.		2 hours	Section Head
	Secure Approval of Authorized Signatory		30 minutes	Division Head
3.) Received processed request	Record and E-mail processed request to requesting personnel. And have the employee sign conforme on the leave record and email it back to the analyst.		30 Minutes	Analyst Benefits Section
TOTAL:		None	1 day, 3 hours and 30 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Provided the signatory is available within the office, or approval is within the Director level.

Note: With the assumption that employee Leave Record is cleaned/updated*.**

Manual

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO Request Slip Form		Benefits Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/5e8bdc70b9943437d4346804.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished requests form	Receive completely filled up request, evaluate completeness of documents submitted, and informs client for the necessary action. *		15 minutes	Receiving Officer Benefits Section
Secure receiving copy of submitted application	Record requests and prepare completed staff work, for processing.		15 minutes	Record Officer Benefits Section



ication (request out by the Section)				
	Process request with completed staff work and indicate employee leave credits in the certification, informs client if the signatory is available. ***		1 day	Analyst
	Evaluate the accuracy of the leave record, if within the set rules.		2 hours	Section Head
	Secure Approval of Authorized Signatory, for personnel clearance**		30 minutes**	Division Head
3.) Received processed request	Record and release processed request to client with employee conform on the leave record.		30 Minutes	Releasing Officer Benefits Section
TOTAL:		None	1 day, 3 hours and 30 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Provided the signatory is available within the office, or approval is within the Director level.

Note: With the assumption that employee Leave Record is cleaned/updated*.**

40. Processing of Computer Loan

For eligible faculty, REPS and Administrative Personnel in the University, **Computer Loan** is granted on priority basis to permanent regular faculty (who has served for at least two (2) years) and non-teaching staff of the University of the Philippines Diliman (who has continuously served for not less than one (1) year).

a. Online Process

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Faculty, REPS and Admin		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Digital copy of Computer loan application form endorsed by the Head of Unit		Benefits Section; HRDO website: http://hrdo.upd.edu.ph/services	



E-copy of Quotation		Requesting Party		
Duly accomplished e-copy of Joint undertaking for computer loan		Diliman: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e6b2c97e79e992ea43ac1dd.pdf System: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e6b2c9de79e992ea43ac1de.pdf		
Duly accomplished digital copy of report for purchased		Requesting Party		
E-copy of Official Receipt		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request with complete attached documents	1. Evaluation and approval. Certifying that net take home pay is not less than P 5,000.00 and indicate the actual salary per month.		2 days (Paused clock)	Section Head/Analyst Benefits Section
Submit letter of request with complete attached documents	2. Receive request, evaluate completeness of documents submitted and informs client for the necessary action. *		30 minutes	Section Head/Analyst Benefits Section
Secure receiving copy of submitted application (request out by the Section)	3. Record requests for processing.		30 minutes	Analyst
	3.1 Process request with completed staff work. HRDO personnel clearance. Verify records including appointment status, date of original appointment, if has pending loans and has availed same request in the past 4 years.		30 minutes	Section Head
	3.2 Evaluate action made by the Section, if within the set rules. Recommend approval for the loan amount.		30 minutes	Division Head
	3.3 Secure Approval of Authorized Signatory, for voucher preparation***		30 minutes	Analyst Benefits Section



Submit request with complete attached documents	4. Preparation of Disbursement Voucher		30 minutes	
	4.1 Recommend approval for the loan amount in the Disbursement Voucher.		1 day	
Submit request with complete attached documents	5. Secure Approval of Authorized Signatory, in the Disbursement Voucher***		1 day	
	5.1 To record the documents and released to Accounting and Cash Offices for processing of payment (check).		30 minutes	
Submit request with complete attached documents	6. Disbursement Voucher processing of payment.		3 days (Paused clock)	
	6.1 Releasing of payment to employee payroll account.		2 days (Paused clock)	
Submit Official Receipt	7. Receive Official Receipt for posting		30 minutes	
TOTAL:		None	9 days, 4 hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Depends of the degree of the request from regular to complex

***Provided the signatory is available within the office, or approval is within the Director level.

Note: Employee to provide photocopy of the Official Receipt within 7Days from the release of check.

b. Manual Process

Office or Division:	Human Resource Development and Benefits Division
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Faculty, REPS and Admin
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Computer loan application form		Benefits Section; HRDO website: http://hrdo.upd.edu.ph/services		
Quotation		Requesting Party		
Joint undertaking for computer loan		Diliman: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e6b2c97e79e992ea43ac1dd.pdf System: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e6b2c9de79e992ea43ac1de.pdf		
Accomplished report for purchased		Requesting Party		
Official Receipt		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request with complete attached documents	1. Evaluation and approval. Certifying that net take home pay is not less than P 5,000.00 and indicate the actual salary per month.		2 days (Paused clock)	Section Head/Analyst Benefits Section
Submit letter of request with complete attached documents	2. Receive request, evaluate completeness of documents submitted and inform client for the necessary action. *		30 minutes	Section Head/Analyst Benefits Section
Secure receiving copy of submitted application (request out by the Section)	3. Record requests for processing.		30 minutes	Analyst
	3.1 Process request with completed staff work. HRDO personnel clearance. Verify records including appointment status, date of original appointment, if has pending loans and has availed same request in the past 4 years.		30 minutes	Section Head
	3.2 Evaluate action made by the Section, if within the set rules. Recommend approval for the loan amount.		30 minutes	Division Head



	3.3 Secure Approval of Authorized Signatory, for voucher preparation***		30 minutes	Analyst Benefits Section
Submit request with complete attached documents	4. Preparation of Disbursement Voucher		30 minutes	
	4.1 Recommend approval for the loan amount in the Disbursement Voucher.		1 day	
Submit request with complete attached documents	5. Secure Approval of Authorized Signatory, in the Disbursement Voucher***		1 day	
	5.1 To record the documents and released to Accounting and Cash Offices for processing of payment (check).		30 minutes	
Submit request with complete attached documents	6. Disbursement Voucher processing of payment.		3 days (Paused clock)	
	6.1 Releasing of check to the employee.		2 days (Paused clock)	
Submit Official Receipt	7. Receive Official Receipt for posting		30 minutes	
TOTAL:		None	9 days, 4 hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Depends of the degree of the request from regular to complex

***Provided the signatory is available within the office, or approval is within the Director level.

Note: Employee to provide photocopy of the Official Receipt within 7Days from the release of check.



41. Processing of Enhanced Hospitalization Programme (Direct Payment and Reimbursement)

Eligible employees in the University may avail financial assistance for hospitalization expenses incurred during confinement, subject to the following guidelines and other conditions that the University may prescribe.

Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Direct Payment:				
Duly accomplished e-copy of eHOPE application form endorsed by the Unit Head/Unit AO		Benefits Section Diliman: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e68a415e79e992ea43ac13f.pdf System: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e68a420e79e992ea43ac140.pdf		
E-copy of Medical Certificate/Admitting order		Requesting Party		
For Reimbursement:				
Duly accomplished e-copy of eHOPE application form endorsed by the Unit Head/Unit AO;		Diliman: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e6b2c97e79e992ea43ac1dd.pdf System: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e6b2c9de79e992ea43ac1de.pdf		
E-copy of Medical Certificate;		Requesting Party		
E-copy of Statement of Accounts;		Requesting Party		
E-copy of Original Official Receipts (OR); etc.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail duly accomplished e-copy of eHOPE application form endorsed by the Unit Head/Unit AO with complete attached documents to benefits_hrdo.upd@up.edu.ph	1. Receive e-mail request, evaluate completeness of documents		30 minutes	eHOPE Secretariat/eHOPE Support Staff Benefits Section
To secure acknowledgment receipt of submission	2. Acknowledgement receipt of e-mail		15 minutes	eHOPE Secretariat/eHOPE Support



itted application or notification of lacking documents.	and/or notification of lacking documents.			Staff Benefits Section
	2.1 Evaluate application and process request using eHOPE evaluation form, for committee agenda.		1 hour	eHOPE Secretariat
	2.2 Evaluate action made by the Committee, if within the guidelines.		5 days (Paused clock)	eHOPE Committee
	2.3 For recommending approval.		1 day (Paused clock)	Vice Chancellor for Administration
	2.4 For approval.		3 days (Paused clock)	Chancellor
	2.5 Preparation of Disbursement Voucher (DV) and Budget Utilization Request (BUR) according to the approved amount.		30 minutes	eHOPE Secretariat
	2.5 Forward DV and BUR to HRDO Director, for signature.		30 minutes	Releasing Officer Benefits Section
	2.6 Secure approval of Authorized Signatory.		1 day	eHOPE Chair/HRDO, Director
	2.7 Received signed DV and BUR from eHOPE Chair/HRDO Director		15 minutes	Receiving Officer Benefits Section
	2.8 Photocopies DV and BUR, stamp certified true copy, affix signature, Record in DTS and provide feedback to the applicant thru email		30 minutes	eHOPE Support Staff Benefits Section
	2.9 Forward documents to Budget, Accounting and Cash Offices for		1 day	eHOPE Support Staff Benefits Section



	processing of payment (atm payroll).**			
	2.10 Releasing of payment to the employee.		1 day***	Cash Office
	2.11 Monitors and coordinates the status of payment to Cash Office		30 minutes	eHOPE Support Staff Benefits Section
	2.12 Records and update masterlist of approved eHOPE applicants		30 minutes	eHOPE Secretariat Benefits Section
TOTAL:		None	12 days, 4 hours and 30 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Subject to submission of complete original Official Receipts

***Provided the signatory is available within the office, or approval is within the Director level.

Manual

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Faculty, REPS and Admin		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Direct Payment:			
eHOPE Application form;	Benefits Section Diliman: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e68a415e79e992ea43ac13f.pdf System: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e68a420e79e992ea43ac140.pdf		
Medical Certificate/Admitting order	Requesting Party		
For Reimbursement:			
eHOPE Application form;	Benefits Section Diliman:		



	https://api.ovca.upd.edu.ph/hrdo/files/documents/5e68a415e79e992ea43ac13f.pdf System: https://api.ovca.upd.edu.ph/hrdo/files/documents/5e68a420e79e992ea43ac140.pdf			
Medical Certificate;	Requesting Party			
Statement of Accounts;	Requesting Party			
Original Official Receipt (OR); etc.	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employee to submit accomplished form with complete attached documents, applicable to the request.	1. Receive request, evaluate completeness of documents submitted, verify records including appointment status, and informs client for the necessary action. *		15 minutes	Receiving Officer/ eHOPE Support Staff Benefits Section
Secure receiving copy of submitted application (request out by the Section)	2. Record requests, and prepare completed staff work, for processing.		15 minutes	eHOPE Support Staff Benefits Section
	2.1 Evaluate application and process request with completed staff work using eHOPE evaluation form, for committee agenda.		1 hour	eHOPE Secretariat
	2.2 Evaluate action made by the Committee, if within the guidelines.		5 days (Paused clock)	eHOPE Committee
	2.3 For recommending approval.		1 day (Paused clock)	Vice Chancellor for Administration
	2.4 For approval.		3 days (Paused clock)	Chancellor
	2.5 Preparation of Disbursement Voucher (DV) and		30 minutes	eHOPE Secretariat



	Budget Utilization Request (BUR) according to the approved amount.			
	2.6 Forward DV and BUR to respective offices, for signature of the Head of Unit.		30 minutes	eHOPE Support Staff Benefits Section
DV and BUR to respective offices, for signature of the Head of Unit.	3. Signed DV and BUR		3 days (Paused clock)	Head of the employee requesting unit
Employee to return signed DV and BUR	4. Receive documents submitted, verify signatures and informs client for the necessary action.		15 minutes	eHOPE Support Staff Benefits Section
	4.1 Secure approval of Authorized Signatory.		1 day	eHOPE Chair/H RDO, Director
	4.2 Forward documents to Budget, Accounting and Cash Offices for processing of payment (check).		1 day	eHOPE Support Staff Benefits Section
	4.3 Releasing of check to the employee.		1 day***	Cash Office
Employee to provide photocopy of the check.	5. Receive photocopy of the check for posting		15 minutes	Releasing Officer / eHOPE Support Staff Benefits Section
TOTAL:		None	15 days, 3 hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Subject to submission of complete original Official Receipts

***Provided the signatory is available within the office, or approval is within the Director level.



42. Processing of Enrolment Privilege for Employee Dependents

For eligible employees who are in active service in the University may avail enrollment privilege for employee dependents, subject to the guidelines and other conditions that the University may prescribe.

a. Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-copy of Application for Non-Earning Dependents form;		Benefits Section		
E-copy of Birth Certificate for new students; and		Requesting Party		
E-copy of Certification of non-earning for masteral students		Benefits Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for application of non-earning dependent with attached e-copy of legal personal documents to benefits_hrdo.upd@up.edu.ph and/or analyst in-charge; FOR TAGGING IN CRS: Email request for the tagging of dependent in crs.upd.edu.ph, indicate student name and student number, name of parent and unit of the parent working in UP Diliman then send to benefits_hrdo.upd@up.edu.ph and/or analyst in-charge	1. Receive e-mail request, evaluate completeness of documents/ information		15 minutes	Section Head/Analyst Benefits Section
To secure acknowledgment receipt of submitted application or notification of	2. Acknowledgement receipt of the e-mail and/or notification of lacking documents.		15 minutes	Section Head/Analyst Benefits Section



lacking documents/information.	Forward to analyst in-charge			
	2.1 Verify application and process request, indicate personnel clearance action, forwards to Division Head for checking; FOR TAGGING IN CRS: Check leave details of the parent employee in UP Diliman, log-in to crs.upd.edu.ph, go to Scholarship Assignment button, input student number of the dependent, choose academic term applied, encode name of parent and unit of the parent working in UP Diliamn, then submit for approval		30 minutes	Analyst/Section Head
	2.2 Evaluate action made by the analyst and affix signature, if within the set rules.		30 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory		30 Minutes	Division Head
Received processed request	3. Record and E-mail approved documents to requesting personnel: FOR TAGGING IN CRS: Inform the applicant thru email of the successful tagging in crs.upd.edu.ph		30 Minutes	Analyst Benefits Section
TOTAL:		None	3 hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Depends of the degree of the request from regular to complex

***Provided the signatory is available within the office, or approval is within the Director level.

***Provided the signatory is available within the office, or approval is within the Director level.



b. Manual

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Non-Earning Dependents form;		Benefits Section		
Birth Certificate for new students; and		Requesting Party		
Certification of non-earning for masteral students		Benefits Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requests with complete attached legal personal documents issued by authorized agency	1.Receive request, evaluate completeness of documents submitted and inform client for the necessary action. *		30 minutes	Receiving Officer Benefits Section
Secure receiving copy of submitted application (request out by the Section)	2.Record requests and prepare completed staff work, for processing.		30 minutes	Record Officer Benefits Section
	2.1 Verify application and process request with completed staff work and indicate personnel clearance action, informs client if the signatory is available.		30 minutes	Analyst/Section Head
	2.2 Evaluate action made by the Section, if within the set rules.		30 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***		30 Minutes***	Division Head



Received processed request	3. Record and release processed request to		30 Minutes	Releasing Officer Benefits Section
TOTAL:		None	2 hours and 30 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Depends of the degree of the request from regular to complex

***Provided the signatory is available within the office, or approval is within the Director level.

***Provided the signatory is available within the office, or approval is within the Director level.

43. Request for Processing of Leave Applications

For eligible employees in the University may granted employees not to report for work with or without pay, subject to the guidelines and other conditions that the University may prescribe and as may be provided by law.

a. Online

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Faculty, REPS and Admin		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Application for Leave (Vacation Leave, Sick Leave, CSC Special Leave, CNA Related Leaves, Leave applicable for Academic Personnel, Government mandated leaves);		Benefits Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/6091f5522f7ddf5b01eb47ba.pdf	
Sick leave more than 5Days: Medical Certificate		Requesting Party	
Leave of absence more than 1 month letter request address to the Chancellor		Requesting Party	
Magna Carta for Women: Medical Certificate/Clinical Abstract		Requesting Party	
Maternity Leave: Medical Certificate/Any proof of delivery		Requesting Party	
Paternity Leave: Birth Certificate and Marriage		Requesting Party	



Contract				
VAWC: Court Order		Requesting Party		
Solo Parent: Solo Parent ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for approved leave applications with attached required documents to benefits_hrdo.upd@up.edu.ph and/or analyst in-charge	1. Receive e-mail request, evaluate completeness of documents/information		30 minutes	Section Head/Analyst Benefits Section
To secure acknowledgment receipt of submitted application or notification of lacking document/information.	2. Acknowledgement receipt of the e-mail and/or notification of lacking document/information. Forward to analyst in-charge for processing		30 minutes	Section Head/Analyst Benefits Section
	2.1 Process request. Indicate personnel clearance action and affix signature. Forward to Section Head for checking and signature		30 minutes	Analyst/Section Head
	2.2 Evaluate action made by the analyst and affix signature, if within the set rules.		30 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory		30 minutes	Division Head/HRDO Director/Authorized Signatory
Received processed request	3. Record and E-mail processed request to requesting personnel.		30 minutes	Analyst Benefits Section
TOTAL:		None	hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period. **Depends of the degree of the request from regular to complex ***Provided the signatory is available within the office, or approval is within the Director level.
 Note: For LWOP more than 30 calendar Days, to secure clearance. Authorized signatories



depends on the Days of leave applied. *1-3 Days (HRDBD Head) *4-29 Days (Deputy Director) *more than 30 Days endorsed by (VCA, Administrative Staff) *more than 30 endorsed (VCAA, Faculty & REPS) *more than 30 Days approved by the Chancellor

Manual

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave (Vacation Leave, Sick Leave, CSC Special Leave, CNA Related Leaves, Leave applicable for Academic Personnel, Government mandated leaves);		Benefits Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/6091f5522f7ddf5b01eb47ba.pdf		
Sick leave more than 5Days: Medical Certificate		Requesting Party		
Leave of absence more than 1 month letter request address to the Chancellor		Requesting Party		
Magna Carta for Women: Medical Certificate/Clinical Abstract		Requesting Party		
Maternity Leave: Medical Certificate/Any proof of delivery		Requesting Party		
Paternity Leave: Birth Certificate and Marriage Contract		Requesting Party		
VAWC: Court Order		Requesting Party		
Solo Parent: Solo Parent ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requests with complete attached approved leave applications	1. Receive request, evaluate completeness of documents submitted, and informs client for the necessary action. *		30 minutes	Receiving Officer Benefits Section
	2. Record requests, print		30 minutes	



Secure receiving copy of submitted application (request out by the Section)	employees' profile and prepare completed staff work, for processing.			Record Officer Benefits Section
	2.1 Process request with completed staff work and indicate personnel clearance action, informs client if the signatory is available.		30 minutes	Analyst/Section Head
	2.2 Evaluate action made by the Section, if within the set rules.		30 minutes	Section Head/Division Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***		30 minutes***	<i>Authorized Representative</i>
. Received processed request	3. Record and release processed request to client		30 minutes	Releasing Officer Benefits Section
TOTAL:		None	3 hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period. **Depends of the degree of the request from regular to complex ***Provided the signatory is available within the office, or approval is within the Director level. Note: For LWOP more than 30 calendar Days, to secure clearance. Authorized signatories depends on the Days of leave applied. *1-3 Days (HRDBD Head) *4-29 Days (Deputy Director) *more than 30 Days endorsed by (VCA, Administrative Staff) *more than 30 endorsed (VCAA, Faculty & REPS) *more than 30 Days approved by the Chancellor

44. Request for Limited Practice of Profession

For active employees of the University personnel clearance for purposes of requesting Permission to Engage in Limited Practice of Profession is made upon the request of eligible personnel.

Online

Office or Division:	Human Resource Development and Benefits Division
Classification:	Simple
Type of Transaction:	Government to Government



Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-copy of Permission to Engage in Limited Practice of Profession Form (HRDO Form No. F-12); and		Benefits Section		
If the request is for renewal, E-copy of a written report on the practice of profession/management of private enterprise shall be submitted to the Chancellor through channels.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail LPP requests with unit endorsement and complete documents to benefits_hrdo.upd@u.p.edu.ph and/or analyst in-charge	1. Receive e-mail request, evaluate completeness of documents/information		15 minutes	Section Head/ LPP Analyst Benefits Section
To secure acknowledgment receipt of submitted application or notification of lacking document/information	2. Acknowledgement receipt of the e-mail and/or notification of lacking document/information. Forward to analyst in-charge for processing		15 minutes	Section Head/ LPP Analyst Benefits Section
	2.1 Verify application, evaluate completeness of information/documents and process HRDO Personnel Clearance. Forward to Division Head for checking and signature.		1 Hour	LPP Analyst
	2.2 Evaluate action made by the analyst and affix signature, if within the set rules. Forward to HRDO Director for signature.		30 minutes	Division Head
	2.3 Secure Approval of HRDO Director, for personnel clearance. Return signed request to Division Head for release to the next Respective Service Office		1 Hour	Division Head/ Director HRDO



	2.4 Limited Practice of Profession Application form will be forwarded to respective offices: For Faculty - forward request to the Office of the Vice Chancellor for Academic Affairs for recommending approval.		1 day (Paused clock)	OVCAA
	2.5 For REPS - forward request to the Office of the Vice Chancellor for Research and Development for recommending approval		1 day (Paused clock)	OVCRD
	2.6 For Administrative - forward request to the Office of the Vice Chancellor for Administration for recommending approval.		1 day (Paused clock)	OVCA
	2.6 Forward recommended applications of Limited Practice of Profession to the Office of the Chancellor, for approval		1 day (Paused clock)	OVCAA/HRDO LPP Analyst
	2.7 Secure Approval of the Chancellor		1 day (Paused clock)	Office of the Chancellor
	2.7 Forward to OVCAA/HRDO signed LPP application form for release.		1 day (Paused clock)	OC/ OVCAA/ HRDO Benefits Section/ LPP Analyst
Received processed request	3. Record and E-mail processed request to requesting personnel.		15 Minutes	Section Head/ LPP Analyst Benefits Section
TOTAL:		None	6 days, 3 hours, 15 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Provided the signatory is available within the office, or approval is within the Director level.

Manual

Office or Division:	Human Resource Development and Benefits Division
Classification:	Simple
Type of Transaction:	Government to Government



Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permission to Engage in Limited Practice of Profession Form (HRDO Form No. F-12); and		Benefits Section		
If the request is for renewal, a written report on the practice of profession/management of private enterprise shall be submitted to the Chancellor through channels.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requests with unit endorsement and complete information/attachments	1. Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action.		15 minutes	Record Officer Benefits Section
Secure receiving copy of submitted application (request out by the Section)	2. Record requests and perform completed staff work, for processing.		15 minutes	Record Officer Benefits Section
	2.1 Verify application, evaluate completeness of information/documents and process HRDO Personnel Clearance		30 minutes	Analyst
	2.2 Evaluate performed staff work by the analyst and initials		4 Hours	Division Head
	2.3 Forward request to the office of the Director, for signature		4 Hours	Director HRDO
Received processed request	2.4 Limited Practice of Profession Application form will be forwarded to respective offices: For Faculty - forward request to the Office of the Vice Chancellor for Academic Affairs for recommending approval.		1 day (Paused clock)	OVCAA
	2.4 For REPS - forward request to the Office of the Vice Chancellor for Research and Development for recommending approval		1 day (Paused clock)	OVCRD



	2.5 For Administrative - forward request to the Office of the Vice Chancellor for Administration for recommending approval.		1 day (Paused clock)	OVCA
	2.6 Forward recommended applications of Limited Practice of Profession to the Office of the Chancellor, for approval		1 day (Paused clock)	OVCAA/HRDO LPP Analyst
	2.7 Secure Approval of the Chancellor		1 day (Paused clock)	Office of the Chancellor
Received processed request	3. Record and release processed request to client.		15 Minutes	LPP analyst Benefits Section
TOTAL:		None	5 days, 9 hours, 15 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Provided the signatory is available within the office, or approval is within the Director level.

45. Processing of Leave Credits Monetization (Regular and Special)

Eligible employees in the University may avail Monetization (Regular and Special), subject to the guidelines and other conditions that the University may prescribe, upon request of the concerned personnel.

Online

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Faculty, REPS and Admin		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Regular Monetization			
E-copy of Application for Leave		Benefits Section; HRDO website: http://hrdo.upd.edu.ph/services ;	



		https://api.ovca.upd.edu.ph/hrdo/files/documents/5e8bdc70b9943437d4346804.pdf		
For Special Monetization				
E-copy of Application for Leave		Benefits Section,		
E-copy of Medical Certificates from UHS;		University Health Service		
Email letter of Justification of Request, etc.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for accomplished and approved leave application (for regular monetization); Email letter of request with justification and complete attached documents (for special monetization) to benefits_hrdo.upd@upd.edu.ph and/or analyst in-charge	1. Receive e-mail request, evaluate completeness of documents/information		30 minutes	Section Head/ Analyst Benefits Section
To secure acknowledgment receipt of submitted application or notification of lacking document/information.	2. Acknowledgment receipt of the e-mail and/or notification of lacking document/information. Forward to analyst in-charge for processing		30 minutes	Section Head/ Analyst Benefits Section
	2.1 Verify application and process request. Check if employee is qualified for monetization using FPOC form for special monetization indicate tentative amount of leave credits and affix signature. Forward to Section Head for checking and signature		30 minutes	Analyst/Section Head



	2.2 Evaluate action made by the analyst and affix signature, if within the set rules.		30 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance		30 minutes	Division Head/ HRDO Director/ Authorized Signatory
	2.4 For Special Monetization only – submit request with recommendation to FPOC, for appropriate action.		Subject to committee schedule of meeting	<i>FPOC Committees</i>
	2.5 Forward documents to Accounting and Cash Offices for processing of payment (deposited to their payroll account).		30 minutes	<i>eHOPE Support Staff Benefits Section</i>
Received processed request	3. Record and E-mail processed request to requesting personnel.		30 minutes	Analyst Benefits Section
TOTAL:		None	3 hours and 30 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Provided the signatory is available within the office, or approval is within the Director level.

b. Manual

Office or Division:	Human Resource Development and Benefits Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Faculty, REPS and Admin
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Regular Monetization	



Application for Leave		Benefits Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/6091f5522f7ddf5b01eb47ba.pdf		
For Special Monetization				
Application for Leave		Benefits Section,		
Medical Certificates from UHS;		University Health Service		
Justification of Request, etc.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished and approved leave application (for regular monetization); letter of request with justification and complete attached documents (for special monetization)	1. Receive request, evaluate completeness of documents submitted and informs client for the necessary action. *		30 minutes	Receiving Officer Benefits Section
Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		30 minutes	Record Officer Benefits Section
	2.1 Verify application and process request with completed staff work and check if employee is qualified for monetization using FPOC form for special monetization indicate tentative amount of leave credits, informs client if the signatory is available.		30 minutes	Analyst/Section Head
	2.2 Evaluate action made by the Section, if within the set rules.		30 minutes	Section Head/ Division Head



	2.3 Secure Approval of Authorized Signatory, for personnel clearance**		30 minutes**	Authorized Representative
	2.4 For Special Monetization only – submit request with recommendation to FPOC, for appropriate action.		Subject to committee schedule of meeting	FPOC Committees
	2.5 Forward documents to Accounting and Cash Offices for processing of payment (deposited to their payroll account).		30 minutes	eHOPE Support Staff Benefits Section
	2.6 Record and release processed request to client		30 minutes	Releasing Officer Benefits Section
TOTAL:		None	3 hours and 30 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Provided the signatory is available within the office, or approval is within the Director level.

46. Processing of Secondment

Eligible employees in the University may request for processing of Secondment, subject to the guidelines and other conditions that the government and the University may prescribe. **Secondment** is movement of an employee from one department or agency to another which does not involve a reduction in rank, status or salary.

Online

Office or Division:	Human Resource Development and Benefits Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Faculty, REPS and Admin
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



E-copy of letter request from the receiving agency with the endorsement of the Head of Unit		Requesting Party		
E-copy of MOA, etc.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail letter of request with complete attached documents to benefits_hrdo.upd@up.edu.ph and/or analyst in-charge	1. Receive e-mail request, evaluate completeness of documents/information		30 minutes	Section Head/Analyst Benefits Section
To secure acknowledgment receipt of submitted application or notification of lacking document/information.	2. Acknowledgment receipt of the e-mail and/or notification of lacking document/information. Forward to analyst in-charge for processing		30 minutes	Section Head/Analyst Benefits Section
	2.1 Process request. Indicate personnel clearance action. Forward to Section Head for checking and signature.		30 minutes	Analyst
	2.2 Evaluate action made by the analyst and affix signature, if within the set rules. Forward to Division Head for signature.		30 minutes	Section Head
	2.3 Division Head to affix signature. Secure Approval of HRDO Director, for personnel clearance		30 minutes	Division Head/HRDO Director
	2.4 Forward to OVC AA for		9 days (Paused clock)	Section Head Benefits Section



	Recommending approval, DLO, for review of MOA, and OC for approval.			
	2.5 Receive approved request. Forward to the analyst for the processing of notice of Secondment.		30 minutes	Section Head Benefits Section
	2.6 Process notice of secondment. Forward to Section Head for checking and signature.		30 minutes	Analyst
	2.7 Evaluate action made by the analyst and affix signature, if within the set rules. Forward to Division Head for signature.		30 minutes	Section Head
	2.8 Secure Approval of the HRDO Director		30 minutes	Division Head/HRDO Director
Received processed request	3. Record and E-mail processed request to requesting personnel.		30 minutes	Analyst Benefits Section
TOTAL:		None	9 Days, 5 hours	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**Depends of the degree of the request from regular to complex

***Provided the signatory is available within the office, or approval is within the Director level.

****more than 30 Days endorsed by (VCA, Administrative Staff)***

****more than 30 endorsed (VCAA, Faculty & REPS)***

****more than 30 Days approved by the Chancellor***



Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request from the receiving agency with the endorsement of the Head of Unit		Requesting Party		
MOA, etc.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requests with complete attached documents	1. Receive request, evaluate completeness of documents submitted, and informs client for the necessary action. *		30 minutes	Receiving Officer Benefits Section
Secure receiving copy of submitted application (request out by the Section)	2. Record requests, print employees' profile and prepare completed staff work, for processing.		30 minutes	Record Officer Benefits Section
	2.1 Process request with completed staff work and indicate personnel clearance action, informs client if the signatory is available.		30 minutes	Analyst
	2.2 Evaluate action made by the Analyst, if within the set rules.		30 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***		30 minutes***	Authorized Representative
	2.4 Forward to OVC AA for Recommendation		9 days (Paused clock)	Record Officer Ben



	ng approval, DLO, f or review of MOA, and OC for approval.			efits Sectio n
	2.5 Receive approve d request.		30 minutes	Record Officer Ben efits Sectio n
	2.6 Process notice o f secondment.		30 minutes	Analyst
	2.7 Evaluate action made by the Analyst , if within the set rules.		30 minutes	Section Head
	2.8 Secure Approval of Authorized Signatory ***		30 Minutes***	Division Head/H RDO Director
Received processed requ est	3. Record and releas e processed request to client and to other u nits		1 day	Releasing Offi cer Benefits Secti on
TOTAL:		None	10 Days, 4 hours and 30 minutes	

*Requests will immediately return to client, if required documents were not completely attached/
if the employee has no valid appointment/no proper endorsement of unit/submission is not
within the prescribed period.

**Depends of the degree of the request from regular to complex

***Provided the signatory is available within the office, or approval is within the Director level.

****more than 30 Days endorsed by (VCA, Administrative Staff)***

****more than 30 endorsed (VCAA, Faculty & REPS)***

****more than 30 Days approved by the Chancellor***

47. Processing of Housing Soft Loan application – HRDO Personnel Clearance

For eligible employees who are in active service in the University who will avail Housing Soft Loan will need personnel clearance from the HRDO, subject to the guidelines and other conditions that the University may prescribe.

Online

Office or Division:	Human Resource Development and Benefits Division
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Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-copy of Application for Housing Soft Loan		Benefits Section; UP Diliman Office of the Vice Chancellor for Community Affairs https://ovcca.upd.edu.ph/wp-content/uploads/2020/05/Application-Form-of-Off-Housing-Soft-Loan-Program.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for Application for Housing Soft Loan to benefits_hrdo.upd@up.edu.ph	1. Receive e-mail request, evaluate completeness of documents		15 minutes	Section Head Benefits Section
To secure acknowledgment receipt of submitted application or notification of lacking information.	2. Acknowledgment receipt of the e-mail and/or notification of lacking information.		15 minutes	Section Head Benefits Section
	2.1 Verify application and process request. Indicate personnel clearance action, forward to Section Head for checking and signature.		30 minutes	Analyst/Section Head
	2.2 Evaluate action made by the Section and affix signature, if within the set rules.		30 minutes	Division Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance		30 Minutes	HRDO Director
Received processed request	3. Record and E-mail processed request to requesting personnel.		30 Minutes	Releasing Officer Benefits Section



TOTAL:	None	3 Hours	
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*Requests will immediately return to client, if required documents were not completely attached / if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

***Provided the signatory is available within the office, or approval is within the Director level.

Manual

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Admin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-copy of letter request from the receiving agency with the endorsement of the Head of Unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished requests form	1. Receive request, evaluate completeness of documents submitted, verify records including appointment status, and informs client for the necessary action. .*		30 minutes	Receiving Officer Benefits Section
Secure receiving copy of submitted application (request out by the Section)	2. Record requests, print employees' profile and prepare completed staff work, for processing.		30 minutes	Record Officer Benefits Section
	2.1 Verify application and process request with completed staff work and indicate personnel clearance action, informs client if the signatory is available.		30 minutes	Analyst/Section Head



	2.2 Evaluate action made by the Section, if within the set rules.		30 minutes	Division Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***		30 Minutes***	HRDO Director
Received processed request	3. Record and release processed request to client		30 Minutes	Releasing Officer Benefits Section
TOTAL:		None	2 Hours and 30 minutes	

*Requests will immediately return to client, if required documents were not completely attached / if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

***Provided the signatory is available within the office, or approval is within the Director level.

48. Processing of Authority to Travel (Abroad) – Personal, for Personnel Clearance

Eligible employees in the University requesting for processing of Authority to Travel Abroad for personal purposes needs HRDO personnel clearance, subject to the guidelines and other conditions that the government and the University may prescribe.

Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All Eligible Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-copy of Application for Leave; and		Benefits Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/6091f5522f7ddf5b01eb47ba		
Email Letter request addressed to the Chancellor, with disclosure that no expenses will be charged against the University.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



E-mail letter of requests with unit endorsement and complete documents to benefits_hrdo.upd@up.edu.ph and/or analyst in-charge	1. Receive e-mail request, evaluate completeness of documents/information		15 minutes	Section Head/ Analyst Benefits Section
To secure acknowledgment receipt of submitted application or notification of lacking document/information.	2. Acknowledgment receipt of the e-mail and/or notification of lacking document/information. Forward to analyst in-charge for processing		15 minutes	Section Head/ Analyst Benefits Section
	2.1 Verify application, prepare travel request and process using the leave evaluation form. Affix signature and forward to Section Head for checking and signature.		30 minutes	Analyst
	2.2 Evaluate action made by the analyst and affix signature, if within the set rules. Forward to Division Head for signature.		30 minutes	Section Head
	2.3 Division Head to affix signature. Forward request to the office of the Director, for personnel clearance		4 Hours	Division Head / Director HRDO
	2.4 Secure Approval of HRDO Director, for		4 hours	



	personnel clearance. Return signed request to Section Head for release to the next Respective Service Office			Director HR DO
	2.5 Leave applications with more than 30 Days will be forwarded to respective offices: For Faculty - forward request to the Office of the Vice Chancellor for Academic Affairs for recommending approval.		1 day (Paused clock)	OVCAA Respective Service Offices
	2.5 For REPS and Admin - forward request to the Office of the Vice Chancellor for Administration and recommending approval.		1 day (Paused clock)	OVCA
	2.6 Forward recommended approval of the Travel Authority to the Office of the Chancellor, for signature		1 day (Paused clock)	Office of the Chancellor
	2.7 Secure approval of the Chancellor . Forward to HRDO signed Travel Authority for release.		2 day (Paused clock)	Chancellor/ Section Head
Received processed request	3. Record and E-mail processed request to requesting personnel.		15 Minutes	Section Head/ Analyst Benefits Section



TOTAL:	None	5 Days, 2 Hours and 15 minutes	
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NOTE: Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submi

Manual

Office or Division:	Human Resource Development and Benefits Division
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	All Eligible Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Leave; and	Benefits Section, https://api.ovca.upd.edu.ph/hrdo/files/documents/6091f5522f7ddf5b01eb47ba
Letter of request addressed to the Chancellor, with disclosure that no expenses will be charged against the University.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requests with unit endorsement and complete documents	1. Receive request, evaluate completeness of documents submitted, verify records, and inform client for the necessary action.		15 minutes	Record Officer Benefits Section
Secure receiving copy of submitted application (request out by the Section)	2. Record requests and perform completed staff work, for processing.		15 minutes	Record Officer Benefits Section
	2.1 Verify application, prepare travel request and process with completed staff work using the leave evaluation form.		30 minutes	Analyst



	2.2 Evaluate performed staff work by the section and initials		4 Hours	Division Head
	2.3 Forward request to the office of the Director, for personnel clearance		4 Hours	Director HR DO
	2.3 Leave applications with more than 30 Days will be forwarded to respective offices: For Faculty - forward request to the Office of the Vice Chancellor for Academic Affairs for recommending approval.		1 day (Paused clock)	OVCAA Respective Service Offices
	2.4 For REPS and Admin - forward request to the Office of the Vice Chancellor for Administration and recommending approval.		1 day (Paused clock)	OVCA
	2.5 For approval of the Travel Authority.		2 days (Paused clock)	Chancellor
Received processed request	3. Record and release processed request to client.		15 Minutes	Record Officer Benefits Section



TOTAL:	None	4 Days, 1 Hour and 15 minutes	
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NOTE: Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

49. Process Request for University Clearance

For purposes of severance (e.g. resignation, transfer, dropped from the roll, dismissed from service, AWOL, end of appointments) to the University and leave of absences for more than 30 Days is required to secure clearances from their accountabilities for all concerned employees, subject to the guidelines and other conditions that may prescribe by the government and the University.

Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Compulsory retired faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request to process his/her University Clearance via online		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email letter request process HRDO Separation Services (separation_hrdo.upd@up.edu.ph)	1.1 Evaluate and acknowledge the letter request		10 minutes	Separation email facilitator
	1.2 Prepare Pre-Unit Clearance		30 minutes	Assigned personnel for online clearance processing
	1.3 Email request to all Clearing Offices		10 minutes	Assigned personnel for online clearance processing



				<p>Different Offices: Unit/College Supply Officer, Administrative Officer, Head of Unit/College, HRDO Personnel Clearance from Benefits Section and Scholarship Section, Diliman Legal Office, Office of the Vice Chancellor for Research and Development (OVCRD), SPMO, UP Credit Union, Office of Community Relations, UP Housing Office, University Library, Office of Scholarship and Student Services (Student Loan Board), University Health Service, UP Provident Fund, OVCPD, Diliman and System Cash Office, Diliman and System Accounting Office</p>
	<p>1.4 Monitors all Unit Clearances received and follow up with Clearing Office/s if Unit Clearance not yet issued within 20 days</p>		<p>20 days (Pause Clock)</p>	<p>Assigned personnel for online clearance processing</p>



	1.5 Uploads receive Unit Clearance/s in the Separation Google Drive		15 minutes	Assigned personnel for online clearance processing
	1.6 If the retiree has accountability from Clearing Office, inform the retiree to coordinate with the concerned Clearing Office		15 minutes	Assigned personnel for online clearance processing
	1.7 Consolidates all Unit Clearances and prepares Clearance Summary Matrix		15 minutes	Assigned personnel for online clearance processing
	1.8 Clearance Summary Matrix for review and signature		within the day	Separation In-Charge and HRD Benefits Division Chief
	1.9 Prepares Certificate of Clearance		15 minutes	Separation In-Charge HRDO Separation Services
	1.10 Certificate of Clearance for signature of HRDO Director		within the day	HRDO Director
	1.11 Email the signed Certificate of Clearance to Retiree carbon copy the Unit, Credit Coop, Provident Fund, Housing, Accounting		15 minutes	Assigned personnel for online clearance processing



	Office, and HRDO Records Division			
TOTAL:		None	22 Days, 2 Hours	

Manual

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Compulsory retired faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance Form		HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure University Clearance Form	Provide the required university clearance form to be filled out and discuss its procedure		15 minutes	Receiving Officer HRDO Separation Services
Receive draft Service Record for clearance	HRDO provide draft Service Record for clearance purposes		30 minutes	Separation In-Charge HRDO Separation Services
Requesting Party will personally proceed to the different Concerned offices to secure signature			20 days (Pause Clock)	Requesting Party Different Offices: Unit/College Supply Officer, Administrative Officer, Head



<p>(Note: Employee may coordinate with / request the Administrative Officer of their respective Unit/College to facilitate / assist in securing clearances from different concerned offices)</p>				<p>of Unit/College, HRDO Personnel Clearance from Benefits Section and Scholarship Section, Diliman/System Legal Office, Office of the Vice Chancellor for Research and Development (OVCRD), SPMO, UP Credit Union, Office of Community Relations, UP Housing Office, University Library, Office of Scholarship and Student Services (Student Loan Board), University Health Service, UP Provident Fund, Business Concessions Office/OVCPD, Diliman and System Cash Office, Diliman and System Accounting Office</p>
<p>4. Submit duly accomplished University Clearance</p>	<p>4.1 Receive University Clearance, evaluate completeness of attached documents, provide fee</p>		<p>15 minutes</p>	<p>Receiving Officer</p>



with complete attachments	Feedback upon receipt of documents			HRDO Separation Services
	4.2 Checks and Prepares Certificate of Clearance for signature of the HRDO Director		15 minutes	Separation In-Charge HRDO Separation Services
	4.3 HRDBD Division Chief verifies and initials certificate of clearance and university clearance		15 minutes	HRDBD Division Chief UP Diliman HRDO
	4.4 HRDO Director signs certificate of clearance		1 day	HRDO Director Diliman
5. Receives certificate of clearance, university clearance with complete attachments, service record and other requested copy	5.1 HRDO provides copies of Certificate of Clearance, University Clearance with complete attachments, Service Record, and other requested copy		30 minutes	Releasing Officer and HRDO Separation Services
TOTAL:		None	Approximate 21 days (exclusive of paused clock processing)	



50. Request for Issuance of Designation of Next of Kin

For eligible legal heirs a designation of next of kin must be submitted to claim the separation benefits of deceased employee, subject to the guidelines and other conditions that may prescribe by the University.

a. Online

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	All deceased employee	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Death Certificate of employee issued by Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) (original document is required)	Requesting family of the deceased employee
	2. Birth Certificate of deceased employee issued by Philippine Statistics Authority (PSA) (original document is required)	Requesting family of the deceased employee
	3. Other requirements if deceased employee is married:	
	3.1 Marriage Contract of employee issued by Philippine Statistics Authority (PSA) (if deceased employee is married) (original document is required)	Requesting family of the deceased employee
	3.2 Marriage Contract of female beneficiary/ies issued by Philippine Statistics Authority (PSA), (if deceased employee is married) (original document is required)	Requesting family of the deceased employee
	3.3 Notarized Affidavit of Surviving Spouse (if deceased employee is married) (original document is required)	Requesting family of the deceased employee
	3.4 Notarized Affidavit of Guardianship of Incapacitated Dependent Child (if applicable) (original document is required)	Requesting family of the deceased employee



<p>3.5 Notarized Affidavit of Guardianship of Minor Dependent Child (if applicable) (original document is required)</p>	<p>Requesting family of the deceased employee</p>
<p>3.6 Notarized Affidavit of Surviving Legal Heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the terminal leave/service recognition pay/faculty sick leave and other survivorship benefit from the University of the Philippines (original document is required)</p>	<p>Requesting family of the deceased employee</p>
<p>3.7 Notarized Deed of Waiver of Rights (original document is required)</p>	<p>Requesting family of the deceased employee</p>
<p>3.8 Notarized Undertaking of Trust and Quit Claims (original document is required)</p>	<p>Requesting family of the deceased employee</p>
<p>3.9 Two unexpired valid IDs of surviving spouse/all dependent children/incapacitated child/ guardian/witnesses/claimants, as the case may be (e.g. GSIS eCard, SSS ID, Driver's License, School ID, Voter's ID, Passport) (1 photocopy with affixed signature)</p>	<p>Requesting family of the deceased employee</p>
<p>4. Other requirements If deceased employee is single:</p>	
<p>4.1 Certificate of No Marriage (CENOMAR) of employee issued by Philippine Statistics Authority (PSA) (if deceased employee is single) (original document is required)</p>	<p>Requesting family of the deceased employee</p>
<p>4.2 Marriage Contract of parents issued by Philippine Statistics Authority (PSA) (if deceased employee is single) (original document is required)</p>	<p>Requesting family of the deceased employee</p>
<p>4.3 Birth Certificate of parents issued by Philippine Statistics Authority (PSA) (if deceased</p>	<p>Requesting family of the deceased employee</p>



<p>employee is single) (original document is required)</p>	
<p>4.4 Affidavit of surviving parents stating under oath that the deceased member at the time of death was not survived by a spouse or dependent children; and that the parents are dependent for support from the said deceased member. If only one surviving parent, Death Certificate of deceased parent/s issued by Philippine Statistics Authority (PSA) (if deceased employee is single) (original document is required)</p>	<p>Requesting family of the deceased employee</p>
<p>4.5 If both parents are deceased, Notarized Affidavit of surviving brother/sister of deceased member/pensioner stating under oath that the deceased member/pensioner at the time of death was not survived by a spouse or dependent children; and that they are the only surviving legal heirs, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the benefit from GSIS. Birth Certificate issued by Philippine Statistics Authority (PSA) of surviving siblings. Marriage Contract issued by Philippine Statistics Authority (PSA) of all married female siblings of the deceased member. In case of death of siblings, Death Certificate issued by Philippine Statistics Authority (PSA) (the portion on the benefit of the deceased sibling/s will be payable to his/her surviving child/ren). (if deceased employee is single) (original document is required)</p>	<p>Requesting family of the deceased employee</p>
<p>4.6 Notarized Affidavit of Surviving Legal Heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the terminal leave/service recognition pay/faculty sick leave and other survivorship benefit from the</p>	<p>Requesting family of the deceased employee</p>



University of the Philippines (original document is required)				
4.7 Notarized Deed of Waiver of Rights (original document is required)		Requesting family of the deceased employee		
4.8 Notarized Undertaking of Trust and Quit Claims (original document is required)		Requesting family of the deceased employee		
4.9 Two unexpired valid IDs of surviving spouse/all dependent children/incapacitated child/ guardian/witnesses/claimants, as the case may be (e.g. GSIS eCard, SSS ID, Driver's License, School ID, Voter's ID, Passport) (1 photocopy with affixed signature)		Requesting family of the deceased employee		
5. Duly accomplished GSIS Survivorship Application Form and GSIS Death Benefit Application Form (original accomplished form is required)		GSIS website : www.gsis.gov.ph or HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph		
<p>Note: UP Diliman Legal Office reserves the right to request additional documents if deemed necessary.</p> <p>FOR GSIS SURVIVORSHIP LIST OF FORMS AND REQUIREMENTS: Please visit GSIS website : www.gsis.gov.ph</p> <p>FOR PAG-IBIG SURVIVORSHIP LIST OF FORMS AND REQUIREMENTS: Please visit Pag-IBIG website : www.pagibigfund.gov.ph</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete hard copy documentary	1. Receives request and evaluate completeness of documents			



<p>requirements (via HRDO dropbox located at the southwing of Quezon Hall UP Diliman) for the issuance of Designation of Next of Kin</p>	<p>submitted, provide feedback upon receipt of documents (original document is required) For UP System employees, UP HRDO Diliman will forward the request to UP System HRDO for processing</p>		<p>30 minutes</p>	<p>Receiving Officer</p>
	<p>1.2 Verify completeness of submitted documents, prepares endorsement letter to Diliman Legal Office with attached draft copy of Designation of Next of Kin</p>		<p>30 minutes</p>	<p>Separation In-Charge HRDO Separation Services</p>
	<p>1.3 HRDO Director signs (wet signature) document</p>		<p>within the Day</p>	<p>HRDO Director</p>
	<p>1.4 HRDO scan the complete documentary requirements and forward it to Diliman Legal Office via email for appropriate action and endorsement for the Chancellor approval</p>		<p>1 Day (Paused Clock)</p>	<p>Releasing Officer, Diliman Legal Office and Office of the Chancellor</p>
<p>2. Receives digital copy of the approved Designation of Next of Kin</p>	<p>2.1 HRDO receives approved via email the approved Designation of Next of Kin from Office of the Chancellor</p>		<p>15 Minutes</p>	<p>Receiving Officer and Office of the Chancellor</p>



	2.2 HRDO provide digital and hard copy of Designation of Next of Kin to the family of the deceased employee		15 Minutes	Releasing Officer
TOTAL:		None	Approximate 2 days (exclusive of paused clock processing)	

Designation of Next of Kin is under multi-stage processing

b. Manual

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	All deceased employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Death Certificate of employee issued by Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) (1 original)		Requesting family of the deceased employee	
2. Birth Certificate of employee issued by Philippine Statistics Authority (PSA) (1 original)		Requesting family of the deceased employee	
3. Other requirements if deceased employee is married:			
3.1 Marriage Contract of employee issued by Philippine Statistics Authority (PSA) (if deceased employee is married) (1 original)		Requesting family of the deceased employee	
3.2 Marriage Contract of female beneficiary/ies issued by Philippine Statistics Authority (PSA), if married (original) (1 original)		Requesting family of the deceased employee	
3.3 Notarized Affidavit of Surviving Spouse (if applicable) (1 original)		Requesting family of the deceased employee	
3.4 Notarized Affidavit of Guardianship of Incapacitated Dependent Child (if applicable) (1 original)		Requesting family of the deceased employee	



3.5 Notarized Affidavit of Guardianship of Minor Dependent Child (if applicable) (1 original)	Requesting family of the deceased employee
3.6 Notarized Affidavit of Surviving Legal Heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the terminal leave/service recognition pay/faculty sick leave and other survivorship benefit from the University of the Philippines (1 original)	Requesting family of the deceased employee
3.7 Notarized Deed of Waiver of Rights (1 original)	Requesting family of the deceased employee
3.8 Notarized Undertaking of Trust and Quit Claims (1 original)	Requesting family of the deceased employee
3.9 Two unexpired valid IDs of surviving spouse/all dependent children/incapacitated child/ guardian/witnesses/claimants, as the case may be (e.g. GSIS eCard, SSS ID, Driver's License, School ID, Voter's ID, Passport) (1 photocopy with affixed wet signature) (Note: Bring original IDs and photocopies with their affixed original signature)	Requesting family of the deceased employee
4. Other requirements If deceased employee is single:	
4.1 Certificate of No Marriage (CENOMAR) of employee issued by Philippine Statistics Authority (PSA) (if deceased employee is single) (1 original)	Requesting family of the deceased employee
4.2 Marriage Contract of parents issued by Philippine Statistics Authority (PSA) (1 original)	Requesting family of the deceased employee
4.3 Birth Certificate of parents issued by Philippine Statistics Authority (PSA) (1 original)	Requesting family of the deceased employee
4.4 Affidavit of surviving parents stating under oath that the deceased member at the time of death was not survived by a spouse or dependent children; and that the parents are dependent for support from the said deceased member. If only one surviving parent, Death Certificate of deceased parent/s issued by Philippine Statistics Authority (PSA) (1 original)	Requesting family of the deceased employee



<p>4.5 If both parents are deceased, Notarized Affidavit of surviving brother/sister of deceased member/pensioner stating under oath that the deceased member/pensioner at the time of death was not survived by a spouse or dependent children; and that they are the only surviving legal heirs, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the benefit from GSIS. Birth Certificate issued by Philippine Statistics Authority (PSA) of surviving siblings. Marriage Contract issued by Philippine Statistics Authority (PSA) of all married female siblings of the deceased member. In case of death of siblings, Death Certificate issued by Philippine Statistics Authority (PSA) (the portion on the benefit of the deceased sibling/s will be payable to his/her surviving child/ren). (1 original)</p>	<p>Requesting family of the deceased employee</p>
<p>4.6 Notarized Affidavit of Surviving Legal Heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the terminal leave/service recognition pay/faculty sick leave and other survivorship benefit from the University of the Philippines (1 original)</p>	<p>Requesting family of the deceased employee</p>
<p>4.7 Notarized Deed of Waiver of Rights (1 original)</p>	<p>Requesting family of the deceased employee</p>
<p>4.8 Notarized Undertaking of Trust and Quit Claims (1 original)</p>	<p>Requesting family of the deceased employee</p>
<p>4.9 Two unexpired valid IDs of surviving parents/siblings/dependent children/claimants, as the case may be (e.g. GSIS eCard, SS S ID, Driver's License, School ID, Voter's ID, Passport) (1 photocopy with affixed wet signature) (Note: Bring original IDs and photocopies with their affixed original signature)</p>	<p>Requesting family of the deceased employee</p>
<p>5. Duly accomplished GSIS Survivorship Application Form and GSIS Death Benefit Application Form (1 original accomplished for each form)</p>	<p>GSIS website : www.gsis.gov.ph or HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph</p>



<p>Note: UP Diliman Legal Office reserves the right to request additional documents if deemed necessary.</p> <p>FOR GSIS SURVIVORSHIP LIST OF FORMS AND REQUIREMENTS: Please visit GSIS website : www.gsis.gov.ph</p> <p>FOR PAG-IBIG SURVIVORSHIP LIST OF FORMS AND REQUIREMENTS: Please visit PagIBIG website : www.pagibigfund.gov.ph</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements for the issuance of Designation of Next of Kin	1. Receives request and evaluate completeness of documents submitted, provide feedback upon receipt of documents For UP System employees, UP HRDO Diliman will forward the request to UP System HRDO for processing		15 minutes	Receiving Officer
	1.1 Verify completeness of submitted documents, prepares endorsement letter to Diliman Legal Office with attached draft copy of Designation of Next of Kin		15 minutes	Separation In-Charge HRDO Separation Services
	1.2 HRDBD Division Chief for initials and HRDO Director signs the endorsement letter		within the Day	HRDBD Division Chief and HRDO Director
	1.4 HRDO forward documents with complete			



	attachments to Diliman Legal Office for appropriate action and endorsement for approval by the Chancellor		1 Day (Paused Clock)	Releasing Officer, Diliman Legal Office and Office of the Chancellor
	1.5 HRDO receives approved Designation of Next of Kin from Office of the Chancellor		15 Minutes	Receiving Officer
2. Receives complete photocopy of approved Designation of Next of Kin and original attachments.	2. HRDO provide copy of Designation of Next of Kin and returns the PSA original documents to the family of the deceased employee		15 Minutes	Releasing Officer
TOTAL:		None	Approximate 2 days (exclusive of paused clock processing)	

Designation of Next of Kin) under multi-stage processing

51. Request for Processing Expanded Service Recognition Pay (eSRP) for Administrative Staff and Research, Extension, and Professional Staff (REPS) (*Retirement / Deceased*)

Computation of years of service to UP of the eligible administrative staff and the REPS as contractual, temporary, or casual employee of the eligible employee shall be included in the computation of the Expanded Service Recognition Pay (eSRP). (BOR 1321st meeting, 10/27/16, BOR 1340th meeting, 12/3/18 and BOR 1363rd meeting, 8/26/21)

a. Online

Office or Division:	Human Resource Development and Benefits Division
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Administrative personnel and REPS



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Expanded Service Recognition Pay Form, duly accomplished and signed by the retiree (original document with wet signature is required)</p>	<p>HRDO Separation Services or Download form from HRDO website https://hrdo.upd.edu.ph</p>
<p>Complete ONLINE submission of Daily Time Record (for ADM) / Certificate of Service (for REPS/FACULTY) with approved signature of head of Unit to the HRDO Benefits Section (Note: Coordination with HRDO Analyst of the Benefits Section for the final computation of earned leave credits)</p>	<p>Requesting retiree/Unit/College/Office</p>
<p>Leave computation of eSRP with conforme signature of retiree (original document with wet signature / conforme letter sent via email that he/she is allowing HRDO to process even without the wet signature)</p>	<p>HRDO Separation Services</p>
<p>Letter of intent to retire (previously received by HRDO, processed, approved already) (HRDO will photocopy in 3 copies)</p>	<p>HRDO Separation Services</p>
<p>For early, optional, disability retirement, Letter addressed to OC explaining the reasons of retirement, duly endorsed and approved by the Chancellor (previously received by HRDO, processed, approved already) (HRDO will photocopy in 3 copies)</p>	<p>HRDO Separation Services</p>
<p>Latest Submission of Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the effective year of separation from the University) (received document from email, HRDO will photocopy in 3 copies)</p>	<p>Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)</p>
<p>Service Record issued by HRDO UP Diliman, with indicated date of separation (1 original, 2 photocopies)</p>	<p>Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)</p>



Service Record from UP constituent (If applicable) (received document from email, HRDO will photocopy in 3 copies)		Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)		
Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation (received document from email, HRDO will photocopy in 3 copies)		Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)		
Online Certificate of Clearance, Summary Clearance Matrix with complete clearance attachments from the different clearance concerned offices, and certificate of clearance (3 photocopies)		Requesting retiree/Unit/College/Office/HRDO Separation Services		
GSIS Umid Card, Senior Citizens ID, UP ID or any valid ID (3 photocopies but with affixed signature)		Requesting retiree		
For deceased employee, Designation of Next of Kin request of legal heirs with complete documentary requirement (3 photocopies)		Requesting family of deceased employee/HRDO Separation Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits eSRP benefit application request with documentary requirements	1.1 Receives request (via dropbox submission). Evaluates completeness of documents submitted and provide feedback via email to faculty administrator		30 Minutes	Receiving Officer and Separation In-Charge HRDO Separation Services
	1.2 Verify correctness of personal records/service records. Online coordination with Scholarship Section,		1 Hour	Separation In-Charge HRDO Separation Services



	Administrative Officer of Unit, Diliman Accounting Office			
	1.3 Coordinates with the analyst of Benefits Section in the preparation and computation of eSRP leave computation. The file will be forwarded to HRDO Separation Services via email		within 3 Days	HRDO Analyst Benefits Section
	1.4 Checks eSRP leave computation received from email, if within the set rules,		1 Hour	Separation In-Charge HRDO Separation Services
	<p>1.5 After checking, Separation In-charge finalizes the eSRP leave computation and provide a copy to the retiree via email for conforme s ignature.</p> <p>For UP System employees, UP HRDO Diliman will forward the eSRP computation to UP System HRDO via email for their processing of approval and payment endorsement</p>		30 Minutes	Separation In-Charge HRDO Separation Services



<p>2.</p> <p>Retiree signs conforme of earned leave computation</p>	<p>2. Retiree is requested to print the eSRP leave computation and return it with affixed wet signature via dropbox submission to HRDO /or send via email the conforme l etter allowing HRDO to process the eSRP benefit even without the wet signature</p>		<p>1 Day (Paused Clock)</p>	<p>Requesting retiree</p>
<p>3.</p> <p>HRDO to process eSRP Application for approval and payment endorsement</p>	<p>3.1 HRDBD Division Chief initials and HRDO Director signs the eSRP application with attached conformed leave credits computation, service record, and NOSA/ NOSI for personnel clearance (wet signature is required)</p>		<p>within the Day</p>	<p>Separation In-Charge HRDO Separation Services; HRDBD Division Chief and HRDO Director</p>
	<p>3.2 HRDO forwards document to the Vice Chancellor for Administration for recommending approval (wet signature is required)</p>		<p>1 Day (Paused Clock)</p>	<p>Receiving Officer and Office of the Vice Chancellor for Administration</p>
	<p>3.3 After receipt of signed eSRP Application from OVCA, the document will be endorsed to the Office of the Ch</p>		<p>1 Day (Paused Clock)</p>	<p>Releasing Officer and Office of the Chancellor</p>



	ancellor for approval (wet signature is required)			
	3.4 After receipt of signed eSRP Application from OC, HRDO forwards document to Diliman Budget Office for budget allocation and clearance (wet signature is required)		1 Day (Paused Clock)	Releasing Officer and Diliman Budget Office
	3.5 After receipt of eSRP Application from Diliman Budget Office, HRDO will then prepare the disbursement voucher and obligation request with attached certificate of clearance, clearance summary matrix and complete certificate clearance from the different clearing offices for HRDBD Division Chief initial/signature and HRDO Director signature (wet signature is required)		within the Day	Separation In-Charge HRDO Separation Services; HRDBD Division Chief and HRDO Director
	3.6 After the signing the DV, OBR, HRDO will then prepare the eSRP documents for release (photocopy, collate two sets of complete eSRP documentary requirements, affix		30 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services



	d signature certified photocopy of all pages)			
	3.7 HRDO endorses the original copy and photocopy to Diliman Budget Office for Obligation Request processing and appropriate action. Diliman Budget Office will endorse the document to Diliman Accounting Office for disbursement voucher processing. Diliman Accounting Office will endorse the document to Diliman Cash Office for payment processing.		15 Minutes	Releasing Officer and Diliman Budget Office
4. Retiree receives photocopies of approved eSRP application	4. Provide digital copies of approved eSRP Application to retiree and submit the printed hard copies to IMS-HRDO for 201 filing		15 Minutes	Releasing Officer
		TOTAL	Approximate within 2 weeks	

eSRP benefit under multi-stage processing



b. Manual

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Administrative personnel and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Expanded Service Recognition Pay Form, duly accomplished and signed by the retiree (original document with wet signature is required)		HRDO Separation Services or download form from m HRDO website https://hrdo.upd.edu.ph	
Complete submission of Daily Time Record (for ADM) / Certificate of Service (for REPS/FACULTY) With approved signature of head of Unit to the HRDO Benefits Section (original copy submission) (Note: Coordination with HRDO Analyst of the Benefits Section for the final computation of earned leave credits)		Requesting retiree/Unit/College/Office	
Leave computation of eSRP with conforme signature of retiree (original document with wet signature)		HRDO Separation Services	
Letter of intent to retire (previously received by HRDO, processed, approved already) (HRDO will photocopy in 3 copies)		HRDO Separation Services	
For early, optional, disability retirement, Letter addressed to OC explaining the reasons of retirement, duly endorsed and approved by the Chancellor (previously received by HRDO, processed, approved already) (HRDO will photocopy in 3 copies)		HRDO Separation Services	



Latest Submission of Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the effective year of separation from the University) (3 photocopies)	Requesting retiree/Unit/College/Office
Service Record issued by HRDO UP Diliman, with indicated date of separation (3 photocopies)	HRDO Separation Services
Service Record from UP constituent (If applicable) (3 photocopies)	Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)
Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation (3 photocopies)	Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)
Duly accomplished University Clearance form, certificate of clearance, with complete attachments from concerned offices. (3 photocopies)	Requesting retiree/Unit/College/Office/HRDO Separation Services
GSIS Umid Card, Senior Citizens ID, UP ID or any valid ID (3 photocopies but with affixed signature)	Requesting retiree
For deceased employee, Designation of Next of Kin request of legal heirs with complete documentary requirement (3 photocopies)	Requesting family of the deceased employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits eSRP benefit application request with documentary requirements	1.1 Receives request. Evaluates completeness of documents submitted and provide feedback		30 Minutes	Receiving Officer and Separation In-Charge HRDO Separation Services



	1.2 Verify correctness of personal records/service record with coordination from Scholarship Section Administrative Officer of Unit, Diliman Accounting Office		1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Coordinates with the analyst of Benefits Section in the preparation and computation of eSRP leave computation.		within 3 Days	HRDO Analyst Benefits Section
	1.4 Checks eSRP leave computation received, if within the set rules,		1 Hour	Separation In-Charge HRDO Separation Services
2. Retiree signs conforme of earned leave computation	2 After checking, Separation In-charge finalizes the eSRP leave computation and provide a copy to retiree for conforme signature Retiree is requested to conforme signature the eSRP leave computation and return it back to HRDO for processing		1 Day (Paused Clock)	HRDO and Requesting retiree
3. HRDO to process eSRP Application for approval and payment endorsement	3.1 HRDBD Division Chief initials and HRDO Director signs the eSRP application with attached conformed leave credits computation,		within the Day	Separation In-Charge HRDO Separation Services; HRDBD Division Chief and HRDO Director



	service record, and NOSA/NO SI for personnel clearance (wet signature is required)			
	3.2 HRDO forwards document to the Vice Chancellor for Administration for recommending approval (wet signature is required)		1 Day (Paused Clock)	Receiving Officer and Office of the Vice Chancellor for Administration
	3.3 After receipt of signed eSRP Application from OVCA, the document will be endorsed to the Office of the Chancellor for approval (wet signature is required)		1 Day (Paused Clock)	Releasing Officer and Office of the Chancellor
	3.4 After receipt of signed eSRP Application from OC, HRDO forwards document to Diliman Budget Office for budget allocation and clearance (wet signature is required)		1 Day (Paused Clock)	Releasing Officer and Diliman Budget Office
	3.5 After receipt of eSRP Application from Diliman Budget Office, HRDO will then prepare the disbursement voucher and obligation request with attached certificate of clearance with complete certificate clearance from the different clearing offices for HRDBD Division Chief initial/signature		within the Day	Separation In-Charge HRDO Separation Services; HRDBD Division Chief and HRDO Director



	and HRDO Director signature (wet signature is required)			
	3.6 After the signing the DV, OBR, HRDO will then prepare the eSRP documents for release (photocopy, collate two sets of complete eSRP documentary requirements, affixed signature certified photocopy of all pages)		30 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services
	3.7 HRDO endorses eSRP to Diliman Budget Office for Obligation Request processing and appropriate action. Diliman Budget Office will endorse the document to Diliman Accounting Office for disbursement voucher processing. Diliman Accounting Office will endorse the document to Diliman Cash Office for payment processing. (original and photocopy)		15 Minutes	Releasing Officer and Diliman Budget Office
4. Retiree receives photocopies of approved eSRP application	4. Provide digital copies of approved eSRP Application to retiree and submit the printed hard copies to IMS-HRDO for 201 filing		15 Minutes	Releasing Officer
TOTAL:		None	Approximate 2 weeks	

eSRP benefit under multi-stage processing



52. Request for Processing for Faculty Sick Leave Benefit

For eligible regular, full-time members of the faculty who applied for compulsory retirement, optional retirement due to serious/severe illness as defined by Philhealth. (per BOR 1255th meeting, 5/27/2010 and BOR 1363rd meeting, 8/26/21)

a. Online

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Administrative personnel and REPS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Faculty Sick Leave Application request, duly accomplished and signed by the retiree (original document with wet signature is required)		HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph
Complete ONLINE submission of Certificate of Service with approved signature of head of Unit to the HRDO Benefits Section (Note: Coordination with HRDO Analyst of the Benefits Section for the final computation of earned leave credits)		Requesting retiree/Unit/College/Office
Leave computation of Faculty Sick Leave with conforme signature of retiree (original document with wet signature / conforme letter sent via email that he/she is allowing HRDO to process even without the wet signature)		HRDO Separation Services
Letter of intent to retire (previously received by HRDO, processed, approved already) (HRDO will photocopy in 3 copies)		HRDO Separation Services
Latest Submission of Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the effective year of separation from the University) (received document from email, HRDO will photocopy in 3 copies)		Requesting retiree/Unit/College/Office/ HRDO Information Management Section (IMS)



Service Record, with indicated date of Compulsory Retirement Age of 65 and up to the last date of Extension Beyond Compulsory Retirement (if applicable) (1 original, 2 photocopies)		HRDO Separation Services		
Service Record from UP constituent (If applicable) (3 photocopies)		Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)		
Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation/ BOR Approved Appointment/s of Extension Beyond Compulsory Retirement Age of 65 (received document from email, HRDO will be photocopy in 3 copies)		Requesting retiree/Unit/College/Office/ HRDO Information Management Section (IMS)		
Online Certificate of Clearance, Summary Clearance Matrix with complete clearance attachments from the different clearance concerned offices, and certificate of clearance (3 photocopies)		HRDO Separation Services		
GSIS Umid Card, Senior Citizens ID, UP ID or any valid ID (3 photocopies but with affixed signature)		Requesting retiree		
For deceased employee, Designation of Next of Kin request of legal heirs with complete documentary requirement (HRDO will be photocopy in 3 copies)		Requesting family of the deceased employee/ HRDO Separation Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits FSL benefit request application request with documentary requirements	1.1 Receives request (via dropbox submission).		30 Minutes	Receiving Officer and Separation In-Charge HRDO



	Evaluates completeness of documents submitted and provide feedback via email to retiree			Separation Services
	1.2 Verify correctness of personal records/service records. Online coordination with Scholarship Section, Administrative Officer of Unit, Diliman Accounting Office		1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Coordinates with the analyst of Benefits Section in the preparation and computation of FSL leave computation. The file will be emailed to HRDO Separation Services		within 3 Days	HRDO Analyst Benefits Section
	1.4 Checks FSL leave computation received from email, if within the set rules,		1 Hour	Separation In-Charge HRDO Separation Services
	1.5 After checking, Separation In-charge finalizes the FSL leave computation and provide a copy to the retiree via email for conforme signature.		30 Minutes	HRDO Analyst Benefits Section
2. Retiree signs conforme of earned leave computation	2.1 Retiree is requested to print the FSL leave computation and return it with affixed		1 Day (Paused Clock)	Requesting retiree



	wet signature via dropbox submission to HRDO /or send via email the conforme letter allowing HRDO to process the FSL benefit even without the wet signature			
3. HRDO to process FSL Application for approval and payment endorsement	3.1 HRDBD Division Chief initials and HRDO Director signs the FSL application with attached conformed leave credits computation, service record, and NOSA/NOSI for personnel clearance (wet signature is required)		within the Day	Separation In-Charge HRDO Separation Services; HRDBD Division Chief and HRDO Director
	3.2 HRDO forwards the FSL document to the Vice Chancellor for Administration for approval (wet signature is required)		1 Day (Paused Clock)	Receiving Officer and Office of the Vice Chancellor for Administration
	3.3 After receipt of signed FSL Application from OVCA, the document will be endorsed to the Office of the Chancellor for approval (wet signature is required)		1 Day (Paused Clock)	Releasing Officer and Diliman Budget Office
	3.4 After receipt of FSL Application from Diliman Budget Office, HRDO will then prepare the disbursement		within the Day	Separation In-Charge HRDO Separation Services;



	<p>voucher and obligation request with attached certificate of clearance, clearance summary matrix and complete certificate clearance from the different clearing offices for HRDBD Division Chief initial/signature and HRDO Director signature (wet signature is required)</p>			<p>HRDBD Division Chief and HRDO Director</p>
	<p>3.5 After the signing of DV and OBR, HRDO will then prepare the FSL documents for release (photocopy, collate two sets of complete FSL documentary requirements, affixed signature certified photocopy of all pages)</p>		<p>30 Minutes</p>	<p>Releasing Officer and Separation In- Charge HRDO Separation Services</p>
	<p>3.6 HRDO endorses the original copy and photocopy to Diliman Budget Office for Obligation Request processing and appropriate action. Diliman Budget Office will endorse the document to Diliman Accounting Office for disbursement voucher processing. Diliman A</p>		<p>15 Minutes</p>	<p>Releasing Officer and Diliman Budget Office</p>



	ccounting Office will endorse the document to Diliman Cash Office for payment processing.			
4. Retiree receives photocopies of approved FSL application	4.1 Provide digital copies of approved FSL Application to retiree via email and submit the printed hard copies to IMS-HRDO for 201 filing		15 Minutes	Releasing Officer
TOTAL:		None	Approximate 4-6 days Exclusive of pause clock processing	

FSL benefit) under multi-stage processing

b. Manual

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Administrative personnel and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Faculty Sick Leave Application request, duly accomplished and signed by the retiree (original document with wet signature)		HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph	
Complete submission of Certificate of Service with approved signature of head of Unit (original copy submission)		Requesting retiree/Unit/College/Office	



(Note: Coordination with HRDO Analyst of the Benefits Section for the final computation of earned leave credits)	
Leave computation of Faculty Sick Leave with conforme signature of retiree (original document with wet signature)	HRDO Separation Services
Letter of intent to retire (previously received by HRDO, processed, approved already) (HRDO will photocopy in 3 copies)	HRDO Separation Services
Latest Submission of Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the effective year of separation from the University) (3 photocopies)	Requesting retiree/Unit/College/Office
Service Record, with indicated date of Compulsory Retirement Age of 65 and up to the last date of Extension Beyond Compulsory Retirement (if applicable) (1 original, 2 photocopies)	HRDO Separation Services
Service Record from UP constituent (If applicable) (3 photocopies)	Requesting retiree
Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation/ BOR Approved Appointment/s of Extension Beyond Compulsory Retirement Age of 65 (3 photocopies)	Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)
Duly accomplished University Clearance, certificate of clearance, with complete attachments from concerned offices. (3 photocopies)	Requesting retiree/Unit/College/Office/HRDO Separation Services
GSIS Umid Card, Senior Citizens ID, UP ID or any valid ID (3 photocopies but with affixed signature)	Requesting retiree
For deceased employee, Designation of Next of Kin request	



of legal heirs with complete documentary requirement (3 photocopies)		Requesting family of the deceased employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits FSL benefit request application request with documentary requirements	1.1 Receives request and evaluate completeness of documents submitted, provide feedback upon receipt of documents		30 Minutes	Receiving Officer and Separation In-Charge HRDO Separation Services
	1.2 Verify correctness of personal records/service record with coordination from Scholarship Section Administrative Officer of Unit, Diliman Accounting Office		1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Coordinates with the analyst of Benefits Section in the preparation and computation of FSL leave computation.		within 3 Days	HRDO Analyst Benefits Section
	1.4 Checks FSL leave computation, if within the set rules,		1 Hour	Separation In-Charge HRDO Separation Services
	1.5 After checking, the analyst of Benefits Section will finalize and print the FSL earned leave computation		30 Minutes	HRDO Analyst Benefits Section



<p>2. Retiree signs conforme of earned leave comput ation</p>	<p>2.1 After checking, Separati on In- charge finalizes the FSL leave computation and provide a copy to retiree for conforme signature Retiree is requested to conforme signature the FSL leave computation and return it back to HRDO for processing</p>		<p>1 Day (Paused Clock)</p>	<p>Requesting retiree</p>
<p>3. HRDO to process FSL Application for approval and payment endorsemen ent</p>	<p>3.1 HRDBD Division Chief initials and HRDO Director signs the FSL application with attached conformed leave credits computation, service record, and NOSA/NOSI for personnel clearance</p>		<p>within the Day</p>	<p>Separation In- Charge HRDO Separation Servi ces; HRDBD Division Chief and HRDO Direc tor</p>
	<p>3.2 HRDO forwards doc ument to the Vice Chanc ellor for Administration fo r recommending approva l (wet signature is requir ed)</p>		<p>1 Day (Paused Clock)</p>	<p>Receiving Officer and Offic e of the Vice Chancellor for A dministration</p>
	<p>3.3 After receipt of signed FSL Application fr om OVCA, the document will be endors ed to Diliman Budget Office for budget allocation and clearance (wet signatu re is required)</p>		<p>1 Day (Paused Clock)</p>	<p>Releasing Office r and Diliman Budget Office</p>



	<p>3.4 After receipt of FSL Application from Diliman Budget Office, HRDO will then prepare the disbursement voucher and obligation request with attached certificate of clearance, clearance summary matrix and complete certificate clearance from the different clearing offices for HRDBD Division Chief initial/signature and HRDO Director signature</p>		<p>within the Day</p>	<p>Separation In-Charge HRDO Separation Services; HRDBD Division Chief and HRDO Director</p>
	<p>3.5 After the signing the DV, OBR, HRDO will then prepare the FSL documents for release (photocopy, collate two sets of complete FSL documentary requirements, affixed signature certified photocopy of all pages</p>		<p>30 Minutes</p>	<p>Releasing Officer and Separation In-Charge HRDO Separation Services</p>
	<p>3.6 HRDO endorses FSL to Diliman Budget Office for Obligation Request processing and appropriate action. Diliman Budget Office will endorse the document to Diliman Accounting Office for disbursement voucher processing. Diliman Accounting Office will endorse the document to Diliman Cash Office fo</p>		<p>15 Minutes</p>	<p>Releasing Officer and Diliman Budget Office</p>



	r payment processing. (original and photocopy)			
Retiree receives photocopies of approved FSL application	Provide printed copies of approved FSL Application to retiree and for IMS HRDO with complete documentations for 201 filing		15 Minutes	Releasing Office
TOTAL:		None	Approximate 4-6 days	

FSL benefit) under multi-stage processing

53. Request for Endorsing Application of Separation/ Retirement Claims and Benefits to Government Service Insurance System:

For all employees in the government with paid premium in the Government Service Insurance System who are entitled for life insurance benefits, separation or retirement benefits, and disability benefits.

a. Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Administrative Personnel with at least 3 years of government service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS Application for Retirement / Separation / Life Insurance Benefits (GSIS Form 06302017-RET) w/ affixed signature of retiree with chosen Retirement and CLASP options (1 original		GSIS website : www.gsis.gov.ph or HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Retire	1.1 Receive request and			



ment/Separation Life Insurance Benefits Application Form (GSIS Form 063 02017-RET)	evaluate completeness of document submitted, provide feedback upon receipt of documents (original with wet signature is required)		15 Minutes	Receiving Officer
	1.2 Checks and Process the application for personnel clearance		15 Minutes	Separation In-Charge HRDO Separation Services
	1.3 HRDBD Division Chief verifies and initials application form		15 Minutes	HRDBD Division Chief
	1.4 HRDO Director signs for personnel clearance (wet signature is required)		within the 1 Day	HRDO Director
2. Submits application to GSIS	2. HRDO endorse the application to GSIS via email before hard copy submission via LBC courier (c/o HRDO) or handcarried by requesting party to GSIS Office		1 Day (Paused Clock)	Releasing Officer
TOTAL:		None	2 Days, 45 Minutes	



b. Manual

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Administrative Personnel with at least 3 years of government service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS Application for Retirement / Separation / Life Insurance Benefits (GSIS Form 06302017-RET) w/ affixed signature of retiree with chosen Retirement and CLASP options (1 original)		GSIS website : www.gsis.gov.ph or HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Retirement/Separation Life Insurance Benefits Application Form (GSIS Form 0630 2017-RET)	1.1 Receive request and evaluate completeness of document submitted, provide feedback upon receipt of documents		15 Minutes	Receiving Officer
	1.2 Checks and Process the application for personnel clearance		15 Minutes	Separation In-Charge HRDO Separation Services
	1.3 HRDBD Division Chief verifies and initials application form		15 Minutes	HRDBD Division Chief
	1.4 HRDO Director signs for personnel clearance		within the 1 Day	HRDO Director
2. Submits application to GSIS	2. HRDO release document to requesting party Note: Employee can authorize HRDO to submit the application to GSIS		1 Day (Paused Clock)	Releasing Officer



TOTAL:	None	2 Days, 45 Minutes	
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54. Request for Processing of Leave Credits for Extended Faculty Administrator

Extension of the leave privileges to personnel who are extended in the service beyond compulsory retirement age, under certain conditions and existing rules governing the grant of cumulative leave to faculty administrator

a. Online

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Eligible Extended Faculty Administrators during the period of Extension Beyond Compulsory Retirement Age of 65		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Leave Credits for Extended Faculty Administrators Form, duly accomplished and signed by the concerned employee. (original document with wet signature is required)	HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph		
Leave computation of LCEFA with conforme signature of retiree (original document with wet signature / conforme letter sent via email that he/she is allowing HRDO to process even without the wet signature)	HRDO Separation Services		
Online submission of approved appointment/memo issued as faculty administrator during the period of extension beyond compulsory retirement (received document from email will be photocopied by HRDO in 3 copies)	Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)		
Letter of intent to retire (previously received by HRDO, processed, approved already) (HRDO will photocopy in 3 copies)	HRDO Separation Services		
Latest Submission of Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the			



effective year of separation from the University) (received document from email, HRDO will photocopy in 3 copies)		Requesting retiree/Unit/College/Office/ HRDO Information Management Section (IMS)		
Service Record, with indicated date of Compulsory Retirement Age of 65 up to the last date of Extension Beyond Compulsory Retirement (1 original, 2 photocopies)		HRDO Separation Services		
Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation/ BOR Approved Appointment/s of Extension Beyond Compulsory Retirement Age of 65 (received document from email, HRDO will be photocopy in 3 copies)		Requesting retiree/Unit/College/Office/ HRDO Information Management Section (IMS)		
Certificate of Clearance, Summary Clearance Matrix with complete clearance attachments from the different clearance concerned offices, and certificate of clearance, covering the period from Compulsory Retirement Age of 65 up to the last date of Extension Beyond Compulsory Retirement (1 original, 2 photocopies)		Requesting retiree/Unit/College/Office/ HRDO Separation Services		
GSIS Umid Card, Senior Citizens ID, UP ID or any valid ID (3 photocopies but with affixed signature)		Requesting retiree		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits LCEFA form request with documentary requirements	1.1 Receives request (via dropbox submission). Evaluates completeness of documents submitted and provide		30 Minutes	Receiving Officer and Separation In-Charge HRDO Separation Services



	feedback via email to faculty administrator			
	1.2 Verify correctness of personal records/service records. Online coordination with Scholarship Section, Administrative Officer of Unit, Diliman Accounting Office		1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Coordinates with the analyst of Benefits Section in the preparation and computation of LCEFA leave credits computation. The file will be forwarded to HRDO Separation Services via email		within 3 Days	HRDO Analyst Benefits Section
	1.4 Checks LCEFA leave computation received from email, if within the set rules,		1 Hour	Separation In-Charge HRDO Separation Services
	1.5 After checking, Separation In-charge finalizes the leave computation and provide a copy to the faculty administrator via email for conforme signature.		30 Minutes	HRDO Analyst Benefits Section
2. Faculty Administrator signs conforme of earned leave computation	2. Faculty Administrator is requested to print the leave computation and return it with affixed wet signature via drop box submission to HRDO /or send via		1 Day (Paused Clock)	Faculty Administrator



	email the conforme letter allowing HRDO to process the LCEFA benefit even without the wet signature			
3. HRDO to process LCEFA Application for approval and payment endorsement	3.1 HRDBD Division Chief initials and HRDO Director signs the LCEFA application with attached conformed leave credits computation, service record, NOSA /NOSI, approved BOR extension of appointment and appointment/memo issued as faculty administrator, disbursement voucher and obligation request for personnel clearance (wet signature is required)		within the 1 Day	Separation In-Charge HRDO Separation Services; HRDBD Division Chief and HRDO Director
	3.2 HRDO forwards document to Diliman Budget Office for budget allocation and clearance (wet signature is required)		1 Day (Paused Clock)	Releasing Officer and Diliman Budget Office
	3.3 Receives budget cleared LCEFA Application form. It will be endorsed to the Office of the Vice Chancellor for Administration for approval (wet signature is required)		1 Day (Paused Clock)	Receiving Officer and Office of the Vice Chancellor for Administration



	<p>3.3 Receives the document with recommended approval of OVCA. The LCEFA Application form will then be endorsed to the Office of the Chancellor for final approval (wet signature is required)</p>		<p>1 Day (Paused Clock)</p>	<p>Releasing Officer and Office of the Chancellor</p>
	<p>3.4 Receives approved LCEFA Application from OC. HRDO will then photocopy, collate two sets of the complete documentary requirements and affixed signature certified photocopy of all pages (wet signature of certified photocopy is required)</p>		<p>30 Minutes</p>	<p>Releasing Officer and Separation In-Charge HRDO Separation Services</p>
	<p>3.5 HRDO endorses the two sets of the complete documentary requirements to Diliman Budget Office for Obligation Request processing and appropriate action. Diliman Budget Office will endorse the document to Diliman Accounting Office for disbursement voucher processing. Diliman Accounting Office will endorse the document to Diliman Cash Office for</p>		<p>15 Minutes</p>	<p>Releasing Officer</p>



	payment processing. (original / certified printed copies are required for submission)			
4. Faculty administrator receives of approved LCEFA application, service record, and certificate of clearance with complete attachments for personal copy	4.1 Provide digital copies of approved LCEFA Application, updated Service Record and updated Certificate of Clearance with complete attachments to employee via email and submit the printed hard copies to IMS-HRDO for 201 filing		15 Minutes	Releasing Officer
TOTAL:		None	Approximate 5-7days	

LCEFA under multi-stage processing

b. Manual

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Extended Faculty Administrators during the period of Extension Beyond Compulsory Retirement Age of 65		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Leave Credits for Extended Faculty Administrators Form, duly accomplished and signed by the retired extended faculty administrator (original document with wet signature)		HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph	



<p>Leave computation of LCEFA with conforme wet signature of retired extended faculty administrator</p>	<p>HRDO Separation Services</p>
<p>Copy of approved appointment/memo issued as faculty administrator during the period of extension beyond compulsory retirement (3 photocopies)</p>	<p>Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)</p>
<p>Letter of intent to retire (previously received by HRDO, processed, approved already) (HRDO will photocopy in 3 copies)</p>	<p>HRDO Separation Services</p>
<p>Latest Submission of Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the effective year of separation from the University) (3 photocopies)</p>	<p>Requesting retiree/Unit/College/Office/ HRDO Information Management Section (IMS)</p>
<p>Service Record, with indicated date of Compulsory Retirement Age of 65 up to the last date of Extension Beyond Compulsory Retirement (1 original, 2 photocopies)</p>	<p>HRDO Separation Services</p>
<p>Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation/ BOR Approved Appointment/s of Extension Beyond Compulsory Retirement Age of 65 (3 photocopies)</p>	<p>Requesting retiree/Unit/College/Office/ HRDO Information Management Section (IMS)</p>
<p>Accomplished Updated University Clearance, covering the period from Compulsory Retirement Age of 65 up to the last date of Extension Beyond Compulsory Retirement (triplicate original copies), with complete attachment from concerned offices. (1 original, 2 photocopies)</p>	<p>Requesting retiree/Unit/College/Office/HRDO Separation Services</p>
<p>GSIS Umid Card, Senior Citizens ID, UP ID or any valid ID (3 photocopies but with affixed signature)</p>	<p>Requesting retired extended faculty administrator</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits LCEFA form request with documentary requirements	1.1 Receives request and evaluate completeness of documents submitted, provide feedback upon receipt of documents		30 Minutes	Receiving Officer and Separation In-Charge HRDO Separation Services
	1.2 Verify correctness of personal records/service records. Coordination with Scholarship Section, Administrative Officer of Unit, Diliman Accounting Office		1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Analyst of Benefits Section prepares and computes LCEFA earned leave credits for final checking		within 3 Days	HRDO Analyst Benefits Section
	1.4 Checks computation, if within the set rules,		1 Hour	Separation In-Charge HRDO Separation Services
	1.5 After checking, the analyst of Benefits Section will finalize and print the LCEFA earned leave computation		30 Minutes	HRDO Analyst Benefits Section
2. Faculty Administrator signs conf	2.1 Faculty Administrator signs co			



<p>Form of earned leave computation</p>	<p>Form of earned leave computation</p>		<p>1 Day (Paused Clock)</p>	<p>Faculty Administrator</p>
<p>3. HRDO to process LCEFA Application for approval and payment endorsement</p>	<p>3.1 HRDBD Division Chief initials and HRDO Director signs the LCEFA application with attached conformed leave credits computation, service record, NOSA/NOSI, approved BOR extension of appointment and appointment/memo issued as faculty administrator, disbursement voucher and obligation request for personnel clearance</p>		<p>within the 1 Day</p>	<p>Separation In-Charge HRDO Separation Services; HRDBD Division Chief and HRDO Director</p>
	<p>3.2 HRDO forwards document to Diliman Budget Office for budget allocation and clearance</p>		<p>1 Day (Paused Clock)</p>	<p>Releasing Officer and Diliman Budget Office</p>
	<p>3.3 Receives budget cleared LCEFA Application form. It will be endorsed to the Office of the Vice Chancellor for Administration for approval</p>		<p>1 Day (Paused Clock)</p>	<p>Receiving Officer and Office of the Vice Chancellor for Administration</p>
	<p>3.3 Receives the document with recommended approval of OVCA. The LCEFA Application form will then be endorsed to the Office of the Chancellor for final approval</p>		<p>1 Day (Paused Clock)</p>	<p>Releasing Officer and Office of the Chancellor</p>



	<p>3.4 Receives approved LCEFA Application from OC. HRDO will then photocopy, collate two sets of the complete documentary requirements and affixed signature certified photocopy of all pages</p>		30 Minutes	<p>Releasing Officer and Separation In-Charge HRDO Separation Services</p>
	<p>3.5 HRDO endorses the two sets of the complete documentary requirements to Diliman Budget Office for Obligation Request processing and appropriate action. Diliman Budget Office will endorse the document to Diliman Accounting Office for disbursement voucher processing. Diliman Accounting Office will endorse the document to Diliman Cash Office for payment processing.</p>		15 Minutes	<p>Releasing Officer</p>
<p>4. Faculty administrator receives photocopies of approved LCEFA application, service record, and certificate of clearance with complete attachments for personal copy</p>	<p>4.1 Provide printed copies of approved LCEFA Application, updated Service Record and updated Certificate of Clearance with complete</p>		15 Minutes	<p>Releasing Officer</p>



	attachments to extended faculty administrator and IMS HRDO for 201 filing			
TOTAL:		None	Approximate 5-7days	

LCEFA under multi-stage processing

55. Process Request for Approval/Acceptance of Intent to Retire/Resign/Transfer

For eligible employees in the University approval/acceptance to intent to retire/resign/transfer must be process to claim the separation benefits, subject to the guidelines and other conditions that may prescribe by the University.

a. Online

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	Faculty, REPS and Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Retirement, Letter of Intent to Retire Form, duly accomplished and endorsed by Head of Unit/College (1 original)		HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph	
For Resignation, Letter of resignation addressed to the highest appointing authority of the Agency, with endorsement of department, and head of Unit/College		Requesting employee	
For Transfer, Letter of transfer addressed to the highest appointing authority of the Agency, with endorsement of department, and head of Unit/College		Requesting employee	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit separation requests with complete information Resignation purposes (via email) Retirement purposes (original document is required)	1.1 Receive and record request, evaluate completeness of information, provide feedback upon receipt of documents Resignation purposes (feedback via email) Retirement purposes (feedback via email)		15 Minutes	Receiving Officer and HRDO Separation Services
	1.2 Checks and process the letter of intent for separation Resignation purposes (via email) Retirement purposes (original document processing)		15 Minutes	Separation In-Charge HRDO Separation Services
	1.3 HRDBD Division Chief verifies and initials request letter; HRDO Director Resignation purposes (via email with digital signature)		within the Day	HRDBD Division Chief and HRDO Director



	Retirement purposes (original document processing)			
	<p>1.4 HRDO forwards request to recommending Vice Chancellors Offices, prior to Chancellor's approval (for respective employment classification) (via email referral notice)</p> <p>Resignation purposes (via email with digital signature)</p> <p>Retirement purposes (original document processing)</p>		1 Day (Paused Clock)	<p>Releasing Officer HRDO Separation Services</p> <p>For Faculty – Office of the Vice Chancellor for Academic Affairs</p> <p>For REPS – Office of the Vice Chancellor for Research and Development</p> <p>For Administrative Personnel – Office of the Vice Chancellor for Administration</p> <p>Final approval from the Office of the Chancellor</p>
	1.5 Receive and record the approval/acceptance of request from the Office of the Chancellor.		15 Minutes	Receiving Officer



	<p>Resignation purposes (via email with digital signature)</p> <p>Retirement purposes (original document processing)</p>			
	<p>1.6 Prepares and issue notice of approval and acceptance (original document processing)</p>		30 Minutes	Separation In-Charge HRDO Separation Services
	<p>1.7 HRDBD Division Chief initials the notice of approval; HRDO Director signs (original document processing)</p>		15 Minutes	HRDBD Division Chief and HRDO Director
2. Receives photocopy of notice of approval and approved letter of intent to retire/resign/ transfer	<p>2. HRDO provide copy of notice of approval and approved letter of intent to retire/resign/ transfer to employee, unit, Accounting Office, and IMS for 201 filing (via email)</p>		15 Minutes	Releasing Officer HRDO Separation Services
TOTAL:		None	Approximate 2 days	



		(exclusive of pause clock processing)	
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b. Manual

Office or Division:	Human Resource Development and Benefits Division
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Faculty, REPS and Administrative Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Retirement, Letter of Intent to Retire Form, duly accomplished and endorsed by Head of Unit/College (1 original)	HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph
For Resignation, Letter of resignation addressed to the highest appointing authority of the Agency, with endorsement of department, and head of Unit/College	Requesting employee
For Transfer, Letter of transfer addressed to the highest appointing authority of the Agency, with endorsement of department, and head of Unit/College	Requesting employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit separation / retirement requests with complete information	1.1 Receive and record request, evaluate completeness of information, provide feedback upon receipt of documents		15 Minutes	Receiving Officer and HRDO Separation Services
			15 Minutes	Separation In-Charge HRDO Separation Services



	1.2 Checks and process the letter of intent for separation			
	1.3 HRDBD Division Chief verifies and initials request letter; HRDO Director signs letter for personnel clearance		within the Day	HRDBD Division Chief and HRDO Director
	1.4 HRDO forwards request to recommending Vice Chancellors Offices, prior to Chancellor's approval (for respective employment classification)		1 Day (Paused Clock)	Releasing Officer for HRDO Separation Services For Faculty – Office of the Vice Chancellor for Academic Affairs For REPS – Office of the Vice Chancellor for Research and Development For Administrative Personnel – Office of the Vice Chancellor for Administration Final approval from the Office of the Chancellor



	1.5 Receive and record the approval /acceptance of request from the Office of the Chancellor.		15 Minutes	Receiving Officer
	1.6 Prepares and issue notice of approval and acceptance		30 Minutes	Separation In-Charge HRDO Separation Services
	1.7 HRDBD Division Chief initials the notice of approval; HRDO Director signs		15 Minutes	HRDBD Division Chief and HRDO Director
2. Receives photocopy of notice of approval and approved letter of intent to retire/resign/ transfer	2. HRDO provide copy of notice of approval and approved letter of intent to retire /resign/ transfer to employee, unit, Accounting Office, and IMS for 201 filing (hard copy)		15 Minutes	Releasing Officer HRDO Separation Services
TOTAL:		None	Approximate 2 days (exclusive of paused clock processing)	

56. Processing of Service Record (SR)

Eligible employees in the University may request for Service Record, subject to the guidelines and other conditions that the government and the University may prescribe.

a. Online

Office or Division:	Human Resource Development and Benefits Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All eligible separated employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Digital copy of HRDO Request Slip Form		HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for Service Record to separation_hrdo.upd@up.edu.ph	1.1 Receive e-mail request, acknowledgment receipt of e-mail and/or notification of lacking information		15 Minutes	Receiving Officer
To secure acknowledgment receipt of submitted application or notification of lacking information	2.1 Evaluate request, check status of appointment and date of separation using PUSO HRDO Management System		15 Minutes	Separation In-Charge HRDO Separation Services
	2.2 Coordinate with Benefits Section for status of LWOP		1 Day (Paused Clock)	Separation In-Charge HRDO Separation Services and HRDO Analyst Benefits Section
	2.3 Coordinate with SR Team for the verification and updating the status of appointment, salary adjustments and step increment		1 Day (Paused Clock)	Separation In-Charge HRDO Separation Services and SR Team (authorized personnel)
	2.4 To print generated final SR from SR Google Sheet for signature of HRDO		1 Day (Paused Clock)	Releasing Officer



	Director (wet signature is required)			
TOTAL:		None	3 Days, 30 minutes	

(FSL benefit) under multi-stage processing

b. Manual

Office or Division:	Human Resource Development and Benefits Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All eligible separated employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO Request Slip Form		HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished HRDO request slip form for Service Record	1.1 Receives request and coordinate with the Benefits Section for status of LWOP		1 Day (Paused Clock)	Receiving Officer and Separation In-Charge HRDO Separation Services
	1.2 Forward request to HR Appointment Section for verification and updating of status of appointment, salary adjustments and step increment		1 Day (Paused Clock)	Releasing Officer
	1.3 Analyst of Benefits Section prepares and computes FSL leave computation for final checking		within 3 Days	HRDO Analyst Benefits Section



	1.4 Checks FSL leave computation, if within the set rules,		1 Hour	Separation In-Charge HRD O Separation Services
	1.5 After checking, the analyst of Benefits Section will finalize and print the FSL earned leave computation		30 Minutes	HRDO Analyst Benefits Section
TOTAL:		None	5 Days, 1 Hour and 30 minutes	

(FSL benefit) under multi-stage processing

57. Process Request for Payment of Terminal Leave Benefit for Resignation /End of Appointments/ Dropped from the Rolls

For official/employee of the government service who voluntarily resigns, or is separated from the service and who is not otherwise covered by special law shall be entitled to the commutation of his/her leave credits exclusive of Saturdays, Sundays, and Holidays without limitation and regardless of the period when the credits were earned.

The filing of terminal leave application for terminal leave requires as condition *sine qua non*, the employee's resignation or separation from the service. It must be shown first that public employment ceased by any of the said modes of severances.

a. Online

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	All administrative personnel, REPS and faculty with administrative load (example: Dean, College Secretary, Director, Chairman, Coordinator, etc/) who applied for compulsory / optional / early / disability retirement	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Terminal Leave Application Form, duly accomplished, endorsed by head of unit/college and approving authority of		HRDO Separation Services or download form from HRDO website https://hrdo.upd.edu.ph



the University (original document with wet signature)	
<p>Complete ONLINE submission of Daily Time Record (for ADM) / Certificate of Service (for REPS/FACULTY)</p> <p>with approved signature of head of Unit to the HRDO Benefits Section</p> <p>(Note: Coordination with HRDO Analyst of the Benefits Section for the final computation of earned leave credits)</p>	Requesting retiree/Unit/College/Office
<p>Leave computation of TL with conforme signature of retiree (original document with wet signature / conforme letter sent via email that he/she is allowing HRDO to process even without the wet signature)</p>	Requesting retiree/HRDO Separation Services
<p>Letter of intent to retire with affixed signature of applicant and 1pc 1x1 picture, duly endorsement of head of unit/college, HRDO Director and approval thru channels (OVCA/OVCRD and OC) (original document with wet signature is required)</p>	Requesting retiree/Unit/College/Office
<p>For early, optional, disability retirement, Letter addressed to OC explaining the reasons of retirement, duly endorsed and approved by the Chancellor (original document with wet signature is required)</p>	Requesting retiree/Unit/College/Office
<p>Latest Submission of Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the effective year of separation from the University)</p> <p>(received document from email, HRDO will photocopy in 4 copies)</p>	Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)
<p>Service Record, with indicated date of separation (original document with wet signature is still required, 4 photocopies)</p>	HRDO Separation Services
<p>Service Record from other government agency (If applicable) (original document/certified photocopy, 4 photocopies)</p>	Requesting retiree



<p>Online Submission of Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation (received document from email will be photocopied by HRDO)</p>	<p>Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)</p>
<p>Online Certificate of Clearance, Summary Clearance Matrix with complete clearance attachments from the different clearance concerned offices, and certificate of clearance (4 photocopies)</p>	<p>Requesting retiree/Unit/College/Office/HRDO Separation Services</p>
<p>Approved GSIS Application for Retirement / Separation / Life Insurance Benefits (GSIS Form 06302017-RET), duly accomplished and endorsed by the HRDO Director w/ affixed signature of retiree with chosen Retirement and CLASP options (4 photocopies)</p> <p>For Disability Retirement, GSIS Disability Retirement Form with medical certificate, duly accomplished and endorsed by the HRDO Director. (1 original, 4 photocopies)</p> <p>For Deceased, GSIS Survivorship Form and GSIS Death Benefit Application Form (1 original, 4 photocopies)</p>	<p>Requesting retiree</p>
<p>For late claims of Terminal Leave: Letter addressed to DBM Regional Director explaining the reason for the delayed submission of terminal leave application (1 original, 4 photocopies)</p>	<p>Requesting retiree</p>
<p>Online submission of GSIS Retirement Clearance Voucher (issued by GSIS to retiree/employee) (sent digital copy, HRDO will print in 4 copies)</p>	<p>Requesting retiree</p>
<p>PSA Marriage Contract (for female married employee) (1 original, 4 photocopies)</p>	<p>Requesting retiree</p>
<p>PSA Certificate of No Marriage CENOMAR (for female single employee) (1 original, 4 photocopies)</p>	<p>Requesting retiree</p>
<p>Online submission of PSA Birth Certificate (sent digital copy, HRDO will print</p>	<p>Requesting retiree</p>



GSIS Umid Card, Senior Citizens ID, UP ID or any valid ID (4 photocopies but with affixed signature)		Requesting retiree		
For deceased employee, Designation of Next of Kin request of legal heirs with complete documentary requirement (4 photocopies)		Requesting retiree/HRDO Separation Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits terminal leave application request with complete documentary requirements (original document with wet signature is required)	1.1 Receives request (via dropbox submission). Evaluates completeness of documents submitted and provide feedback via email to employee		30 Minutes	Receiving Officer/ Separation In-Charge HRDO Separation Services
	1.2 Verify correctness of personal records/service records. Online coordination with Scholarship Section, Administrative Officer of Unit/Diliman Accounting Office		1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Coordinates with the analyst of Benefits Section in the preparation and computation of terminal earned leave credits. The file will be forwarded to HRDO Separation Services via email		within 3 Days	HRDO Analyst Benefits Section
	1.4 Checks terminal leave computation received		1 Hour	Separation In-Charge HRDO S



	d from email, if within the set rules,			Separation Services
	<p>1.5 After checking, Separation In-charge finalizes the terminal earned leave computation and provide a copy to the employee via email for conforme signature.</p> <p>For UP System employees, UP HRDO Diliman will forward the terminal leave computation to UP System HRDO via email for their processing of approval and payment endorsement</p>		30 Minutes	<p>Separation In-Charge HRDO Separation Services</p> <p>If System employees, UP HRDO System for processing</p>
2.	<p>2.1 Retiree is requested to print the leave computation and return it with affixed wet signature via ropbox submission to HRDO /or send via email the conforme letter allowing HRDO to process the terminal leave benefit even without the wet signature</p>		1 Day (Paused Clock)	<p>Requesting retiree</p> <p>For System employee : the TL computation will be endorsed to UP System HRDO for appropriate action</p>
3.	<p>3.1 HRDO Director initials terminal leave application with attached conformed leave credit computation, LARP (List of Actual Retirees for Payment-</p>		1 Day	<p>Separation In-Charge HRDO Separation Services and HRDO Director</p>



or approval and payment endorsement	DBM), service record, NOSA/NOSI, disbursement voucher and obligation request for personnel clearance (wet signature is required)			
	3.2 HRDO forward documents to OVCA for appropriate action		1 Day (Paused Clock)	Releasing Officer and Vice Chancellor for Administration OVCA
	3.3 After the TL application signature by OVCA, the LARP DBM form will be endorsed for approval to Diliman Accounting Office, and then finally to Office of the Chancellor (wet signatures are required)		3 Day (Paused Clock)	Releasing Officer, Diliman Accounting Office, and Office of the Chancellor
	3.4 Receives approved LARP DBM form with complete attachments from Diliman Accounting Office and Office of the Chancellor		15 Minutes	Receiving Officer
	3.5 HRDO will then prepare TL documents for release (photocopy, collate 4 sets of complete TL documentary requirements, affixed		30 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services



	signature certified photocopy of all pages)			
	3.6 HRDO endorse the four sets of the complete documentary requirements to Diliman Budget Office for DBM endorsement. (original / certified printed copies are required for submission)		1 Day (Paused Clock)	Releasing Office
4. Employee receives digital copies of approved terminal leave application, service record, and certificate of clearance with complete attachments.	4.1 Provide digital copies of approved Terminal Leave Application, Service Record and Certificate of Clearance with complete attachments to employee via email and submit the printed hard copies to IMS- HRDO for 201 filing		15 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services
TOTAL:		None	Approximate within 2 weeks, exclusive of pause clock processing	

(Terminal Leave) under multi-stage processing

b. Manual

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	All administrative personnel, REPS and faculty with administrative load (example: Dean, College Secretary, Director, Chairman, Coordinator, etc/) who applied for compulsory / optional / early / disability retirement		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Terminal Leave Application Form, duly accomplished, endorsed by head of unit/college			



and approving authority of the University (original document with wet signature)	HRDO Separation Services or download form from m HRDO website https://hrdo.upd.edu.ph
Complete submission of Daily Time Record (for ADM) / Certificate of Service (for REPS/FACULTY) with approved signature of head of Unit (original copy submission) (Note: Coordination with HRDO Analyst of the Benefits Section for the final computation of earned leave credits)	Requesting retiree/Unit/College/Office
Leave credits (VL & SL) of terminal leave computation with conforme signature of retiree	Requesting retiree/HRDO Separation Services
Letter of intent to retire with affixed signature of applicant and 1pc 1x1 picture, duly endorsement of head of unit/college, HRDO Director and approval thru channels (OVCA/OVCRD and OC) (1 original, 4 photocopies)	Requesting retiree/Unit/College/Office
For early, optional, disability retirement, Letter addressed to OC explaining the reasons of retirement, duly endorsed and approved by the Chancellor (1 original, 4 photocopies)	Requesting retiree/Unit/College/Office
Copy of Latest Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the effective year of separation from the University) (4 photocopies)	Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)
Service Record, with indicated date of separation (1 original, 4 photocopies)	HRDO Separation Services
Service Record from other government agency (If applicable) (original document/certified photocopy, 4 photocopies)	Requesting retiree



<p>Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation (4 photocopies)</p>	<p>Requesting retiree/Unit/College/Office/HRDO Information Management Section (IMS)</p>
<p>Duly accomplished University Clearance form in triplicate original copies, certificate of clearance, with complete attachments from concerned offices. (original copies and 4 photocopies)</p>	<p>Requesting retiree/Unit/College/Office/HRDO Separation Services</p>
<p>Approved GSIS Application for Retirement / Separation / Life Insurance Benefits (GSIS Form 06302017-RET), duly accomplished and endorsed by the HRDO Director w/ affixed signature of retiree with chosen Retirement and CLASP options (4 photocopies)</p> <p>For Disability Retirement, GSIS Disability Retirement Form with medical certificate, duly accomplished and endorsed by the HRDO Director. (1 original, 4 photocopies)</p> <p>For Deceased, GSIS Survivorship Form and GSIS Death Benefit Application Form (1 original, 4 photocopies)</p>	<p>Requesting retiree</p>
<p>For late claims of Terminal Leave: Letter addressed to DBM Regional Director explaining the reason for the delayed submission of terminal leave application (1 original, 4 photocopies)</p>	<p>Requesting retiree</p>
<p>GSIS Retirement Clearance Voucher (issued by GSIS to retiree/employee) (4 photocopies of all pages)</p>	<p>Requesting retiree</p>
<p>PSA Marriage Contract (for female married employee) (1 original, 3 photocopies)</p>	<p>Requesting retiree</p>
	<p>Requesting retiree</p>



PSA Certificate of No Marriage CENOMAR (for female single employee) (1 original, 4 photo copies)				
Photocopy of PSA Birth Certificate (2 photocopies)		Requesting retiree		
Photocopy of GSIS Umid Card, UP ID or any valid ID with affixed original/wet signature (4 copies)		Requesting retiree		
For deceased employee, Designation of Next of Kin request of the legal heirs with complete documentary requirement		Requesting family of the deceased employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits terminal leave application request with complete documentary requirements	1.1 Receives request and evaluate completeness of documents submitted, provide feedback upon receipt of documents		30 Minutes	Receiving Officer and Separation In-Charge HRDO Separation Services
	1.2 Verify correctness of personal records/service records. Coordination with Scholarship Section, Administrative Officer of Unit, Diliman Accounting Office		1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Analyst of Benefits Section prepares and computes terminal earned leave credits for final checking		within 3 Days	HRDO Analyst Benefits Section



	1.4 Checks computation, if within the set rules,		1 Hour	Separation In-Charge HRDO Separation Services
	1.5 After checking, the analyst of Benefits Section will finalize and print the terminal earned leave computation For UP System employees, UP HRDO Diliman will forward the terminal leave computation to UP System HRDO via email for their processing of approval and payment endorsement		30 Minutes	HRDO Analyst Benefits Section If System employees, UP HRDO System for processing
2. Retiree signs conformed of earned leave computation	2.1 Retiree signs conformed of earned leave computation		1 Day (Paused Clock)	Requesting retrieve For System employee : the TL computation will be endorsed to UP System HRDO for appropriate action
3. HRDO to process Terminal Leave Application f	3.1 HRDBD Division Chief and HRDO Director initials terminal leave application with attached conformed leave		1 Day	Separation In-Charge HRDO Separation Services; HRDBD Division Chief



or approval and payment endorsement	credits computation, service record, NOSA/NOSI, LARP (List of Actual Retirees for Payment- DBM), disbursement voucher and obligation request for personnel clearance			and HRDO Director
	3.2 HRDO forward documents to OVCA for appropriate action.		1 Day (Paused Clock)	Releasing Officer and Vice Chancellor for Administration OVCA
	3.3 After the TL application signature by OVCA, the LARP DBM form will be endorsed for approval to Diliman Accounting Office, and then finally to Office of the Chancellor		3 Day (Paused Clock)	Releasing Officer, Diliman Accounting Office, and Office of the Chancellor
	3.4 Receives approved LARP DBM form with complete attachments from Diliman Accounting Office and Office of the Chancellor		15 Minutes	Receiving Officer
	3.5 HRDO will then prepare TL documents for release (photocopy, collate 4 sets of complete TL documentary requirements, affixed		30 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services



	signature certified photocopy of all pages)			
	3.6 HRDO endorse the four sets of the complete documentary requirements to Diliman Budget Office for DBM endorsement.		1 Day (Paused Clock)	Releasing Office r
4. Employee receives photocopies of approved terminal leave application, service record, and certificate of clearance with complete attachments.	4.1 Provide printed copies of approved Terminal Leave Application, Service Record and Certificate of Clearance with complete attachments to employee and IMS HRDO for 201 filing		15 Minutes	Releasing Office r and Separation In-Charge HRDO S eparation Services
TOTAL:		None	Approximate 2 weeks, exclusive of pause clock processing	

(Terminal Leave) under multi-stage processing

58. Process Request for Payment of Terminal Leave Benefit for Resignation /End of Appointments/ Dropped from the Rolls

For official/employee of the government service who voluntarily resigns, or is separated from the service and who is not otherwise covered by special law shall be entitled to the commutation of his/her leave credits exclusive of Saturdays, Sundays, and Holidays without limitation and regardless of the period when the credits were earned.

The filing of terminal leave application for terminal leave requires as condition *sine qua non*, the employee's resignation or separation from the service. It must be shown first that public employment ceased by any of the said modes of severances.

a. Online

Office or Division:	Human Resource Development and Benefits Division
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Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	All administrative personnel, REPS and faculty with administrative load (example: Dean, College Secretary, Director, Chairman, Coordinator, etc.) who applied for compulsory / optional / early / disability retirement
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Terminal Leave Application Form, duly accomplished, endorsed by head of unit/college and approving authority of the University (original document with wet signature is required)	HRDO Separation Services or download form from m HRDO website https://hrdo.upd.edu.ph
Complete ONLINE submission of Daily Time Record (for ADM) / Certificate of Service (for REPS/FACULTY) With approved signature of head of Unit to the HRDO Benefits Section of Unit (Note: Coordination with HRDO Analyst of the Benefits Section for the final computation of earned leave credits)	Requesting employee/Unit/College/Office
Terminal leave (VL & SL) computation with with conforme signature of retiree (original document with wet signature / conforme letter sent via email that he/she is allowing HRDO to process even without the wet signature)	Requesting employee /HRDO Separation Services
For End of Appointments: Online submission of notice of non- renewal of appointment, duly endorsed by head of unit/college For Resignation: Online submission of Letter of Resignation, with complete details (date of resignation, reason of resignation, signature of applicant), duly endorsed by head of unit/college For Dropped from the Rolls: Online submission o Approved Notification of Dropping from the Rolls, with complete details and decision HRDO will process/print the sent document	Requesting employee/Unit/College/Office



Latest Submission of Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the effective year of separation from the University) (received document from email, HRDO will print in 3 copies)		Requesting employee/Unit/College/Office		
Service Record issued by HRDO UP Diliman, with indicated date of separation (1 original, 2 photocopies)		HRDO Separation Services		
Online Submission of Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation (received document from email, HRDO will print in 3 copies)		Requesting employee/Unit/College/Office Or HRDO Information Management Section (IMS)		
Online processing University Clearance, Summary Clearance Matrix with complete clearance attachments from the different clearance concerned offices, and certificate of clearance with original wet signature of HRDO Director (HRDO will photocopy in 3 copies)		HRDO Separation Services		
Photocopy of GSIS Umid Card, UP ID or any valid ID with affixed original/wet signature (3 photocopies with affixed signature)		Requesting employee		
PSA Birth Certificate (received document from email, HRDO will print in 3 copies)		Requesting employee		
1 pc 1x1 recent picture		Requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits terminal leave application request with complete documentary requirements via dropbox submission (original document	1.1 Receives request (via dropbox submission). Evaluates completeness of documents submitted and provide feedback via email to employee		30 Minutes	Receiving Officer/ Separation In-Charge HRDO Separation Services



with wet signature is required)				
	1.2 Verify correctness of personal records/service records. Online coordination with Scholarship Section, Administrative Officer of Unit/Diliman Accounting Office		1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Coordinates with the analyst of Benefits Section in the preparation and computation of terminal earned leave credits. The file will be forwarded to HRDO Separation Services via email		within 3 Days	HRDO Analyst Benefits Section
	1.4 Checks terminal leave computation received from email, if within the set rules,		1 Hour	Separation In-Charge HRDO Separation Services
	1.5 After checking, Separation In-charge finalizes the terminal earned leave computation and provide a copy to the employee via email for conforme signature.. For UP System employees, UP HRDO Diliman will forward the terminal leave computation to		30 Minutes	Separation In-Charge HRDO Separation Services If System employees, UP HRDO System for processing



	UP System HRDO via email for their processing of approval and payment endorsement			
2. Employee signs conforme of earned leaves computation	2. Employee is requested to print the leave computation and return it with affixed wet signature via dropbox submission to HRDO /or send via email the conforme letter allowing HRDO to process the terminal leave benefit even without the wet signature		1 Day (Paused Clock)	Requesting employee For System employee : the TL computation will be endorsed to UP System HRDO for appropriate action
3. HRDO to process Terminal Leave Application for approval and payment endorsement	3.1 HRDO Director initials terminal leave application with attached conformed leave credit computation, NOSA/NOSI/latest appointment, disbursement voucher and obligation request for personnel clearance (wet signature is required)		1 Day	Separation In-Charge HRDO Separation Services and HRDO Director
	3.2 HRDO forward documents to OVCA for appropriate action		1 Day (Paused Clock)	Releasing Officer and Vice Chancellor for Administration OVCA



	3.2 After receipt from OVCA, HRDO will then prepare TL documents for release (photocopy, collate 3 sets of complete TL documentary requirements, affixed signature certified photocopy of all pages)		30 Minutes	Releasing Officer
4. Employee receives digital copies of approved terminal leave application, service record, and certificate of clearance with complete attachments.	4.1 Provide digital copies of approved Terminal Leave Application, Service Record and Certificate of Clearance with complete attachments to employee via email and submit the printed hard copies to IMS- HRDO for 201 filing		15 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services
TOTAL:		None	Approximate within 2 weeks	

(Terminal Leave) under multi-stage processing

b. Manual

Office or Division:	Human Resource Development and Benefits Division
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	All administrative personnel, REPS and faculty with administrative load (example: Dean, College Secretary, Director, Chairman, Coordinator, etc/) who applied for compulsory / optional / early / disability retirement
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>Terminal Leave Application Form, duly accomplished, endorsed by head of unit/college and approving authority of the University (original document with wet signature)</p>	<p>HRDO Separation Services or download form from m HRDO website https://hrdo.upd.edu.ph</p>
<p>Complete submission of Daily Time Record (for ADM) / Certificate of Service (for REPS/FACULTY) with approved signature of head of Unit (original copy submission)</p> <p>(Note: Coordination with HRDO Analyst of the Benefits Section for the final computation of earned leave credits)</p>	<p>Requesting employee/Unit/College/Office</p>
<p>Terminal leave (VL & SL) computation with conforme signature of separated employee</p>	<p>Requesting employee /HRDO Separation Services</p>
<p>For End of Appointments: Copy of notice of non- renewal of appointment, duly endorsed by head of unit/college (1 original, 2 photocopies)</p> <p>For Resignation: Letter of Resignation, with complete details (date of resignation, reason of resignation, signature of applicant), duly endorsed by head of unit/college (1 original, 2 photocopies)</p> <p>For Dropped from the Rolls: Copy of Approved Notification of Dropping from the Rolls, with complete details and decision (3 photocopies)</p>	<p>Requesting employee/Unit/College/Office</p>
<p>Copy of Latest Sworn Statement of Assets, Liabilities and Net Worth (SALN), (Note: SALN that was submitted BEFORE the effective year of separation from the University) (3 photocopies)</p>	<p>Requesting employee/Unit/College/Office</p>
<p>Service Record, with indicated date of separation (1 original, 2 photocopies)</p>	<p>HRDO Separation Services</p>
<p>Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation (3 photocopies)</p>	<p>Requesting employee/Unit/College/Office/HRDO Information Management Section (IMS)</p>



Duly accomplished University Clearance form in triplicate original copies, certificate of clearance, with complete attachments from concerned offices. (original copies with 2 photo copies)		Requesting employee/Unit/College/Office/HRDO Separation Services		
GSIS Umid Card, Senior Citizens ID, UP ID or any valid ID (3 photocopies but with affixed signature)		Requesting employee		
Photocopy of PSA Birth Certificate (1 photocopy)		Requesting employee		
1 pc 1x1 recent picture		Requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits terminal leave application request with complete documentary requirements	1.1 Receives request and evaluate completeness of documents submitted, provide feedback upon receipt of documents		30 Minutes	Receiving Officer and Separation In-Charge HRDO Separation Services
	1.2 Verify correctness of personal records/service records. Coordination with Scholarship Section, Administrative Officer of Unit, Diliman Accounting Office		1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Analyst of Benefits Section prepares and computes terminal earned leave credits for final checking		within 3 Days	HRDO Analyst Benefits Section
	1.4 Checks computation, if within the set rules,		1 Hour	Separation In-Charge HRDO Separation Services



	1.5 After checking, the analyst of Benefits Section will finalize and print the terminal earned leave computation		30 Minutes	HRDO Analyst Benefits Section
2. Employee signs conform of earned leave computation	2.1 Employee signs conform of earned leave computation		1 Day (Paused Clock)	For System employee : the TL computation will be endorsed to UP System HRDO for appropriate action
3. HRDO to process Terminal Leave Application for approval and payment endorsement	3.1 HRDBD Division Chief and HRDO Director initials terminal leave application with attached conformed leave credits computation, service record, NOSA/NOSI/latest appointment, disbursement voucher and obligation request for personnel clearance		1 Day	Separation In-Charge HRDO Separation Services; HRDBD Division Chief and HRDO Director
	3.2 HRDO forward documents to OVCA for appropriate action		1 Day (Paused Clock)	Releasing Officer and Vice Chancellor for Administration
	3.3 Receives approved Terminal Leave Application from OVCA		15 Minutes	Receiving Officer
	3.4 HRDO photocopy, collate two sets of the complete documentary requirements and affixed signature		30 Minutes	Releasing Officer and



	certified photocopy of all pages			Separation In-Charge HRDO Separation Services
	3.5 HRDO endorse the two sets of the complete documentary requirements to Diliman Budget Office for Obligation Request processing and appropriate action. Diliman Budget Office will endorse the document to Diliman Accounting Office for disbursement voucher processing. Diliman Accounting Office will endorse the document to Diliman Cash Office for payment processing.		1 Day (Paused Clock)	Releasing Officer
4. Employee receives photocopies of approved terminal leave application, service record, and certificate of clearance with complete attachments	4.1 Provide printed copies of approved Terminal Leave Application, Service Record and Certificate of Clearance with complete attachments to employee and IMS HRDO for 201 filing		15 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services
TOTAL:		None	Approximate within 2 weeks, exclusive of pause clock processing	

(Terminal Leave) under multi-stage processing



59. Request for Participation and / or Attendance in Seminar / Workshop / Conference, Training Courses and other staff development programs and interventions

The Administrative Development Fund is major source of financial support for non-teaching personnel who will attend conferences, seminars, trainings and workshops including oral/poster/paper presentation. The support gives them the opportunity for exposure and eventual collaboration with other agencies of the government.

Office or Division:	Human Resource Development and Benefits Division
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (Employee)
Who may avail:	Eligible Administrative Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request for participation indicating relevance to present work or for professional and personal development addressed to the Chancellor through channels, endorsed by the unit head and the unit/office HRDC with justification.	Unit/College/Office
Copy of invitation/program or, announcement indicating title of the seminar/training, date, place and time, mode of learning of organizing committee/institution or sponsoring agency Description or objectives of the seminar/training/conference/course	Host/Provider/Organizer
Copy of performance target for the period covering the dates of the seminar / training to be attended Itemized budget for travel such as: Registration/Seminar/Training/Webinar fee Transportation Expenses Daily travel expenses (for local, if applicable) Daily subsistence allowance (for abroad, if applicable) including financial counterpart of the organizers, if any. Copy of Itinerary of travel (Proposed) Copy of current duties and functions Copy of accepted abstract (for paper presenter)	Person requesting



Notice of acceptance of paper/poster (for paper presenter)		Host/Provider/Organizer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requests with unit HRDC endorsement and complete documents.	Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action.	None	30 minutes	Administrative Assistant IV Scholarship Section
Secure receiving copy of submitted application	Record requests, print employees' profile and prepare completed staff work, for processing		30 minutes	Administrative Assistant IV Scholarship Section
	Verify application and process request with completed staff work and indicate personnel clearance action		4 hours	Administrative Assistant IV Scholarship Section
	Checks application, attached documents and indicate personnel clearance		4 hours	Senior Scholarship Affairs Officer Scholarship Section
	Prepare the request for agenda and schedule the HRDC Meeting.		10 days	Human Resource Development Committee (HRDC) Secretariat
	Deliberate and discuss the approval or disapproval of the request		3 hours	Human Resource Development Committee (HRDC) Committee
	Process the request based on the decision/action of the HRDC		4 hours	Human Resource Development Committee (HRDC) Secretariat



	Evaluate action made by the Section, if within the set rules		4 hours	Chief Administrative Officer Human Resource Development and Benefits Division
	Secure Approval of Authorized Signatory, for personnel clearance		4 hours	HRDO Director or Authorized Representative
	Forward request to the Office of the Vice Chancellor for Administration		1 hour	Office of the Vice Chancellor for Administration
	Sign the Recommending approval/disapproval		3 days	Office of the Chancellor
Receive the notification of approval or disapproval of the funding request.	Photocopy, release and secure receiving copy of processed documents for recording and filing.		30 minutes	Administrative Officer IV Scholarship Section
TOTAL:		None	15 days, 1 hour, 30 minutes	

(Request for Participation and / or Attendance in Seminar / Workshop / Conference, Training Courses and other staff development programs and interventions) under multi-stage processing

60. Request for Certificate of Return Service Obligation and/or Financial Obligation

a. Online

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	Eligible Faculty, Administrative Personnel and REPS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
E-copy of letter of request for Certification of Return to Service		Requesting Party



E-copy of Report for Duty		Requesting Party (if not filed) Or Unit Level (if not filed) Or from HRDO (if filed)		
E-copy of other required report from completed study leave and special detail with contractual obligation, if applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit email request with complete attached documents to scholarship_fellowship_hrdo.upd@up.edu.ph	1. Receive request, evaluate completeness of information, and inform client for the necessary action. *		15 Minutes	Receiving Officer Scholarship Section
Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		15 Minutes	Receiving Officer Scholarship Section
	2.1 Process request with completed staff work. Verify records, prepare draft certification with computation of RSO, indicating SERVED/UNSERVED clearance		5 Days	In – Charge of Surety Contracts and Fellowship Agreements Analyst
	2.2 Evaluate action made by the In-charge, and initials		15 Minutes	Division Head
	2.3 Secure Approval of Authorized Signatory, for RSO certification		1 Day	Authorized Representative
	2.4 Photocopy and secure receiving copy of processed			



	documents for recording and filing.		15 Minutes	Record officer of Scholarship Section
3. Received processed request thru email	3. Record and release E- copy processed request to client**		15 Minutes	Releasing Officer Training Section
	3.1 Copy of E-copy of RSO certificate and service record of the fellow will be forwarded to DAO for financial computation		15 Minutes	
	3.2. Diliman Accounting Office will evaluate the documents provided by the HRDO		1-3 Days (Paused clock)	Diliman Accounting Office
	3.4 Record and release processed request to client		15 Minutes	
Submit email request with complete attached documents to scholarship_fellowship_hrdo.upd@up.edu.ph	1. Receive request, evaluate completeness of information, and inform client for the necessary action. *		15 Minutes	Receiving Officer Scholarship Section
TOTAL:		None	9 Days, 1 Hour and 75 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period. ** Client who requested for RSO computation (only)

b. Manual

Office or Division:	Human Resource Development and Benefits Division
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Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, Administrative Personnel and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for Certification of Return Service Obligation.		Requesting Party		
Report for Duty		Requesting Party (if not filed) Or Unit Level (if not filed) Or from HRDO (if filed)		
Other required report from completed study leave and special detail with contractual obligation, if applicable.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request with complete attached documents	1. Receive request, evaluate completeness of information, and inform client for the necessary action. *		15 Minutes	Receiving Officer Scholarship Section
Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		15 Minutes	Receiving Officer Scholarship Section
	2.1 Process request with completed staff work. Verify records, prepare draft certification with computation of RSO, indicating SERVED/UNSERVED clearance		5 Days	In – Charge of Surety Contracts and Fellowship Agreements Analyst
	2.2 Evaluate action made by the In-charge, and initials		15 Minutes	



				Division Head
	2.3 Secure Approval of Authorized Signatory, for RSO certification		1 Day	Authorized Representative
	2.4 Photocopy and secure receiving copy of processed documents for recording and filing.		15 Minutes	Record officer of Scholarship Section
3. Received processed request	3. Record and release processed request to client**		15 Minutes	Releasing Officer Training Section
	3.1 Copy of RSO certificate and service record of the fellow will be forwarded to DAO for financial computation		15 Minutes	
	3.2. Diliman Accounting Office will evaluate the documents provided by the HRDO		1-3 Days (Pause and clock)	Diliman Accounting Office
	3.3 Photocopy and secure receiving copy of processed documents for recording and filing.		15 Minutes	
	3.4 Record and release processed request to client		15 Minutes	
TOTAL:		None	9 Days, 2 Hours	



*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period. ** Client who requested for RSO computation (only)

61. Request for RFC Action

a. Online

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-copy Letter of request *** ("not limited to" payment of CO, waiver , appeal, returning faculty)		Requesting Party (Unit and/or Fellow)		
E-copy University Clearance with CO (Separated-Retire/Resign/Transfer)		Separation Section		
E-Copy Appointment (in case the fellow is a returning faculty)		Appointment Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit email request with complete attached documents to scholarshipfellowship_				

Submit email request with complete attached documents to scholarshipfellowship_ hrdo.upd@up.edu.ph / suretycontracts_hrdo.upd@up.edu.ph	Receive request, evaluate completeness of documents submitted, verify records including appointment status		15 – 30 minutes	In charge- SCAS analyst



	Prepare completed staff work, for processing.			
Secure receiving copy of submitted application (request out by the Section)	A. Get the Case Folder in the Scholarship section and/ or 201 (review and evaluate fellowship file)		1-2day	In charge- SCAS analyst
	B. Scan the whole folder			
	C. Update the data			
	D. Computes Return Service Obligation and forward to DAO for Financial Computation (send thru email)		1-3 Days (Paused clock)	DAO
	Prepare a formal notification/Conforme to the Fellow and Surety (Provided all the documents are complete)		1-2 hours	In charge- SCAS analyst
	Review of the draft Formal Notification/ Conforme		1 day	Supervisor and Division Head
	Secure Approval of Authorized Signatory, Formal Notification		1 day	Authorized Representative



	Photocopy, release and secure receiving copy of processed documents for recording and filing.		15 – 30 minutes	In charge- SCAS analyst
Received processed request	Release Formal Notification/conform to client. (Fellow/ Unit/ Registered Mail/ Email)		15 – 30 minutes	In charge- SCAS analyst
Fellow request meeting with DLO to negotiate	New Contract between the fellow and University in regard to her/his mode of payment		1-5 Days (Paused clock)	DLO
Fellow submit email request for another appeal and/or if the negotiation with DLO (after receiving formal Notification) is not acceptable to the fellow	E. Prepare case*** summary for RFC agenda if the request requires in depth evaluation		1- 3 days	In charge- SCAS analyst
	TOTAL:	None	1 Month, 17 Days and 4 Hours	

*Fellows with Contractual Obligation

** may vary depends on the availability of the records and/ or the members of the Committee

***Depends on the degree of the request from regular to complex or highly technical

b. Manual

Office or Division:	Human Resource Development and Benefits Division
Classification:	Highly Technical
Type of Transaction:	Government to Government



Who may avail:		Eligible Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request *** ("not limited to" payment of CO, waiver , appeal, returning faculty)		Requesting Party (Unit and/or Fellow)		
University Clearance with CO (Separated-Retire/Resign/Transfer)		Separation Section		
Appointment (in case the fellow is a returning faculty)		Appointment Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requests with complete documents to Scholarship Section of HRDO	1.Receive request, evaluate completeness of documents submitted, verify records including appointment status		15 – 30 minutes	In charge- SCAS analyst
	Prepare completed staff work, for processing.			
Secure receiving copy of submitted application (request out by the Section)	A. Get the Case Folder in the Scholarship section and/ or 201 (review and evaluate fellowship file)		1-2day	In charge- SCAS analyst
	B. Scan the whole folder			
	C. Update the data			
	D. Computes Return Service			



	Obligation and forward to DAO for Financial Computation		1-3 Days (Paused clock)	DAO
	Prepare a formal notification/Conforme to the Fellow and Surety (Provided all the documents are complete)		1-2 hours	In charge- SCAS analyst
	Review of the draft Formal Notification/ Conforme		1 day	Supervisor and Division Head
	Secure Approval of Authorized Signatory, Formal Notification		1 day	Authorized Representative
	Photocopy, release and secure receiving copy of processed documents for recording and filing.		15 – 30 minutes	In charge- SCAS analyst
Received processed request	Release Formal Notification/conforme to client. (Fellow / Unit/ Registered Mail)		30 minutes	In charge- SCAS analyst
Fellow request meeting with DLO to negotiate	New Contract between the fellow and University in regard			DLO



	to her/his mode of payment		1-5 Days (Paused clock)	
Fellow request for another appeal and/or if the negotiation with DLO (after receiving formula Notification) is not acceptable to the fellow	E. Prepare case*** folder/summary for RFC agenda if the request requires in depth evaluation		1- 3 days	In charge- SCAS analyst
TOTAL:		None	1 Month, 17 Days and 4 Hours	

*Fellows with Contractual Obligation

** may vary depends on the availability of the records and/ or the members of the Committee

***Depends on the degree of the request from regular to complex or highly technical

62. Request for Certificate of Training Participation

For active eligible administrative personnel and REPS of the University re-issuance of **Certificate of Training Participation** is made upon the request of concerned personnel, for whatever purposes it may serve.

a. Online

Office or Division:	Human Resource Development and Benefits Division, Training Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-copy of Letter of request for Certificate of Participation to In-house Training attended conducted by the HRDO.		Requesting Party/Unit/College/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for Certificate of Participation to training_hrdo.upd@up.edu.ph	Receive email request, evaluate completeness of documents and verify records in		15 minutes	Receiving Officer Training Section



indicating the details of training attended (period, title of training and venue)	the Training Monitoring System, and informs client for the necessary action. *			
To secure acknowledgment receipt of submitted application or notification of lacking documents.	Record requests and prepare completed staff work, for processing.		15 minutes	Receiving Officer Training Section
	2.1 Process request with completed staff work, prepare draft Training Certification. Informs client if the signatory is available.		15 minutes	Analyst/Section Head
	2.2 Evaluate action made by the Section and initials		15 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance**		15 minutes	Division Head
Received processed request	Record and release via e-mail processed request to client		15 minutes	Releasing Officer Training Section
TOTAL:		None	1 hour and 30 minutes	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**After the set deadline

b. Manual

Office or Division:	Human Resource Development and Benefits Division, Training Section
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	Eligible Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for Certificate of Participation to In-house Training attended conducted by the HRDO.		Requesting Party/Unit/College/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request form indicating the details of training attended (period, title of training and venue)	Receive request, evaluate completeness of documents and verify records in the Training Monitoring System, and informs client for the necessary action. *		15 minutes	Receiving Officer Training Section
Secure receiving copy of submitted application (request out by the Section)	Record requests and prepare completed staff work, for processing.		15 minutes	Receiving Officer Training Section
	2.1 Process request with completed staff work, prepare draft Training Certification. Informs client if the signatory is available.		15 minutes	Analyst/Section Head
	2.2 Evaluate action made by the Section and initials		15 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance**		15 minutes	Division Head
Received processed request	Record and release processed request to client		15 minutes	Releasing Officer Training Section
TOTAL:		None	1 hour and 30 minutes	



*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**After the set deadline

63. Request for Participation and / or Attendance in Seminar / Workshop / Conference, Training Courses and other staff development programs and interventions, for In-House Training in UP Diliman

The UP Diliman administer In-house Training Program for UPD administrative personnel through the Administrative Development Fund. The support gives them the opportunity for professional and career development.

a. Online

Office or Division:	Human Resource Development and Benefits Division, Training Section			
Classification:	Complex			
Type of Transaction:	Government to Citizen (Employee)			
Who may avail:	Eligible Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished pre-evaluation form Scanned copy of signed conforme to reply slip endorsed by the unit head and the unit/office HRDC with justification, based on issued memorandum for particular in-house training invitations Scanned copy of other requirements prescribed by the speakers/ based on the training design, if any		Requesting Party/Unit/College/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for for participation with unit HRDC endorsement and complete documents to training_hrdo.upd@up.edu.ph	Receive e-mail request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action. *		30 minutes	Receiving Officer of Training Section
To secure acknowledgment receipt of submitted request or	Acknowledgement receipt of e-mail and/or notification of lacking documents.		15 minutes	Receiving Officer of Training Section



notification of lacking documents.				
	Record requests, and prepare completed staff work, for processing.		15 minutes	Receiving Officer of Training Section
	Summarize application and process request with completed staff work. Prepare matrix of submitted interested participants for evaluation based on set criteria		2 hours	Training Section Head/Analyst
	Present matrix of interested participants to Human Resources Development Committee (HRDC) for recommending approval		2 hours	Secretariat to HRDC
	Prepare action of the Human Resources Development Committee (HRDC)		1 day	Training Section Head/Analyst
	Evaluate action made by the Section and initials, if within the set rules.		3 days	Division Head
	Secure Approval of Authorized Signatory,		3 weeks	Director or Authorized Representative
	Photocopy, release and secure receiving copy of processed documents for recording and filing.		3 days	Releasing Officer of Training Section



Receive approval/disapproval action on the request	Record and release action via email to concerned personnel		15 minutes	Releasing Officer of Training Section
TOTAL:		None	25 Days	

*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**After the set deadline

b. Manual

Office or Division:	Human Resource Development and Benefits Division, Training Section			
Classification:	Complex			
Type of Transaction:	Government to Citizen (Employee)			
Who may avail:	Eligible Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished pre-evaluation form Signed conforme to reply slip endorsed by the unit head and the unit/office HRDC with justification., based on issued memorandum for particular in-house training invitations Other requirements prescribed by the speakers/ based on the training design, if any		Requesting Party/Unit/College/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requests with unit HRDC endorsement and complete documents.(Within the set period)	Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action. *	None	30 minutes	Receiving Officer of Training Section
Secure receiving copy of submitted application (request out by the Section)	Record requests, and prepare completed staff work, for processing.		30 minutes	Receiving Officer of Training Section
	2.1 Summarize application and process request		4 Days**	Training Section Head/Analyst



	with completed staff work. Prepare matrix of submitted interested participants for evaluation based on set criteria			
	2.2 Present matrix of interested participants to Human Resources Development Committee (HRDC) for recommending approval		14 Days	Secretariat to HRDC
	2.3 Prepare action of the Human Resources Development Committee (HRDC)		4 Days	Training Section Head/Analyst
	2.4 Evaluate action made by the Section and initials, if within the set rules.		1 Day	Division Head
	2.5 Secure Approval of Authorized Signatory,		1 Day	Director or Authorized Representative
	2.6 Photocopy, release and secure receiving copy of processed documents for recording and filing.		4 Hours	Releasing Officer of Training Section
Receive approval/disapproval action on the request	Record and released action to concerned personnel		1 Day	Releasing Officer of Training Section
TOTAL:		None	25 Days	



*Requests will immediately return to client, if required documents were not completely attached/ if the employee has no valid appointment/no proper endorsement of unit/submission is not within the prescribed period.

**After the set deadline

64. Request for Resource Person/Conduct of Training

For unit personnel seeking assistance for possible resource person/conduct of training for their internal UPD administrative personnel, for whatever purposes it may serve.

a. Online

Office or Division:	Human Resource Development and Benefits Division, Training Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-copy of Letter of request for Resource Speaker / Conduct of Training		Person Requesting		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail request for Resource Speaker / Conduct of Training to training_hrdo.upd@up.edu.ph indicating the details of training	Receive email request, evaluate completeness of documents and verify pool of resource speaker / training calendar		15 minutes	Receiving Officer Training Section
To secure acknowledgment receipt of submitted application or notification of lacking documents.	Record requests and prepare completed staff work, for processing.		15 minutes	Receiving Officer Training Section
	2.1 Process request with completed staff work, prepare reply		15 minutes	Analyst/Section Head
Received processed request	3. Record and release via e-mail processed request to client		15 minutes	Releasing Officer Training Section
TOTAL:		None	1 hour	



b. Manual

Office or Division:	Human Resource Development and Benefits Division, Training Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for Resource Speaker / Conduct of Training		Requesting Party/Unit/College/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request indicating the details of the training	Receive request, evaluate completeness of documents and verify pool of resource speaker / training calendar		15 minutes	Receiving Officer Training Section
Secure receiving copy of submitted application (request out by the Section)	Record requests, and prepare completed staff work, for processing.		15 minutes	Receiving Officer Training Section
	2.1 Process request with completed staff work, prepare draft reply. Informs client if the signatory is available.		15 minutes	Analyst/Section Head
	2.2 Evaluate action made by the Section and initials		15 minutes	Section Head
	2.3 Secure Approval of Authorized Signatory		15 minutes	Division Head
Received processed request	3.1 Record and release processed request to client		15 minutes	Releasing Officer Training Section
TOTAL:		None	1 hour and 30 minutes	



Supply and Property Management Office (SPMO)

Internal Services



1. Inspection, inventory and acceptance of unserviceable property

The Inventory and Inspection Report of Unserviceable Property (IIRUP) is a report prepared by the end-users indicating the list of unserviceable property for each UP Diliman unit. The Disposal staff coordinates the inspection of unserviceable property with end-users prior to hauling to SPMO.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Inventory & Inspection Report of Unserviceable Property (IIRUP) Form – (4 copies, 2 originals & 2 duplicates)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Unit Supply Officer submits duly accomplished IIRUP	1. Receives IIRUP and forwards it to the Section Head, Inventory & Disposal Section	None	3 Minutes	<i>Receiving Personnel</i> Administrative Section SPMO
	1.1 Assigns to Disposal Staff	None	2 Minutes	<i>Section Head</i> Disposal Section SPMO
Make necessary correction on deficiency noted on the IIRUP if needed	Assigns reference number, reviews and verifies items listed in the IIRUP with inventory staff	None	30 Minutes	<i>Disposal Staff</i> Disposal Section SPMO
Assists disposal staff during inspection	Conducts inspection of unserviceable property and equipment	None	3 Days	<i>Disposal Staff</i> Disposal Section SPMO
Unit Supply Officer will coordinate hauling	Receives, stores and segregates unserviceable property and equipment in the warehouse	None	7 Days	<i>Disposal Staff</i> Disposal Section SPMO



TOTAL:	None	10 Days, 35 Minutes	
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2. Acceptance of Waste Material

Waste materials or parts of the repaired equipment are turned over to SPMO by the end-users duly supported by an accomplished Waste Materials Report form.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Waste Materials Report Form – (3 copies, 1 original & 2 duplicates)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly accomplished Waste Materials Report (WMR) form	1. Receives WMR form	None	5 Minutes	<i>Receiving Personnel</i> Administrative Section SPMO
	1.1 Reviews, verifies items and signs WMR form	None	10 Minutes	<i>Disposal Staff</i> Disposal Section SPMO
	1.2 Receives waste material/s and arrange in the warehouse	None	4 Hours	<i>Disposal Staff</i> Disposal Section SPMO
	1.3 Initials WMR form	None	2 Minutes	<i>Section Head</i> Disposal Section SPMO
	1.4 Signs WMR form	None	5 Minutes	<i>Head of Office</i> SPMO
	1.5 Releases signed WMR form	None	2 Minutes	<i>Releasing Personnel</i> Administrative Section SPMO
TOTAL:		None	4 Hours, 24 Minutes	



3. Request for List of Property Accountability

The database of property accountability of each accountable officer and UP Diliman unit is being maintained by SPMO. In order to get a copy of accountability, the accountable officer or UP Diliman unit will submit a letter request or accomplish the prescribed form.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form/Letter – (1 copy) Request form/letter submitted either physically or thru electronic means (e-mail) – (1 copy)*		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request form/letter Submits request form/letter physically or thru electronic means (e-mail)*	Receives request form/letter and forwards it to the Inventory Staff-in-Charge, Inventory & Disposal Section Receives request form/letter of acknowledge receipt of electronic submission (e-mail) and forwards it to the Inventory Staff-in-Charge, Inventory & Disposal Section*	None	5 Minutes	Receiving Personnel Administrative Section SPMO
	1.1 Generates list of property accountability	None	5 Days	Inventory Staff



	and forwards it to the Section Head, Inventory & Disposal Section			Property Utilization Section SPMO
	1.2 Prepares letter addressed to the requesting officer to be signed by the Unit Head	None	10 Minutes	Section Head Property Utilization Section SPMO
	1.3 Signs the letter with the attached list of property accountability	None	5 Minutes	Head of Office SPMO
	1.4 Releases list of accountability	None	5 Minutes	Releasing Personnel Administrative Section SPMO
TOTAL:		None	5 Days, 25 Minutes	

* - adapted during the covid-19 pandemic

4. Request for reusable materials and equipment

Scrap materials such as Galvanized Iron Sheets, lumbers, etc. from the buildings being renovated being turned over to SPMO which are still usable can be requested by:

UP employees who have been awarded a UP housing unit.
UP units/offices

Office or Division:	Supply and Property Management Office (SPMO)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Employees, Units/Offices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter request (1 copy) Letter request submitted either physically or thru electronic means (e-mail) – (1 copy)*	Requesting Party



Proof of award of housing unit for staff requesting for reusable materials (1 copy)		Housing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter request and proof of award of housing unit, if applicable Submits letter request either physically or thru electronic means (e-mail) and proof of award of housing unit, if applicable*	Receives letter request Receives letter request or acknowledge receipt of electronic submission (e-mail) *	None	5 Minutes	Receiving Personnel Administrative Section SPMO
	1.1 Prepares referral letter addressed to OVCA	None	5 Minutes	Section Head Disposal Section SPMO
	1.2 Recommends approval	None	5 Minutes	Head of Office SPMO
	1.3 Delivers request to OVCA * Awaits OVCA approval/ disapproval	None	30 Minutes (Pause-Clock)	Administrative Staff Administrative Section SPMO
Prepares Property Acknowledgement Receipt or Inventory Custodian Slip for equipment requested by units/offices, if applicable	If approved, SPMO releases item/s requested upon availability * If disapproved, SPMO prepares response letter	None	1 Day (Pause-Clock)	Inventory Staff Property Utilization Section SPMO
TOTAL:		None	1 Day, 45 Minutes	

* - adapted during the covid-19 pandemic



5. Conduct of Inspection of Common-Use Supplies, Equipment and Services (for procurements above P15,000.00)

The Agency ensures that the goods delivered are consistent with the requirements stipulated in the contract. The goods delivered exceeding P15,000.00 are meticulously inspected as to compliance to quantity and technical specifications. Inspection of procured goods amounting to P15,000.00 and below are delegated to the unit level.

Office or Division:	Supply and Property Management Office (SPMO)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Units/Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Duly accomplished Inspection and Acceptance Report (IAR) form (2 copies, 1 original & 1 duplicate),</p> <p>with the following attachments:</p> <p>Clear copy of Contract / Purchase Order (PO) / Notice to Proceed (NTP)</p> <p>Clear copy of Delivery Receipts (DR) / Sales Invoice (SI)</p> <p>Clear copy of Official Receipt (OR) of Payment (for reimbursements & liquidations)</p> <p>Copy of Property Acknowledgement Receipt (PAR) and/or Inventory Custodian Slip (ICS), if applicable</p> <p>Copy of Pre-Repair Inspection Report (if repair)</p> <p>Copy of Waste Material Report, if applicable</p> <p>Copy of Technical Specification</p> <p>Copy of Approved Amendment to Order, if applicable</p> <p>Copy of Certificate of Training – for highly specialized (scientific) equipment</p> <p>Copy of Initial Test Result - for highly specialized (scientific) equipment</p> <p>Copy of Memorandum of Undertaking – for air-conditioning unit/s</p> <p>Start Up Sheet - for air-conditioning unit/s</p>	<p>Requesting Party</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the duly accomplished IAR with complete/proper attachments	Receives the IAR after analyst's review of the proper accomplishment of the form and completeness of the attached documents and forwards it to the SPMO Inspector for inspection	None	10 Minutes	<i>Receiving Personnel</i> Administrative Section SPMO
	1.1 Conducts actual actual/physical quantitative inspection	None	3 days	<i>Property Inspector</i> Property Utilization Section SPMO
	1.2 Reviews the IAR	None	1 Day	<i>Section Head</i> Property Utilization Section SPMO
	1.3 Signs IAR	None	5 Minutes	<i>Head of Office</i> SPMO
Pick-up the approved/signed IAR	Issues the signed/approved IAR	None	5 Minutes	<i>Releasing Personnel</i> Administrative Section SPMO
TOTAL:		None	4 Days, 20 Minutes	



6. Conduct of Inspection of Common-Use Supplies, Equipment and Services (for procurements above P15,000.00)

The Agency ensures that the goods delivered are consistent with the requirements stipulated in the contract. The goods delivered exceeding P15,000.00 are meticulously inspected as to compliance to quantity and technical specifications. Inspection of procured goods amounting to P15,000.00 and below are delegated to the unit level.

Office or Division:	Supply and Property Management Office (SPMO)	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Units/Offices	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Duly accomplished Inspection and Acceptance Report (IAR) form (2 copies, 1 original & 1 duplicate),</p> <p>with the following attachments:</p> <p>Clear copy of Contract / Purchase Order (PO) / Notice to Proceed (NTP)</p> <p>Clear copy of Delivery Receipts (DR) / Sales Invoice (SI)</p> <p>Clear copy of Official Receipt (OR) of Payment (for reimbursements & liquidations)</p> <p>Copy of Property Acknowledgement Receipt (PAR) and/or Inventory Custodian Slip (ICS), if applicable</p> <p>Copy of Pre-Repair Inspection Report (if repair)</p> <p>Copy of Waste Material Report, if applicable</p> <p>Copy of Technical Specification</p> <p>Copy of Approved Amendment to Order, if applicable</p> <p>Copy of Certificate of Training – for highly specialized (scientific) equipment</p> <p>Copy of Initial Test Result - for highly specialized (scientific) equipment</p> <p>Copy of Memorandum of Undertaking – for air-conditioning unit/s</p> <p>Start Up Sheet - for air-conditioning unit/s</p>	<p>Requesting Party</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the duly accomplished IAR with complete/proper attachments	Receives the IAR after analyst's review of the proper accomplishment of the form and completeness of the attached documents and forwards it to the SPMO Inspector for inspection	None	10 Minutes	<i>Receiving Personnel</i> Administrative Section SPMO
	1.1 Conducts actual actual/physical quantitative inspection	None	3 days	<i>Property Inspector</i> Property Utilization Section SPMO
	1.2 Reviews the IAR	None	1 Day	<i>Section Head</i> Property Utilization Section SPMO
	1.3 Signs IAR	None	5 Minutes	<i>Head of Office</i> SPMO
Pick-up the approved/signed IAR	Issues the signed/approved IAR	None	5 Minutes	<i>Releasing Personnel</i> Administrative Section SPMO
TOTAL:		None	4 Days, 20 Minutes	



7. Conduct of Pre-Repair Inspection of Equipment (for repairs above P50,000.00)

The SPMO conducts pre-repair inspection for equipment which cost of repair is more than P50,000.00 to ensure that repair is still a practical/viable option for the equipment and that cost of repair will not be construed as excessive expenditure for the government. Pre-repair inspection of equipment P50,000.00 and below is delegated to the unit level.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Duly accomplished Pre-Repair Inspection Report (PRIR) form (2 copies, 1 original & 1 duplicate), with the following attachments:</p> <p>Repair cost estimate Copy of PAR of equipment for repair If cost of repair exceeds 30% of acquisition cost, document/proof of current market value of the same or similar equipment.</p>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished PRIR with complete/proper attachments	Receives the PRIR after analyst's review of the proper accomplishment of the form and completeness of the attached documents	None	10 Minutes	<i>Receiving Personnel Administrative Section</i>
Wait for actual/physical inspection of the equipment for repair	Conducts actual/physical pre-repair inspection	None	3 Days	<i>Property Inspector Property Utilization Section SPMO</i>
	2.1 Reviews the PRIR	None	1 Day	<i>Section Head Property</i>



				Utilization Section SPMO
	2.2 Signs the PRIR	None	5 Minutes	Head of Office SPMO
Pick-up the approved/signed PRIR	Issues the signed/approved PRIR	None	5 Minutes	Releasing Personnel Administrative Section SPMO
TOTAL:		None	4 Days, 20 Minutes	

8. Issuance of Available Common-Use Supplies and Equipment (CSE)

The Central Store Room issues Common-Use Supplies and Equipment (CSE) to the requesting units upon submission of an approved/funded Requisition and Issue Slip (RIS)

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Requisition and Issue Slip (RIS) Form (3 copies), with the following attachment (depending on the funding source): Obligation Request (ObR), or Budget Utilization Request (BUR)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits electronic request for common-use supplies through the SPMO Portal	Confirms the request electronically and reserves the items for three (3) days	None	30 Minutes	<i>IT Receiving Personnel Acquisition and Issuance Section SPMO</i>



Print the Requisition and Issue Slip (RIS) and submits to SPMO the duly approved/ funded RIS with the appropriate attachment	2. Releases the common-use supplies to the requesting units	None	4 Hours (Pause-Clock)	<i>Releasing Personnel Acquisition and Issuance Section SPMO</i>
TOTAL:		None	4 Hours, Minutes	

9. Issuance of Airline Ticket

The SPMO caters to the need of the University officials and staff in booking of flights through the GFA portal for official travel at their option. SPMO acts as the travel arranger and travel coordinator and issues the airline tickets after booking.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All U.P. personnel requiring airline tickets for official travel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Flight Reservation Form (to be submitted electronically) with the following attachment/s: Copy of Valid ID and/or Passport of the passenger/s		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting officer to electronically submit duly accomplished Flight Reservation Form together with valid IDs and or	Verify completeness of information of details required for online flight reservation	None	1 Day (Pause-Clock)	<i>Travel Arranger Assistant Acquisition and Issuance Section SPMO</i>



Passport of passengers				
	1.1 Upon verification of completeness of information, processes flight itinerary reservation thru GFA portal	None	30 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO
	1.2 Prepare RIS and summary of flight itinerary and send it back to requesting officer	None	30 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO
Manually submit duly accomplished and budget-cleared RIS with the Promissory Note at the bottom signed by the authorized signatory. The RIS must be submitted before the expiration of the reserved itinerary.	Upon verification of correctness of details, receives RIS	None	10 Minutes	<i>Travel Arranger Assistant</i> Acquisition and Issuance Section SPMO
	2.1 Performs final review of itinerary and confirms flight reservation and issues e-ticket to requesting officer	None	30 Minutes	<i>Team Leader</i> Acquisition and Issuance Section SPMO
TOTAL:		None	1 Day, 1 Hour, 40 Minutes	



10. Cancellation of Airline Ticket

The SPMO as the travel arranger/travel coordinator of the flights booked is also in-charge of the cancellation of the flights should the need arise.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All U.P. personnel requiring cancelation of issued airline tickets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Post-Booking Changes Form (to be submitted electronically)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting officer to electronically submit duly accomplished Post-Booking Changes Form	Verify consistency of details and review changes to be made from booked flight itinerary	None	30 Minutes	<i>Travel Arranger Assistant</i> Acquisition and Issuance Section SPMO
	1.1 Coordinate with airline representatives for cancellation of booked flight itinerary	None	30 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO
	1.2 Upon verification of cancellation, travel arranger will coordinate with requesting officer to finalize and confirm cancellation	None	20 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO
Review, finalize and confirm cancellation of booked flight itinerary with the travel arranger	Upon confirmation of cancellation from requesting officer travel arranger will coordinate with airline representative to proceed with the	None	30 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO



	cancellation of booked flight itinerary			
	2.1 Prepare documentations for cancelled booked flight itinerary to be sent electronically and return the original RIS to the requesting officer	None	30 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO
<p>The requesting officer confirm receipt of cancelled flight itinerary and inform Diliman Accounting Office/Diliman Budget Office of the withdrawal as well as the cancellation of the previously budget-cleared RIS minus the cancellation fee.</p> <p>For partially-cancelled ticket (multiple passengers in one itinerary), the requesting officer confirm receipt of updated booked flight itinerary and inform Diliman Accounting Office/Diliman Budget Office of the changes to previously</p>	Receive RIS and verify correctness of information	None	5 Minutes	<i>Travel Arranger Assistant</i> Acquisition and Issuance Section SPMO



budget-cleared RIS				
TOTAL:		None	2 Hours, 25 Minutes	

11. Rebooking of Airline Ticket

The SPMO as the travel arranger/travel coordinator of the flights booked is also in-charge of the re-booking of the flights should the need arise.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All U.P. personnel requiring rebooking of issued airline tickets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Post-Booking Changes Form (to be submitted electronically)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting officer to electronically submit duly accomplished a Post-Booking Changes Form	Verify consistency of details and review changes to be made from booked flight itinerary	None	30 Minutes	<i>Travel Arranger Assistant</i> Acquisition and Issuance Section SPMO
	1.1 Coordinates with airline representatives for changes to be implemented in booked flight itinerary	None	30 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO
	1.2 Upon verification of changes to be implemented, travel arranger will coordinate with requesting	None	20 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO



	officer to finalize and confirm changes to be applied with additional charges, if any.			
Review, finalize and confirm re-booking of booked flight itinerary with the travel arranger	2. Upon confirmation of changes applied and/or approval of additional charges from requesting officer, travel arranger will coordinate with airline representative to proceed with the changes to the booked flight itinerary	None	30 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO
	2.1 Prepare documentations for updated flight itinerary to be sent electronically and return the original RIS to the requesting officer	None	30 Minutes	<i>Travel Arranger</i> Acquisition and Issuance Section SPMO
Confirm receipt of updated booked flight itinerary. If additional charges incur, prepare additional RIS for budget clearance, then submit budget-cleared RIS	3. Receive budget cleared RIS and verify correctness of information	None	5 Minutes	<i>Travel Arranger Assistant</i> Acquisition and Issuance Section SPMO



with attached ObR/BUR				
TOTAL:		None	2 Hours, 25 Minutes	

12. Issuance of Certified Photocopy of Property Acknowledgment Receipt (PAR) and Inventory Custodian Slip (ICS)

UP Diliman officers and staff are requesting certified photocopies of Property Acknowledgment Receipt (PAR) or Inventory Custodian Slip (ICS) for whatever legal purpose it may serve them. The certified photocopies of these documents are provided to them upon accomplishment and submission of the Request Form.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form indicating the document requested	1. Receives the request	None	5 Minutes	<i>Receiving Personnel Administrative Section SPMO</i>
	1.1 Approves the request for photocopy of the document	None	5 Minutes	<i>Head of Office SPMO</i>
	1.2 Retrieves, photocopies and stamps the document requested as "certified photocopy"	None	1 Day	<i>Inventory Staff Property Utilization Section SPMO</i>



	1.3 Releases the document	None	5 Minutes	<i>Releasing Personnel Administrative Section SPMO</i>
TOTAL:		None	1 Day, 15 Minutes	

13. Request for Use of Facilities (Conference Room and Audio Visual Equipment)

Other units of the University are requesting the use of the SPMO Conference Room and audio-visual equipment as venue for meetings, seminars and dialogues. The office caters to their needs for venue free of charge as long as it is available on the requested schedule/date.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request indicating the date(s) and time of intended use of facility	Receives the request	None	5 Minutes	<i>Receiving Personnel Administrative Section SPMO</i>
	1.1 Check for availability of the facility or equipment	None	30 Minutes	<i>Administrative Staff Administrative Section SPMO</i>
	1.2 Approves the request for use of facility or equipment	None	5 Minutes	<i>Head of Office SPMO</i>
	1.3 Informs the end-user of the	None	5 Minutes	<i>Administrative Staff</i>



	approval of the request			Administrative Section SPMO
TOTAL:		None	45 Minutes	

14. Request for Relief from Property Accountability

The SPMO facilitates the process of requesting the Commission on Audit (COA) for relief from property accountability upon submission of the accountable officer of the notice of loss of property and the complete documentary requirements

Office or Division:	Supply and Property Management Office (SPMO)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman units/offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter/Notice of Loss to be filed immediately after the discovery of the loss and the request for relief from accountability which should be filed by the proper accountable officer within thirty (30) days from the occurrence of the loss In case of delay in the filing of the aforesaid notice and request satisfactory explanation or the reason for such delay should be submitted If the occurrence of the loss has also been reported to other police agencies, the progress/final investigation report	Requesting Party		
Affidavit or Sworn Statement of the proper accountable officer on the facts and circumstances surrounding the said loss	Requesting Party		
Affidavit of two (2) disinterested person who have personal knowledge of such fact/loss	Requesting Party		
	Office of the Chancellor (OC)		



<p>Comment and/or recommendation of the Agency Head concerned on the request</p> <p>Exact or accurate amount of government cash or book value of the property subject for relief</p> <p>Property Acknowledgement Receipt (PAR) covering the properties subject of the request</p> <p>Notarized Report of lost, stolen, damaged or destroyed property (RLSDDP)</p> <p>Comment and/or recommendation of the COA Director/OIC and/or Unit Head on the property of the request, together with full statement of material facts</p> <p>A categorical determination by the Director/Auditor concerned on the absence of fault or negligence on the part of the accountable officer in the handling, safekeeping, etc., of the funds and properties under his custody as evidenced by a recital of the precautionary/security measures adopted to protect or safeguard them and the like</p> <p>In case of the following incidents: Fire</p> <p>The progress and/or final report of the local Fire Department Station on the incident</p> <p>List of Inventory of burned or destroyed properties as well as those properties retrieved after the fire, stating therein the acquisition cost/book value of each item</p> <p>Authenticated pictures showing the site/office or government properties razed by the fire</p> <p>Fire insurance policy, if any, covering subject property. If the property is insured, information as to whether or not the Agency concerned has already been paid the proceeds of the said insurance policy should be</p>	<p>Diliman Accounting Office (DAO)</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Commission on Audit</p> <p>Commission on Audit</p> <p>Bureau of Fire Protection</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>SPMO</p>
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secured and, if so, evidence to this effect should be submitted. If the property has not been insured, reasons to this effect should be submitted.

Requesting Party

Theft/Robbery

Progress and/or final police report on the theft/robbery

In cases of theft or robbery including with force upon things (destruction of padlocks, doors, window jalousies, etc.), information as to whether or not the premises of the government agency or office concerned are manned by security guards. If so, the respective Sworn Statements or Affidavits of the guards respecting the incident should be obtained and submitted

A certified copy of the contract of security/services entered into by and between the government office and the security agency should be submitted

If the security guard is found to be negligent in the premises, a recommendation to the agency head should be made that appropriate action be instituted to enforce the civil liability of the security guard and/or security agency concerned

In case of theft or robbery/hold-up of government cash/funds to be deposited with or withdrawn from a depository bank, information as to whether or not the proper accountable officer was escorted by a policeman or security guard should also be submitted. In the negative, explanation to this effect should be submitted

Requesting Party

Detailed list of government properties lost or destroyed as well as those properties retrieved after the robbery

Requesting Party



<p>incident disclosing the book value of each item or exact amount if government money/cash involved Authenticated picture taken relative to the robbery or theft incident</p> <p>Force Majeure Detailed list/inventory of lost or destroyed government properties or lost cash, as well those properties retrieved after the calamity Certification of the proper official of the local PAGASA or other similar government agency on the actual occurrence of the calamity specifying therein the approximate or exact time the incident happened and the areas or places affected thereby</p> <p>Death of Large Cattle, Other Livestock Certificate of death of the large cattle issued by proper official duly verified by the Auditor concerned Autopsy report of the proper veterinarian, if any</p>		<p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Letter/Notice of Loss within thirty (30) days from the occurrence with all the necessary/ applicable documentary attachments	Receives letter/notice and its attachments	None	10 Minutes	<i>Receiving Personnel</i> Administrative Section SPMO
	Reviews the document and verifies if in order and consistent/ compliant with the checklist of requirement	None	5 Days	<i>Disposal Staff</i> Disposal Section SPMO



	Prepares request for calculation of the book value of lost/damaged items from Diliman Accounting Office (DAO)	None	2 Hours (Pause-Clock)	<i>Disposal Section Head Disposal Section SPMO</i>
	Signs requests	None	5 Minutes	<i>Head of Office SPMO</i>
	Forwards request to DAO	None	1 Hour (Pause-Clock)	<i>Administrative Personnel Administrative Section SPMO</i>
	Receives calculated book value of lost/damages items from DAO	None	5 Minutes	<i>Receiving Personnel Administrative Section SPMO</i>
	Endorses the collated documents to the Chancellor, through the Vice Chancellor for Administration for preparation of a categorical recommendation for approval of the request	None	1 Hour (Pause-Clock)	<i>Administrative Personnel Administrative Section SPMO</i>
	Receives recommendation of approval of request for relief from property accountability	None	5 Minutes	<i>Receiving Personnel Administrative Section SPMO</i>



	Submits collated documents with recommendation for approval of the Agency Head to the Commission on Audit (COA) and wait for COA to grant relief from property accountability	None	2 Hours (Pause-Clock)	<i>Administrative Personnel</i> Administrative Section SPMO
	Receives approved request for relief from property accountability	None	5 Minutes	<i>Receiving Personnel</i> Administrative Section SPMO
Receives copy of the approved request for relief from property accountability	Provides copy of the approved request to the accountable officer and to the DAO	None	1 Hour (Pause-Clock)	<i>Administrative Personnel</i> Administrative Section SPMO
	Relieves the accountable officer from the lost/ destroyed item and removes the records from the database	None	5 Days	<i>Inventory Staff</i> Property Utilization Section SPMO
TOTAL:		None	10 Days, 7 Hours, 30 Minutes	



15. Conduct of Physical Inventory

The SPMO assists in the conduct of annual physical inventory of Property, Plant & Equipment (PPE) in coordination with the unit's Inventory Committee prior to submission to the Commission on Audit (COA)

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman units/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unit Inventory Committee constitution		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits members of Unit Inventory Committee	Receives document	None	5 Minutes	<i>Receiving Personnel Administrative Section SPMO</i>
	Coordinates schedule of physical inventory with the unit through the Inventory Committee	None	4 Hours (Pause-Clock)	<i>Inventory Staff Property Utilization Section SPMO</i>
Conducts physical inventory	Assists and oversees the physical inventory taking by the unit's Inventory Committee	None	10 Days (Pause-Clock)	<i>Inventory Staff Property Utilization Section SPMO</i>
Prepares Inventory Report	Reconciles unit's Inventory Report with SPMO database and prepares unit Report on the Physical Count of Property, Plant and Equipment (RPCPPE)	None	5 Days (Pause-Clock)	<i>Inventory Staff Property Utilization Section SPMO</i>
Signs the RPCPPE and submits to SPMO	Reviews unit RPCPPE	None	1 Day	<i>Inventory Staff</i>



				Property Utilization Section SPMO
	Submits consolidated RPCPPE to Commission of Audit (COA)	None	1 Hour	<i>Administrative Personnel</i> Administrative Section SPMO
TOTAL:		None	16 Days, 5 Hours, 5 Minutes	



UMT-PABX Group (UMT-PABX)

Internal Services



1. Processing of installation for new local phone/VoIP

Requesting for installation of new local phone/VoIP.

Office or Division:	UMT-PABX Group			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Make a request letter for installation of new local phone/VoIP indicating the purpose, location of the phone and feature whether normal or direct inward dialing (DID)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	Receive the request letter	None	2 Minutes	<i>Adm Assistant PABX</i>
	Prepare scheduling for dispatch	None	15 Minutes	<i>Helpdesk PABX</i>
	Ocular inspection the request if possible	None	1 Day	<i>Technicians PABX</i>
	Endorse the request letter to the Technical Coordinator on Telephone Services at University Computer Center (UCC)	None	1 Day	<i>Head of Unit PABX</i>
	Recommendation for OVCA approval noted by the PABX Unit	None	1 Day	<i>UCC Technical Coordinator on Telephone Services</i>
	1.5 Evaluation and endorse the	None	1 Day	<i>OVCA Staff</i>



	recommendation to VCA.			
	Approval of OVCA	None	2 Days	VCA
	Returning approval back to PABX Unit	None	1 Day	<i>Messenger PABX</i>
	Inform Technical Coordinator on Telephone Services	None	1 Hour	<i>Helpdesk PABX</i>
	Configuration of dial tone	None	2 Hour	<i>UCC Technical Coordinator on Telephone Services</i>
	1.10 Implementation of the request	None	2 Days	<i>Technicians PABX</i>
TOTAL:		None	9 Days, 3 Hours, 17 Minutes	

2. Processing of repairing for no dial tone and grounded local phone/ VoIP

Requesting for repair of no dial tone and grounded local phone/VoIP.

Office or Division:	UMT- PABX Group			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Report local phone/VoIP			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report local phone/VoIP to PABX Helpdesk number 2077	1. Log in to the logbook	None	2 Minutes	<i>Helpdesk PABX</i>



	1.1 Prepare scheduling for dispatch	None	20 Minutes	<i>Helpdesk PABX</i>
	1.2 Troubleshooting of local phone	None	2 Hours	<i>Technicians PABX</i>
TOTAL:		None	2 Hours, 22 Minutes	

3. Transferring of local phone/VoIP

Request of transferring for local phone/VoIP.

Office or Division:	UMT-PABX Group			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Make a request letter with specific location and phone number		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	Receive request letter	None	2 Minutes	<i>Adm Assistant PABX</i>
	Endorse to UCC Technical Coordinator on Telephone Services	None	10 Minutes	<i>Head of Unit PABX</i>
	Inform the helpdesk for the possibility	None	15 Minutes	<i>UCC Technical Coordinator on Telephone Services</i>
	Prepare scheduling for dispatch	None	15 Minutes	<i>Helpdesk PABX</i>
	Ocular inspection	None	2 Hours	<i>Technicians PABX</i>
	Configuration of dial tone if transfer to another building	None	1 Day	<i>UCC Technical Coordinator on Telephone Services</i>
	Lay out of inside wiring if no	None	1 Day	<i>Technicians PABX</i>



	cable structure			
	Transfer of local phone	None	4 Hours	<i>Technicians PABX</i>
	TOTAL:	None	3 Days, 6 Hours, 47 Minutes	

4. Replacement of defective telephone set of local phone/VoIP

Request for replacement of defective telephone set of local phone/VoIP.

Office or Division:	UMT-PABX Group			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reported to PABX Helpdesk		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the defective telephone set to helpdesk local 2077	1. Log in to logbook	None	2 Minutes	<i>Helpdesk PABX</i>
	1.1 Prepare schedule for dispatch	None	15 Minutes	<i>Helpdesk PABX</i>
	1.2 Inspection of the telephone set	None	4 Hours	<i>Technicians PABX</i>
	1.3 Prepare ICS of telephone	None	15 Minutes	<i>Helpdesk PABX</i>
	1.4 Replacement of telephone set	None	1 Day	<i>Technicians PABX</i>
	TOTAL:	None	1 Day, 4 Hours, 32 Minutes	



5. Requesting for repair of direct line or other TELCOS

Request for repair of direct line or other TELCOS.

Office or Division:	UMT-PABX Group			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reported to TELCOS Repair		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the direct line to PABX helpdesk local 2077 if it is defective conduit	1. Log in to logbook	None	2 Minutes	Helpdesk PABX
	1.1 Prepare schedule for dispatch	None	15 Minutes	Helpdesk PABX
	1.2 Inspection the direct line's inside wiring	None	4 Hours	Technicians PABX
	1.3 Lay out inside wiring for replacement	None	2 Days	PABX Technicians PABX
TOTAL:		None	2 Days, 4 Hours, 17 Minutes	

6. Rerouting incoming calls and assisting caller's inquiry

Request for rerouting of incoming calls and assisting caller's inquiry.

Office or Division:	UMT-PABX Group			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Incoming Calls		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial UP Trunkline 9818500 or '0'	Receive incoming calls			
	1.1. Transferring without inquiry	None	5 Seconds	<i>Telephone operators PABX</i>
	1.2. Transferring with inquiry	None	20 Seconds	<i>Telephone operators PABX</i>
TOTAL:		None	25 Seconds	



Office of the Vice Chancellor for Academic Affairs (OVCAA)

Internal Services



OVCAA Central Office (OVCAA-Central)

Internal Services



1. Request on matters related to Teaching Associate/Fellows such as applications, appeals and other request such as slots, certification, policies and guideline

Processing of requests/applications for Teaching Associate/Fellow position

Office or Division:	OVCAA Central Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Academic Units Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Original Appointment: Fully accomplished OVPAA Form 13.2 Transcript of Records Postgraduate Program of Study for those currently enrolled; Registration Form 5 for those currently enrolled 500-1000 words essay in English on the applicant's career goals and interest in teaching, research and/or creative work; Commendation letters of applicant based on past performance from 2 teachers/mentors endorsed by the unit head; Proposed courses to teach with specific tasks and duties; Proposed postgraduate program of study for baccalaureate graduates; Proposed plan of teaching enhancement and training; Proposed plan for LCDr research and creative work mentoring</p> <p>For Renewal: Fully accomplished OVPAA Form 13.1 Report of the TA/TF on the program to include the following: Academic progress, plans for the semester/term; teaching enhancement and training, research and creative work; Evaluation report of the Faculty-in-Charge (FIC) and the TA/TF (for every course assisted/handled); SET for the courses handled in the previous semester/term; Certification from the program/dissertation adviser specifying the progress of the TA/TF with course work/dissertation;</p>	<p>OVPAA website for Form 13.1 and Form 13.2</p>



Recommendation letters from the FIC that the TS/TF will be assisting for the incoming semester/term.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to OVCAA	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> OVCAA Central Office (CO)
	1.1 Check completeness of submitted documents	None	1 Hour	<i>URA II Assigned to Curricular and Student Matters</i> OVCAA CO
	1.2 Accomplish checklist and certifies completeness of submitted documents	None	20 Minutes	
	1.3 If document submitted is in order, forwards to VCAA for endorsement/approval of the Chancellor to the VPAA	None	1 Day	<i>Vice Chancellor for Academic Affairs</i> OVCAA
2. Forwarded to OC for endorsement to VPAA	2. Dispatch to OC through DTS	None	15 Minutes	<i>Releasing personnel</i> OVCAA CO
TOTAL:		None	1 Day, 1 Hour and 35 Minutes	

2. Requests related to curriculum matters

Processing of GE-related matters; NSTP-related matters; OFA-related matters

Office or Division:	OVCAA Central Office
Classification:	Simple (if complex or highly technical, request is referred to UC Curriculum Committee)
Type of Transaction:	G2C – Government to Citizen
Who may avail:	UPD Academic Units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter with corresponding attachments required by the specific OVCAA Office	GE matters- GE Center NSTP matters – NSTP Office OFA matters - OFA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests forwarded to OVCAA CO from OVCAA office (i.e., GEC/NSTP/OFA)	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> OVCAA CO
	1.1 The document has been pre-processed by the OVCAA Office, for endorsement of VCAA; final checking of document for endorsement/approval	None	30 Minutes	<i>URA II Assigned to Curricular and Student Matters</i> OVCAA CO
	1.2. VCAA endorses for OC approval or approves request.	None	1 Hours	<i>Vice Chancellor for Academic Affairs</i> OVCAA
2. Receives document if approved; If endorsed to the Office of the Chancellor, wait for Chancellor's action	2. Release document with action (approval or endorsement for OC approval)	None	15 Minutes	<i>Releasing personnel</i> OVCAA CO
TOTAL:		None	2 Hours	

3. IAADS and QA Assessment related matters

Processing of IAADS and QA assessment matters and processing of documents related to its activities

Office or Division:	OVCAA Central Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UPD Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. On Demand				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit documents to OVCAA Central Office	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel OVCAA CO</i>
	1.2 Process documents submitted as required 2.1 Assess and evaluate submitted documents (upon request)	None	1 Hour	<i>URA I Assigned to IAADS and QA Matters OVCAA CO</i>
	1.2 Review/ finalize the data	None	2 Hours	
Receives document	Release/ approve the request	None	5 Minutes	<i>Vice Chancellor for Academic Affairs OVCAA</i>
TOTAL:		None	3 Hours and 20 Minutes	

4. Matters related to Faculty International Mobility

Assistance and processing of all matters related to faculty international mobility

Office or Division:	OVCAA Central Office			
Classification:	Simple (to Complex)			
Type of Transaction:	Government to Government			
Who may avail:	UPD Faculty (Local and Foreign)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. On Demand				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to OVCAA Central Office	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel OVCAA CO</i>
	1.1. Process documents submitted as required 1.2 Assess and evaluate submitted	None	1 Hour	<i>URA II Assigned to Faculty Matters OVCAA CO</i>



	documents (upon request)			
	1.3. Review/ finalize endorsement or approval	None	Hours	
	1.4 Release/ approve the request	None	15 Minutes	<i>Vice Chancellor for Academic Affairs</i> OVCAA
3. For complex matters	Refer to FRIMC	None	Pause clock	
TOTAL:		None	3 Hours 30 Minutes	

5. Processing of Non-Complicated appointment papers of faculty

Appointment papers of faculty for original appointment, renewal, reappointment, promotion, extension of service beyond compulsory retirement age.

Office or Division:	OVCAA Central Office		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	UPD Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Tenure at Asst./Assoc./Professor Level: Updated CV with 1½ x 1½ picture Refereed publication Medical certificate with documentary stamp Fully accomplished basic paper (HRDO B-1) Justification SET		Faculty member University Health Service HRDO/HRDO Website Department/College OAT/OUR	
Reappointment: Updated CV Fully accomplished Basic Paper (HRDO B-1) Justification		Faculty member HRDO/HRDO website Department/College	
Renewal beyond Faculty Tenure: Updated CV Fully accomplished Basic Paper (HRDO B-1) Justification SET		Faculty member HRDO/HRDO website Department/College OAT/OUR	
Promotion: Updated CV Diploma of graduate studies/conferment of graduate degree		Faculty member	



Fully accomplished Basic Paper (HRDO B-1) Justification SET		HRDO/HRDO website Department/College OAT/OUR		
Extension of Service Beyond Compulsory Retirement Age of 65 Updated CV Medical Certificate with documentary stamp Fully accomplished Basic Paper (green and white form) Justification SET		Faculty member University Health Service HRDO/HRDO website Department/College OAT/OUR		
Renewal/Reappointment Beyond Retirement Age Updated CV Medical certificate with documentary stamp Fully accomplished Basic Paper (green and white form) Justification SET		Faculty member University Health Service HRDO/HRDO website Department/College OAT/OUR		
Automatic Promotion Updated C with 1½ x 1½ picture Report for duty from fellowship Confirmation of degree (certificate or diploma) Fully accomplished Basic Paper (green and white form) Justification SET (if available)		Faculty member Department/College HRDO/HRDO website Department/College OAT/OUR		
Additional Assignment (Original and Renewal) Fully accomplished Basic Paper (white form) Justification		Department/College		
Authority to Teach Approved permission/endorsement from the mother unit Fully accomplished basic paper		Department/College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to OVCAA Central Office	1. Receive the request letter and documents/ attachments and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> OVCAA CO
	1.1 Process documents submitted as required			



	1.2 Assess and evaluate submitted documents	None	1 Hour	<i>URA II Assigned to Faculty Matters OVCAA CO</i>
	1.3 Review/ finalize endorsement or approval	None	2 Hours	
	1.4 Approve /endorse the request	None	1 Hours	<i>Vice Chancellor for Academic Affairs OVCAA</i>
	Release document to OC for approval or HRDO for release of appointment Release document	None	5 Minutes	<i>Releasing personnel OVCAA CO</i>
TOTAL:		None	4 Hours and 20 Minutes	



General Education Center (GEC)

Internal Services



1. Request for a copy of the GE course syllabus

a. Online

UPD academic unit or faculty may request a copy of the GE course syllabus approved by the UP Office of the President that can be used for face-to-face or remote teaching of GE. Aside from the hard copies available at the OVCAA Curriculum Group Resource Center, the GEC also offers e-copies.

Office or Division:		General Education Center (GEC)		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		UPD Academic Units and Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document to GEC via email at gec_ovcaa.upd@up.edu.ph	1. Receive the required document via email and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	1.1 Review and approve the request	None	30 Minutes	<i>Supervisor and Director</i> GEC
	1.2 Prepare a copy of the syllabus and transmittal slip	None	1 Hour	<i>Junior Office Associate</i> GEC
2. Receive a copy of syllabus via email	2. Release a copy of the syllabus via email	None	15 Minutes	<i>Releasing personnel</i> GEC
TOTAL:		None	2 Hours	



b. Manual

UPD academic unit or faculty may request a copy of the GE course syllabus approved by the UP Office of the President that can be used for face-to-face or remote teaching of GE. Aside from the hard copies available at the OVCAA Curriculum Group Resource Center, the GEC also offers e-copies.

Office or Division:		General Education Center (GEC)		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		UPD Academic Units and Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document to GEC	1. Receive the required document and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	1.1 Review and approve the request	None	30 Minutes	<i>Supervisor and Director</i> GEC
	1.2 Prepare a copy of the syllabus and transmittal slip	None	1 Hour	<i>Junior Office Associate</i> GEC
2. Receive a copy of syllabus	2. Release a copy of the syllabus	None	4 Hours	<i>Releasing personnel</i> GEC
TOTAL:		None	5 Hours and 45 Minutes	



2. Request for evaluation and approval of GE course proposal

a. Online

Pursuant to Memorandum No. OVCAA-ECA 17-052, OVPAA Memorandum No. 2017-78, Memorandum No. PDLC 18-27 and Memorandum No. PDLC 18-47, only reconfigured, revised and newly-instituted GE courses based on the new UP GE framework can be offered starting first semester of AY 2018-2019. As part of the implementation of the UPD 2017 GE Program, academic units shall request for evaluation and approval of their GE course proposal to be able to offer a GE course to students.

Office or Division:	General Education Center (GEC)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UPD Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>request letter endorsed by the Dean</p> <p>GE course proposal evaluated and endorsed by the UPD GE Cluster Committee</p> <p>presentation of the GE course proposal during Meetings of the UPD GE Cluster Committee, UPD GE Committee, System GE Council and UPD UC Curriculum Committee</p> <p>serve as panelist/ resource person during the presentation of the GE course proposal at the University Council Meeting</p> <p>work on the necessary revisions of the GE course proposal based on the comments/suggestions of Committees, if needed</p>		<p>Requesting Party (Proponent)</p> <p>Requesting Party and UPD GE Cluster Committee</p> <p>GE Course Proposal Templates are available at the GEC website: https://gec.upd.edu.ph/updated-ge-course-proposal-templates/</p> <p>Requesting Party (Proponent)</p> <p>Requesting Party (Proponent)</p> <p>Requesting Party (Proponent)</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to GEC endorsed by the Dean and UPD GE Cluster Committee via email at gec_ovcaa.upd@up.edu.ph	1. Receive the required documents endorsed by the Dean and UPD GE Cluster Committee via email and encode in the Office Document Tracking System	None	15 Minutes	Receiving personnel GEC
	1.1. Include in the agenda of the UPD GE	None	1 Day	UPD GE Committee Secretariat



	Committee and do necessary preparations		<i>Note: There is no Regular UPD GE Committee Meeting. It is scheduled as the need arises and depends on the required quorum.</i>	GEC
2. Present the GE course proposal during the UPD GE Committee Meeting	2. Review and evaluate the GE course proposal - <i>If in order, the Committee will approve and endorse the GE course proposal to the System GE Council through OVPAA</i> - <i>If needed, the proponent may work on the necessary revisions based on the Committee's comments/ suggestions</i>	None	1 Day	UPD GE Committee
	2.1 Receive the GE course proposal endorsed by the UPD GE Committee for agenda in the System GE Council Meeting via email and do necessary preparations	None	1 Day <i>Note: There is no Regular System GE Council Meeting. It is scheduled as the need arises and depends on the required quorum.</i>	OVPAA
3. Present the GE course proposal during the System GE Council Meeting	3. Review and evaluate the GE course proposal - <i>If in order, the Council will approve and endorse the GE</i>	None	1 Day	System GE Council



	<p><i>course proposal to the UPD UC CC through GEC and OUR</i></p> <p><i>- If needed, the proponent may work on the necessary revisions based on the Council's comments/ suggestions</i></p>			
	<p>3.1 Receive the GE course proposal endorsed by the System GE Council via email, do necessary preparations and coordinate with the UPD UC CC through OUR</p>	None	1 Hour	<p><i>Junior Office Associate GEC</i></p>
	<p>3.2 Receive the GE course proposal for agenda in the UPD UC CC Meeting via email and do necessary preparations</p>	None	<p>1 Day</p> <p><i>Note: The Regular UPD UC CC Meetings are scheduled thrice every academic year (per semester). Special Meetings will be scheduled as the need arises.</i></p>	<p><i>UPD UC CC Secretariat OUR</i></p>
<p>4. Present the GE course proposal during the UPD UC CC Meeting</p>	<p>4. Review and evaluate the GE course proposal</p> <p><i>- If in order, the Committee will approve and endorse the GE course proposal to the UPD UC</i></p> <p><i>- If needed, proponent may work on the</i></p>	None	1 Day	UPD UC CC



	<i>necessary revisions based on the Committee's comments/suggestions</i>			
	4.1 Receive the GE course proposal via email endorsed by the UPD UC CC for agenda in the UPD UC Meeting via email and do necessary preparations	None	2 Days <i>Note: The Regular UPD UC Meetings are scheduled thrice every academic year (per semester). Special Meetings will be scheduled as the need arises.</i>	UCSS OUR
5. Serve as panelist/resource person during the presentation of the GE course proposal at the UPD UC Meeting	5. Review and evaluate the GE course proposal <i>- If in order, the Council will approve and endorse the GE course proposal to the UP President through channels</i> <i>- If needed, the proponent may work on the necessary revisions based on the Council's comments/suggestions</i>	None	1 Day	UPD UC
	5.1 Prepare the endorsement letter for VCAA's signature together with a copy of the UPD UC-approved GE course proposal 5.1.1 Review and countersign the endorsement letter or affix e-signature	None	1 Day	Junior Office Associate GEC Director GEC <i>Releasing personnel</i>



	5.1.2 Release to OVCAA via email			GEC
	5.2 Review and sign the endorsement letter or affix e-signature 5.2.1 Release to OC via email	None	1 Day	VCAA OVCAA <i>Releasing personnel</i> OVCAA
	5.3 Receive the documents via email and encode in the Office Document Tracking System 5.3.1 Prepare endorsement letter to the President through channels, for Chancellor's signature 5.3.2 Review and sign the endorsement letter or affix e-signature 5.3.3 Release to OSU via email	None	2 Days	<i>Receiving personnel</i> OC <i>Staff</i> OC Chancellor OC <i>Releasing personnel</i> OC
	5.4 Receive the documents via email, encode in the Office Document Tracking System, and release to OVPAA	None	2 Hours	<i>Staff</i> OSU
	5.5 Receive the endorsement letter and UPD UC-approved GE course proposal via email, encode in the Office Document Tracking System and refer to the AVPAA and VPAA for final review and endorsement to the Office of the President	None	2 Days	<i>Receiving staff</i> OVPAA AVPAA and VPAA OVPAA <i>Releasing staff</i>



	<p>5.5.1 Review and endorse the UPD UC-approved GE course proposal to the President</p> <p>5.5.2 Release the document to UP OP via email</p>			OVPAA
	<p>5.6 Receive the UPD UC-approved GE course proposal endorsed by the OVPAA via email and refer to the EVP for signature (on behalf of the President)</p> <p>5.6.1 Review and approve the UPD UC-approved GE course proposal endorsed by the OVPAA</p> <p>5.6.2 Release the approved UPD GE course to OSU via email</p>	None	2 Days	<p><i>Releasing personnel</i> UP OP</p> <p><i>EVP</i> UP OP</p> <p><i>Releasing personnel</i> UP OP</p>
	<p>5.7 Receive the UP OP-approved UPD GE course via email, record in the Office Document Tracking System and furnish a copy to OVPAA and OC via email</p>	None	1 Hour	<p><i>Staff</i> OSU</p>
	<p>5.8 Receive a copy of the UP OP-approved UPD GE course via email, record in the Office Document Tracking System and furnish a copy to OVCAA and OUR via email</p>	None	1 Day	<p><i>Staff</i> OC</p>



	5.9 Receive a copy of the UP OP-approved UPD GE course via email, record in the Office Document Tracking System and furnish a copy to GEC via email	None	1 Hour	Receiving personnel OVCAA
6. Receive a copy of the UP OP-approved UPD GE course via email	6. Receive a copy of the UP OP-approved UPD GE course via email, record in the Office Document Tracking System and release a copy to requesting party/ proponent through the Dean via email	None	1 Hour	Receiving personnel GEC
TOTAL:		None	18 Days, 6 Hours and 15 Minutes	

b. Manual

Pursuant to Memorandum No. OVCAA-ECA 17-052, OVPAA Memorandum No. 2017-78, Memorandum No. PDLC 18-27 and Memorandum No. PDLC 18-47, only reconfigured, revised and newly-instituted GE courses based on the new UP GE framework can be offered starting first semester of AY 2018-2019. As part of the implementation of the UPD 2017 GE Program, academic units shall request for evaluation and approval of their GE course proposal to be able to offer a GE course to students.

Office or Division:	General Education Center (GEC)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UPD Academic Units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
request letter endorsed by the Dean GE course proposal evaluated and endorsed by the UPD GE Cluster Committee	Requesting Party (Proponent) Requesting Party and UPD GE Cluster Committee GE Course Proposal Templates are available at the GEC website: https://gec.upd.edu.ph/updated-ge-course-proposal-templates/
presentation of the GE course proposal during Meetings of the UPD GE Cluster	Requesting Party (Proponent)



Committee, UPD GE Committee, System GE Council and UPD UC Curriculum Committee serve as panelist/ resource person during the presentation of the GE course proposal at the University Council Meeting work on the necessary revisions of the GE course proposal based on the comments/ suggestions of Committees, if needed		Requesting Party (Proponent) Requesting Party (Proponent)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to GEC endorsed by the Dean and UPD GE Cluster Committee	1. Receive the required documents endorsed by the Dean and UPD GE Cluster Committee and encode in the Office Document Tracking System	None	15 Minutes	Receiving personnel GEC
	1.1 Include in the agenda of the UPD GE Committee and do necessary preparations	None	1 Day <i>Note: There is no Regular UPD GE Committee Meeting. It is scheduled as the need arises and depends on the required quorum.</i>	UPD GE Committee Secretariat GEC
2. Present the GE course proposal during the UPD GE Committee Meeting	2. Review and evaluate the GE course proposal - <i>If in order, the Committee will approve and endorse the GE course proposal to the System GE Council through OVPAA</i> - <i>If needed, the proponent may work on the necessary revisions based on the Committee's</i>	None	1 Day	UPD GE Committee



	<i>comments/ suggestions</i>			
	2.1. Receive the GE course proposal endorsed by the UPD GE Committee for agenda in the System GE Council Meeting and do necessary preparations	None	1 Day <i>Note: There is no Regular System GE Council Meeting. It is scheduled as the need arises and depends on the required quorum.</i>	OVPAA
3. Present the GE course proposal during the System GE Council Meeting	3. Review and evaluate the GE course proposal - <i>If in order, the Council will approve and endorse the GE course proposal to the UPD UC CC through GEC and OUR</i> - <i>If needed, the proponent may work on the necessary revisions based on the Council's comments/suggestions</i>	None	1 Day	System GE Council
	3.1 Receive the GE course proposal endorsed by the System GE Council, do necessary preparations and coordinate with the UPD UC CC through OUR	None	1 Hour	<i>Junior Office Associate GEC</i>
	3.2 Receive the GE course proposal for agenda in the UPD UC CC Meeting and do necessary preparations	None	1 Day <i>Note: The Regular UPD UC CC Meetings are scheduled thrice every</i>	<i>UPD UC CC Secretariat OUR</i>



			<i>academic year (per semester). Special Meetings will be scheduled as the need arises.</i>	
4. Present the GE course proposal during the UPD UC CC Meeting	4. Review and evaluate the GE course proposal - <i>If in order, the Committee will approve and endorse the GE course proposal to the UPD UC</i> - <i>If needed, the proponent may work on the necessary revisions based on the Committee's comments/ suggestions</i>	None	1 Day	UPD UC CC
	4.1 Receive the GE course proposal endorsed by the UPD UC CC for agenda in the UPD UC Meeting and do necessary preparations	None	2 Days <i>Note: The Regular UPD UC Meetings are scheduled thrice every academic year (per semester). Special Meetings will be scheduled as the need arises.</i>	UCSS OUR
5. Serve as panelist/ resource person during the presentation of the GE course proposal at the UPD UC Meeting	5. Review and evaluate the GE course proposal - <i>If in order, the Council will approve and endorse the GE course proposal to the UP President through channels</i>	None	1 Day	UPD UC



	- If needed, the proponent may work on the necessary revisions based on the Council's comments/ suggestions			
	5.1 Prepare the endorsement letter for VCAA's signature together with a copy of the UPD UC-approved GE course proposal 5.1.1 Review and countersign the endorsement letter or affix e-signature 5.1.2 Release to OVCAA	None	1 Day	Junior Office Associate GEC Director GEC Releasing personnel GEC
	5.2 Review and sign the endorsement letter or affix e-signature 5.2.1 Release to OC	None	1 Day	VCAA OVCAA Releasing personnel OVCAA
	5.3 Receive the documents and encode in the Office Document Tracking System 5.3.1 Prepare an endorsement letter to the President through channels, for Chancellor's signature 5.3.2 Review and sign the endorsement letter or affix e-signature 5.3.3 Release to OSU	None	2 Days	Receiving personnel OC Staff OC Chancellor OC Releasing personnel OC
	5.4 Receive the documents, encode in the Office Document Tracking	None	2 Hours	Staff OSU



	System, and release to OVPAA			
	<p>5.5 Receive the endorsement letter and UPD UC-approved GE course proposal, encode in the Office Document Tracking System and refer to the AVPAA and VPAA for final review and endorsement to the Office of the President</p> <p>5.5.1 Review and endorse the UPD UC-approved GE course proposal to the President</p> <p>5.5.2 Release the document to UP OP</p>	None	2 Days	<p><i>Receiving staff</i> OVPAA</p> <p>AVPAA and VPAA OVPAA</p> <p><i>Releasing staff</i> OVPAA</p>
	<p>5.6 Receive the UPD UC-approved GE course proposal endorsed by the OVPAA and refer to the EVP for signature (on behalf of the President)</p> <p>5.6.1 Review and approve the UPD UC-approved GE course proposal endorsed by the OVPAA</p> <p>5.6.2 Release the approved UPD GE course to OSU</p>	None	2 Days	<p><i>Releasing personnel</i> UP OP</p> <p>EVP UP OP</p> <p><i>Releasing personnel</i> UP OP</p>
	5.7 Receive the UP OP-approved UPD GE course, record in the Office Document Tracking System and furnish a copy to OVPAA and OC	None	4 Hours	<p><i>Staff</i> OSU</p>



	5.8 Receive a copy of the UP OP-approved UPD GE course, record in the Office Document Tracking System and furnish a copy to OVCAA and OUR	None	1 Day	Staff OC
	5.9 Receive a copy of the UP OP-approved UPD GE course, record in the Office Document Tracking System and furnish a copy to GEC	None	4 Hours	Receiving personnel OVCAA
6. Receive a copy of the UP OP-approved UPD GE course	6. Receive a copy of the UP OP-approved UPD GE course, record in the Office Document Tracking System and release a copy to requesting party/ proponent through the Dean	None	4 Hours	Receiving personnel GEC
TOTAL:		None	19 Days, 7 Hours and Minutes	

3. Request for the adoption of GE course/s

a. Online

Other UP Constituent Universities may request adoption of UPD GE course/s to make GE teaching and learning more relevant and meaningful. The overall process flow is based on the Memorandum No. OVPA 2020-79: Flowchart of Adoption of GE Courses issued on 20 July 2020.

Office or Division:	General Education Center (GEC)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UPD Academic Units
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>request letter addressed to the UPD Chancellor through channels Endorsed by the adopting CU's Dean, GE Coordinator, VCAA and Chancellor Copy furnished the VCAA, GEC Director and Owner of the GE Course (Dean and Department Chair/ Institute Director) Request letter from the Chancellor of the adopting CU addressed to the UPD Chancellor (as cover letter)</p>		<p>Requesting Party</p> <p>Chancellor of the Adopting CU</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents via email to the Chancellor of the adopting CU through channels, for endorsement to the UPD Chancellor	1. Receive the required documents via email from the OVCAA as referred by the OC and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	1.1 Prepare a referral letter to the Owner of the GE Course for GEC Director's signature 1.1.1 Sign the referral letter or affix e-signature 1.1.2 Release the referral letter via email	None	1 Day	<i>Research Assistant</i> GEC <i>Director</i> GEC <i>Releasing personnel</i> GEC
	1.2 Review and approve the request 1.2.1 Prepare an approval letter (for endorsement of the Dean if applicable) 1.2.2 Send to GEC via email	None	5 Days	Owner of the GE Course (Dean and Department Chair/ Institute Director)
	1.3 Receive the approval letter for GEC Director's endorsement via email and encode	None	1 Day	<i>Junior Office Associate</i> GEC



	<p>in the Office Document Tracking System</p> <p>1.3.1 Sign the approval letter or affix e-signature</p> <p>1.3.2 Refer to VCAA via email for endorsement</p>			<p><i>Director</i> GEC <i>Junior Office Associate</i> GEC</p>
	<p>1.4 Sign the approval letter or affix e-signature and send back to GEC afterwards</p>	None	1 Day	VCAA OVCAA
	<p>1.5 Receive the approval letter endorsed by the VCAA and GEC Director</p> <p>1.5.1 Prepare a transmittal letter for GEC Director's consideration</p> <p>1.5.2 Sign the transmittal letter or affix e-signature</p> <p>1.5.3 Release to OC for Chancellor's endorsement</p>	None	1 Day	<p><i>Receiving personnel</i> GEC</p> <p><i>Research Assistant</i> GEC</p> <p><i>Director</i> GEC <i>Releasing personnel</i> GEC</p>
	<p>1.6 Sign the approval letter or affix e-signature and send back to GEC afterwards</p>	None	2 Days	<i>Chancellor</i> OC
	<p>1.7 Receive the approval letter endorsed by the Chancellor, VCAA and GEC Director via email</p> <p>1.7.1 Prepare a transmittal letter addressed to the Chancellor of the adopting CU for GEC Director's signature, together with a</p>	None	1 Day	<p><i>Receiving personnel</i> GEC</p> <p><i>Research Assistant</i> GEC</p> <p><i>Director</i></p>



	copy of the UP OP-approved UPD GE course 1.7.2 Sign the transmittal letter or affix e-signature			GEC
2. Receive the UPD's approval letter and a copy of the approved GE course syllabus (manually or via email) forwarded by the Office of the Chancellor of the Adopting CU via email (copy furnished the VCAA, GE Coordinator, Dean, Curriculum Committee and System GE Council) <i>Note: The UPD's approval needs to be presented by the Adopting CU's GE Committee to their University Council for approval, to be able to offer the adopted GE course.</i>	2. Release the approval letter and a copy of the UP OP-approved GE course syllabus via email	None	<i>Note: Regular schedule of meetings are in the place. As the need arises, Special Meetings are scheduled.</i>	Releasing personnel GEC
TOTAL:		None	12 Days and 15 Minutes	

b. Manual

Other UP Constituent Universities may request adoption of UPD GE course/s to make GE teaching and learning more relevant and meaningful. The overall process flow is based on the Memorandum No. OVPAA 2020-79: Flowchart of Adoption of GE Courses issued on 20 July 2020.

Office or Division:	General Education Center (GEC)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UPD Academic Units
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>request letter addressed to the UPD Chancellor through channels Endorsed by the adopting CU's Dean, GE Coordinator, VCAA and Chancellor Copy furnished the VCAA, GEC Director and Owner of the GE Course (Dean and Department Chair/ Institute Director) request letter from the Chancellor of the adopting CU addressed to the UPD Chancellor (as cover letter)</p>		<p>Requesting Party</p> <p>Chancellor of the Adopting CU</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Chancellor of the adopting CU through channels, for endorsement to the UPD Chancellor	1. Receive the required documents from the OVCAA as referred by the OC and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	1.1 Prepare a referral letter to the Owner of the GE Course for GEC Director's signature 1.1.1 Sign the referral letter or affix e-signature 1.1.2 Release the referral letter	None	1 Day	<i>Research Assistant</i> GEC <i>Director</i> GEC <i>Releasing personnel</i> GEC
	1.2 Review and approve the request 1.2.1 Prepare an approval letter (for endorsement of the Dean if applicable) 1.2.2 Send to GEC	None	5 Days	Owner of the GE Course (Dean and Department Chair/ Institute Director)
	1.3 Receive the approval letter for GEC Director's endorsement and encode in the Office Document Tracking System 1.3.1 Sign the approval letter or affix e-signature 1.3.2 Refer to VCAA for endorsement	None	1 Day	<i>Junior Office Associate</i> GEC <i>Director</i> GEC <i>Junior Office Associate</i> GEC



	1.4 Sign the approval letter or affix e-signature and send back to GEC afterwards	None	1 Day	VCAA OVCAA
	1.5 Receive the approval letter endorsed by the VCAA and GEC Director 1.5.1 Prepare a transmittal letter for GEC Director's consideration 1.5.2 Sign the transmittal letter or affix e-signature 1.5.3 Release to OC for Chancellor's endorsement	None	1 Day	<i>Receiving personnel</i> GEC <i>Research Assistant</i> GEC <i>Director</i> GEC <i>Releasing personnel</i> GEC
	1.6 Sign the approval letter or affix e-signature and send back to GEC afterwards	None	2 Days	<i>Chancellor</i> OC
	1.7 Receive the approval letter endorsed by the Chancellor, VCAA and GEC Director 1.7.1 Prepare a transmittal letter addressed to the Chancellor of the adopting CU for GEC Director's signature, together with a copy of the UP OP-approved UPD GE course 1.7.2 Sign the transmittal letter or affix e-signature	None	2 Days	<i>Receiving personnel</i> GEC <i>Research Assistant</i> GEC <i>Director</i> GEC
2. Receive the UPD's approval letter and a copy of the approved GE course syllabus forwarded by the Office of the	2. Release the approval letter and a copy of the UP OP-approved GE course syllabus	None	<i>Note: Regular schedule of meetings are in the place. As the need arises, Special</i>	<i>Releasing personnel</i> GEC



<p>Chancellor of the Adopting CU (copy furnished the VCAA, GE Coordinator, Dean, Curriculum Committee and System GE Council)</p> <p><i>Note: The UPD's approval needs to be presented by the Adopting CU's GE Committee to their University Council for approval, to be able to offer the adopted GE course.</i></p>			<p><i>Meetings are scheduled.</i></p>	
TOTAL:		None	13 Days and Minutes	



Interactive Learning Center Diliman (ILCD)

Internal Services



1. Helpdesk/ Ticketing System- Opening a New Ticket

Office or Division:	Interactive Learning Center Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices & Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email address		ILCD Helpdesk https://helpdesk.ilc.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Login to https://helpdesk.ilc.upd.edu.ph 1.1Select the help topic, fill out and submit the form				
2.Recieves confirmation of request via email	2. Confirmation of request will be sent via email	None	2 Minutes	(N/A - Automated)
TOTAL:		None	2 Minutes	

2. Helpdesk/Ticketing System Level I Ticket (Basic queries or support, potentially doable in one seating)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices & Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket Number 2. Email address		ILCD Helpdesk https://helpdesk.ilc.upd.edu.ph		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client lodges a ticket via https://helpdesk.ilc.upd.edu.ph	1. Open/answer the ticket.	None	2 Minutes	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
2. Receives feedback/link access to link	2. Send feedback / access link to client via email.	None	-	(N/A - Automated)
TOTAL:		None	2 Minutes	

3. Helpdesk/Ticketing System Level II Ticket (Intermediate concerns requiring further investigation and testing on the LIVE server/database)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILCD helpdesk https://helpdesk.ilc.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client lodges a ticket via https://helpdesk.ilc.upd.edu.ph	1. Open/review the ticket.	None	2 Minutes	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	1.1. Conduct investigation	None	6 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman



	1.2. Answer the ticket	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
2. Receives feedback/ access link	2. Send feedback / access link to client via email.	None	-	(N/A - Automated)
TOTAL:		None	6 Days and 4 Minutes	

4. Helpdesk/Ticketing System Level III (Intermediate and advanced concerns requiring updates or bug fixes from available sources and/or requiring a hardware reboot)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILCD helpdesk https://helpdesk.ilc.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client lodges a ticket via https://helpdesk.ilc.upd.edu.ph	1. Open/review the ticket.	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
	1.1 Conduct initial investigation	None	6 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
	1.2 Conduct further	None	10 Days	<i>ICT Associates / ICT Assistants /</i>



	investigation and/or proceed with development			<i>Creative Arts Specialists</i> ILC Diliman
	1.3. Finalize and/or make report	None	3 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
	1.4 Answer the ticket	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
2. Receives feedback/ access to link	2. Send feedback / access link to client via email.	None	-	(N/A - Automated)
TOTAL:		None	19 Days, 4 Minutes	

5. Management Systems/UVLe

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP CUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of UVLe-related concerns	1. Receive letter of UVLe concerns. Forward the request to ILCD Director.	None	1 Day	<i>System Administrator</i> ILC Diliman
	1.1. Reply through email	None	4 Hours	<i>Admin Officer/ Director</i> ILC Diliman
	1.2 Forward request to System	None	5 Days	<i>System Administrator/</i>



	Administrator. System Administrator/ Programmers to process request.			<i>ICT Associates / Assistants ILC Diliman</i>
2. Receives feedback	2. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
TOTAL:		None	7 Days	

6. Management Systems/Pages

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices, Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Pages-related concerns	1. Receive letter of Pages concerns. Forward the request to ILCD Director.	None	1 Day	<i>System Administrator ILC Diliman</i>
	1.1 Reply through email	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
	1.2 Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	<i>System Administrator/ ICT Associates / Assistants ILC Diliman</i>
2. Receives feedback	2. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
TOTAL:		None	7 Days	



7. Management Systems/Conference

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter of Conferences-related concerns	1. Receive letter of Conferences concerns. Forward the request to ILCD Director.	None	1 Day	<i>System Administrator ILC Diliman</i>
	1.1 .Reply through email	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
	1.2 Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	<i>System Administrator/ ICT Associates / Assistants ILC Diliman</i>
2. Receives feedback	2. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director ILC Diliman</i>
TOTAL:		None	7 Days	



8. Collaborative Platforms/Iskwiki/Iskomunidad

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Iskomunidad-related concerns	1. Receive letter of Iskomunidad concerns. Forward the request to ILCD Director.	None	1 Day	System Administrator ILC Diliman
	1.1. Reply through email	None	4 Hours	Admin Officer/ Director ILC Diliman
	1.2 Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	System Administrator/ ICT Associates / Assistants ILC Diliman
2. Receives feedback	2. Provide feedback to client	None	4 Hours	Admin Officer/ Director ILC Diliman
TOTAL:		None	7 Days	

9. Information Services/Website and online learning resources

Office or Division:	Interactive Learning Center Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices, Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Learning resources-related concerns	1. Receive letter of Learning resources	None	1 Day	Admin Officer / Creative Arts Specialists



	concerns. Forward the request to ILCD Director.			ILC Diliman
	1.1 Reply through email	None	4 Hours	<i>Admin Officer/ Director</i> ILC Diliman
	1.2 Forward request to Creative Arts Specialists. Creative Arts Specialists to process request.	None	5 Days	<i>Creative Arts Specialists</i> ILC Diliman
2. Receives feedback	2. Provide feedback to client	None	4 Hours	<i>Admin Officer/ Director</i> ILC Diliman
TOTAL:		None	7 Days	

10. Training, Education & Development/Training on ILCD services or use of education technologies

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of training-related concerns	1. Receive letter of request/ concern/s. Forward the request to ILCD Director.	None	1 Day	<i>Admin Officer</i> ILC Diliman
	1.1 Reply through email	None	4 Hours	<i>Admin Officer/ Director</i> ILC Diliman
	1.2 Forward to ICT Associates / Assistants or Creative Arts Specialists to process request.	None	14.5 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman



2.	Conduct the activity	None	4 Days	ICT Associates / ICT Assistants / Creative Arts Specialists/ Director ILC Diliman
TOTAL:		None	20 Days	

11. Training, Education & Development/One-on-one consultations on edtech

Office or Division:	Interactive Learning Center Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office for one-on-one consultations on EdTech	1. Conduct tutorial / proceed with consultation	None	4 Hours	ICT Associates / ICT Assistants / Creative Arts Specialists/ Director ILC Diliman
TOTAL:		None	4 Hours	

12. Training, Education & Development/Internship or R&D

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices; UP CUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email Requesting Internship 2. Memorandum of Agreement (MOA) 3. Resume of Student Interns		Client ILC Diliman/School Client		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting Internship	1. Receive letter of request regarding Internship	None	2 Minutes	<i>Administrative ILC Diliman</i>
	1.1. Check for existing MOA between UPD and school (verify with DLO / OFA / OIL Diliman)	None	5 Days (paused-clock)	Diliman Legal Office/ OFA
	1.2. If no MOA, send letter declining request using approved template	None	5 Minutes	
	1.3. If MOA exists, review MOA and forward to Director	None	1 Day	
	1.3. For Director's action			
	1.4 Review request letter	None	3 Days (paused-clock)	
	1.5 Forward to System Administrator / Creative Arts Specialist	None	2 Minutes	<i>Director ILC Diliman</i>
	1.6 For System Administrator's action			
	1.7 Review credentials of applicant	None	1 Hour	<i>System Administrator / Creative Arts Specialist / Internship Supervisors ILC Diliman</i>
2. Receives feedback	2. Send letter to applicant for interview and examination schedule using approved template	None	9 Minutes	
3. Confirm attendance for interview and examination	3. Receive letter of confirmation	None	5 Days (paused-clock)	<i>Internship Supervisors ILC Diliman</i>
4. Show up for interview and examination	4. Conduct interview and examination	None	1 Day	<i>Internship Supervisors ILC Diliman</i>
	4.1 For result of interview and examination			



	4.2 Prepare summary report of interview and examination	None	2 Hours	<i>Internship Supervisors ILC Diliman</i>
	4.3 Review results of interview and examination	None	1 Hour	<i>System Administrator / Creative Arts Specialist ILC Diliman</i>
	4.4 Identify project type and project team	None	1 Day	<i>Internship Supervisors / Creative Arts Specialist / System Administrator ILC Diliman</i>
	4.5 Send acceptance letter to applicant using approved template	None	5 Minutes	<i>System Administrator ILC Diliman</i>
5. Confirmation letter to pursue internship	5. Acknowledge letter	None	2 Minutes	<i>Director / Administrative Officer / System Administrator ILC Diliman</i>
TOTAL:		None	16 Days, 4 Hours and 25 Minutes	

13. Multi Media Services / Video Recording

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices & Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email/Ticket 2. Conforme		Client ILCDiliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit a letter requesting video recording at least 2 weeks before the event proper (b) Submit a ticket	1. (a) Receive letter of request for video recording (b) Open ticket	None	2 Minutes	<i>Administrative Officer / Creative Arts Specialist ILC Diliman</i>



	1.1. Identify nature of event (Academic/ Non-academic/ UC Meeting/ Extension service)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel	None	5 Minutes	<i>Creative Arts Specialist / Administrative Officer</i> ILC Diliman
	1.4 Wait for Creative Arts Specialist's action			
	1.5 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time and/or production personnel; send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist / Director</i> ILC Diliman
	1.4 If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.5. For Director's action			
	1.6 Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	<i>Director</i> ILC Diliman
	1.7 For Creative Arts Specialist's action			



	1.8 Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.9 Prepare letter to client using approved template; attached quotation	None	5 Minutes	
	1.10 Forward letter for Administrative Officer's action	None	2 Minutes	
	1.11 For AO's action			
	1.12 Receive letter	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
	1.13 Check computation of rates/fees	None	5 Minutes	
2. Receives feedback for conforme	2. Send letter to client	None	2 Minutes	
3. Send conforme	3. Receive conforme	None	5 Days (paused-clock)	<i>Administrative Officer</i> ILC Diliman
	3.1 Advise Creative Arts Specialist of client's conforme	None	2 Minutes	
4. Make arrangements for necessary schedule and availability of venue for possible technical setup	4. Add to calendar of events	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.1 Send notification to production personnel	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.2 Request for transportation from OVCAA	None	5 Minutes	
	4.3 Production coordinator makes an ocular inspection	None	30 Minutes	<i>Creative Arts Specialist / Production Team</i> ILC Diliman
	4.4. Prepare production equipment	None	1 Day	
5. Coordinate with ILC Diliman production team	5. Production ingress (day before setup)	None	4 Hours	<i>Production Team</i> ILC Diliman



6. Coordinate with ILC Diliman Production Coordinator	6. Production Proper	None	1 Day	
	6.1 Production Egress	None	1 Hour	
	6.2 Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer ILC Diliman</i>
	6.3 Send to client billing statement	please see table below	2 Minutes	<i>Administrative Officer / Director ILC Diliman</i>
	6.4. Receive copy of Official Receipt	None	5 Days (paused-clock)	<i>Administrative Officer ILC Diliman</i>
	6.5 For Senior ICT Assistant's action			
	6.6 Endorse raw footage for post-production	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	6.7 Post production	None	10 Days	<i>Senior ICT Assistant ILC Diliman</i>
7. Receive file copy	7. Release final video (.mp4)	None	2 Minutes	<i>Administrative Officer / Director ILC Diliman</i>
TOTAL:		please see table below	25 Days, 6 Hours, 45 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Video Recording	PHP 4,000.00/Hour	Php 8,000.00/Hour

14. Multi Media Services / Streaming ONLY

Office or Division:	Interactive Learning Center Diliman
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Units/Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Letter/Email/Ticket 2. Conforme		Client ILCDiliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit letter requesting video streaming at least 2 weeks before the event (b) Submit a ticket	1. (a) Receive letter of request for video streaming (only) (b) Open ticket	None	2 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	1.1. Identify nature of event (Academic/ Non-academic/ Extension service)	None	5 Minutes	
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel	None	5 Minutes	
	1.4. Coordinate with UP Computer Center if venue has available internet connection	None	1 Day	
	1.5 For Creative Arts Specialist's action			
	1.6 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time and/or production personnel; and internet connection send letter declining request	None	10 Minutes	<i>Creative Arts Specialist ILC Diliman</i>



	using approved template			
	1.7 If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	
	1.8 For Director's action			
	1.9 Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	<i>Director ILC Diliman</i>
	1.10 For Creative Arts Specialist's action			
	1.11 Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	1.12 Prepare letter to client using approved template; attached quotation	None	5 Minutes	
	1.13. Forward letter for Administrative Officer's action	None	2 Minutes	
	1.14. For AO's action			
	1.15 Receive letter	None	2 Minutes	<i>Administrative Officer ILC Diliman</i>
	1.16 Check computation of rates/fees	None	5 Minutes	
2. Receives letter response	2. Send letter to client	None	2 Minutes	<i>Administrative Officer / Director ILC Diliman</i>
3. Send conforme	3. Receive conforme	None	5 Days (paused-clock)	<i>Administrative Officer ILC Diliman</i>
	3.1 Advise Creative Arts Specialist of client's conforme	None	2 Minutes	
	3.2 Add to calendar of events	None	2 Minutes	
	3.3. Request for transportation from OVCAA	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>



	3.4. Send notification to production personnel	None	2 Minutes	
4. Submit pubmat	4. Prepare youtube channel	None	5 Days (paused-clock)	<i>Creative Arts Specialist ILC Diliman</i>
	4.1 Prepare quicklink	None	1 Day	<i>System Administrator ILC Diliman</i>
	4.2 Prepare website link	None	1 Day	<i>Junior ICT Associate / Production Team ILC Diliman</i>
5. Make arrangements for necessary schedule and availability of venue for possible testing	5. Production coordinator makes an ocular inspection	None	30 Minutes	<i>Creative Arts Specialist / Production Team ILC Diliman</i>
	5.1 Prepare production equipment	None	1 Day	<i>Production Team ILC Diliman</i>
	5.2 Notify UPCC for testing date and time	None	5 Minutes	<i>Creative Arts Specialist / System Administrator ILC Diliman</i>
6. Coordinate with ILC Diliman Production Coordinator	6. Test stream	None	1 Day	<i>System Administrator / Production Coordinator/ Junior ICT Associate / Production Team ILC Diliman</i>
	6.1 Production Ingress	None	2 Hours	<i>Production Team ILC Diliman</i>
	6.2 Production proper	None	1 Day	<i>Production Team ILC Diliman</i>
	6.3 Production Egress	None	1 Hour	<i>Production Team ILC Diliman</i>



	6.4 Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
7. Receives billing statement	7. Send to client billing statement	please see table below	2 Minutes	
8. Settle Billing and submit copy of Official Receipt	8. Receive copy of Official Receipt	None	5 Days (paused-clock)	
TOTAL:		please see table below	19 Days, 4 Hours, 43 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Streaming only	PHP 1,500.00/Hour	Php 1,500.00/Hour

15. Multi Media Services / Video Recording with Streaming

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices, Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email/Ticket 2. Conforme		Client ILCDiliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit a letter requesting video recording with streaming at least 2 weeks before the event proper (b) Submit a ticket	1. (a) Receive letter of request for video recording with streaming (b) Open ticket	None	2 Minutes	<i>Administrative Officer / Creative Arts Specialist</i> ILC Diliman
	1.1. Identify nature of event (Academic/ Non-academic/ UC Meeting/ Extension service)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman



	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel,	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.4. Coordinate with UP Computer Center if venue has available internet connection	None	Day	<i>Creative Arts Specialist / System Administrator</i> ILC Diliman
2. No entry	2. For Creative Arts Specialist's action			
	2.1 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time and/or production personnel; and internet connection send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	2.2. If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	Minutes	
	3. For Director's action			
	3.1. Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	<i>Director</i> ILC Diliman
	4. For Creative Arts Specialist's action			



	4.1. Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.2. Prepare letter to client using approved template; attached quotation	None	5 Minutes	
	4.3. Forward letter for Administrative Officer's action	None	2 Minutes	
	5. For AO's action			
	5.1. Receive letter	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	5.2. Check computation of rates/fees	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	5.3. Send letter to client	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
2. Send conforme	2. Receive conforme	None	5 Days (paused-clock)	<i>Creative Arts Specialist / Administrative Officer / Director</i> ILC Diliman
	2.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	
	2.2. Add to calendar of events	None	2 Minutes	
	2.3. Request for transportation from OVCAA	None	5 Minutes	
	7.4. Send notification to production personnel	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
3. Submit pubmat	3. Prepare youtube channel	None	5 Days (paused-clock)	<i>Creative Arts Specialist</i> ILC Diliman
	3.1. Prepare quicklink	None	1 Day	<i>System Administrator</i> ILC Diliman
	3.2. Prepare website link	None	1 Day	<i>Junior ICT Associate</i> ILC Diliman
4. Make arrangements for necessary schedule and availability of	4.1 Production coordinator makes	None	30 Minutes	<i>Creative Arts Specialist /</i>



venue for possible testing video stream	an ocular inspection			<i>Production Team</i> ILC Diliman
	4.2. Prepare production equipment	None	1 Day	<i>Production Team</i> ILC Diliman
	4.3. Notify UPCC for testing date and time	None	5 Minutes	<i>Creative Arts Specialist / Administrative Officer</i> ILC Diliman
	4.4 Wait for Production Coordinator's action			
	4.5. Test stream	None	1 Day	<i>System Administrator / Production Coordinator/ Junior ICT Associate / Production Team</i> ILC Diliman
5. Coordinate with ILC Diliman Production Coordinator	5. Production ingress (day before setup)	None	4 Hours	<i>Production Team</i> ILC Diliman
	5.1. Production Proper	None	1 Day	<i>Production Team</i> ILC Diliman
	5.2. Production Egress	None	1 Hour	<i>Production Team</i> ILC Diliman
	5.3. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	5.4. Send to client billing statement	please see table below	2 Minutes	
	5.5. Receive copy of Official Receipt	None	5 Days (paused-clock)	
	For Senior ICT Assistant's action			
	5.6 Endorse raw footage for post production	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman



	5.7 Post production	None	10 Days	Senior ICT Assistant ILC Diliman
6. Receive file copy	6. Release final video (.mp4)	None	2 Minutes	Administrative Officer ILC Diliman
TOTAL:		please see table below	34 Days, 6 Hours, 50 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Video Recording with Streaming	PHP 5,000.00/Hour	Php 10,000.00/Hour

16. Multi Media Services / Video Conferencing (Polycom machine Only)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices & Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email/Ticket 2. Conforme 3. Contact details remote site		Client ILCDiliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit letter requesting video conference at least 2 weeks before the event (b) Submit a ticket	1. (a) Receive letter of request for video conference (b) Open ticket	None	2 Minutes	Creative Arts Specialist ILC Diliman
	1.1. Identify nature of event (Academic/ Non-academic/ Extension service)	None	5 Minutes	
	1.2. Identify if event is in accordance with	None	5 Minutes	



	ILC Diliman's mandate			
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time, venue, and/or production personnel	None	5 Minutes	
	2. For Creative Arts Specialist's action			
	2.1 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time, venue and/or production personnel send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	2.2. If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	
	3. For Director's action			
	3.1. Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	<i>Director ILC Diliman</i>
	4. For Creative Arts Specialist's action			
	4.1. Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	4.2. Prepare letter to client using approved template; attached quotation	None	5 Minutes	
	4.3. Forward letter for Administrative Officer's action	None	2 Minutes	
	5. For AO's action			
	5.1. Receive letter	None	2 Minutes	<i>Administrative Officer ILC Diliman</i>
	5.2. Check computation of rates/fees	None	5 Minutes	
	5.3. Send letter to client	None	2 Minutes	



2. Send conforme	2.1. Receive conforme	None	5 Days (paused-clock)	<i>Administrative Officer ILC Diliman</i>
	2.2 Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Administrative Officer ILC Diliman</i>
	2.3. Add to calendar of events	None	2 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	2.4. Send notification to production personnel	None	2 Minutes	
3. Submit contact details of remote site for video call test	3.1 Prepare equipment	None	1 Hour	<i>Creative Arts Specialist ILC Diliman</i>
	3.2 Test video call	None	30 Minutes	<i>Creative Arts Specialist / System Administrator / Production Team ILC Diliman</i>
4. Coordinate with ILC Diliman Production Coordinator	4. Production Ingress	None	2 Hours	<i>Production Team ILC Diliman</i>
	4.1 Production proper	None	4 Hours	
	4.2. Production Egress	None	1 Hour	
	5. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer ILC Diliman</i>
	5.1. Send to client billing statement	please see table below	2 Minutes	
	5.2. Receive copy of Official Receipt	None	5 Days (paused-clock)	
TOTAL:		please see table below	9 Days, 1 Hour, 33 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Video Conferencing (Polycom System)	PHP 1,000.00/Hour	Php 2,000.00/Hour



17. Multi Media Services / Video Conferencing (Rental of equipment only)

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices & Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Ticket 2. Conforme 3. Contact details remote site		Client ILC Diliman Helpdesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Submit letter requesting video conference at least 2 weeks before the event (b) Submit a ticket	1. (a) Receive letter of request for video conference (b) Open ticket	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.1. Identify nature of event (Academic/ Non-academic/ Extension service)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	1.3. Check ILC Diliman's calendar of events for availability of requested date, time, venue, and/or production personnel	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	2. For Creative Arts Specialist's action			
	2.1 If the event is not in accordance with ILC Diliman's mandate; unavailability of requested date, time, venue and/or production personnel send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist</i> ILC Diliman



	2.2 If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	For Director's action			
	3.1 Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	<i>Director</i> ILC Diliman
	For Creative Arts Specialist's action			
	4.1. Prepare quotation (rates/fees)	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.2. Prepare letter to client using approved template; attached quotation	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	4.3. Forward letter for Administrative Officer's action	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	5. Receive letter	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
	5.1. Check computation of rates/fees	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	5.2. Send letter to client	None	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
2. Send/sign conforme	2. Receive conforme	None	5 Days (paused-clock)	<i>Administrative Officer</i> ILC Diliman
	2.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	2.2. Add to calendar of events	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	2.3. Send notification to production personnel	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
3. Submit contact details of remote site for video call test	3. Prepare equipment	None	1 Hour	<i>Creative Arts Specialist / Production Team</i> ILC Diliman



	3.1. Test video call	None	30 Minutes	<i>Creative Arts Specialist / System Administrator / Production Team ILC Diliman</i>
4. Coordinate with ILC Diliman Production Coordinator	4. Production Ingress	None	2 Hours	<i>Production Team ILC Diliman</i>
	4.1 Production proper	None	4 Hours	<i>Production Team ILC Diliman</i>
	4.2. Production Egress	None	1 Hour	<i>Production team ILC Diliman</i>
	5. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer ILC Diliman</i>
	5.1. Send to client billing statement	please see rate below	2 Minutes	<i>Administrative Officer ILC Diliman</i>
	5.2. Receive copy of Official Receipt	None	5 Days (paused-clock)	<i>Administrative Officer ILC Diliman</i>
TOTAL:		please see rate below	9 Days, 1 Hour, 33 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Video Conferencing (Equipment only)	PHP 1,015.00/Hour	Php 2,650.00/Hour
1.Video Camera	PHP 300.00/Hour	Php 800.00/Hour
2.LED Monitor	PHP 150.00/Hour	Php 500.00/Hour
3.LCD Projector (3000 lumens)	PHP 150.00/Hour	Php 500.00/Hour
4.LCD Projector (4000 lumens)	PHP 300.00/Hour	Php 1,000.00/Hour
5.Laptop	PHP 15.00/Hour	Php 50.00/Hour
6.Room (1st 4 hours)	PHP 400.00/Hour	Php 800.00/Hour



18. Extension Projects / Web Hosting

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Email/Call 2. Letter 3. Source code, system configuration, domain		ILC Diliman https://helpdesk.ilc.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire web hosting service	1. Provide web hosting service operating procedures and processes	None	2 Minutes	<i>Administrative</i> ILC Diliman
2. Submit letter requesting web hosting	2. Receive letter of request for web hosting	None	2 Minutes	<i>Administrative</i> ILC Diliman
	2.1. Forward request letter for System Administrator's action	None	2 Minutes	<i>Administrative</i> ILC Diliman
	3. For System Administrator's action			
	3.1 Receive request letter	None	2 Minutes	<i>System Administrator</i> ILC Diliman
	3.2. Review request letter if applicable	None	1 Day (paused-clock)	<i>System Administrator</i> ILC Diliman
	3.3. Check web hosting availability	None	1 Day (paused-clock)	<i>System Administrator</i> ILC Diliman
	3.4. Forward request letter and System Administrator's notes for Director's action	None	2 Minutes	<i>System Administrator</i> ILC Diliman
	4. For Director's action			
	4.1 Receive request letter	None	2 Minutes	<i>Director</i> ILC Diliman



	4.2. Review request letter if in accordance to ILC Diliman's mandate and then approve, else send letter declining request using approved template	None	1 Day (paused-clock)	Director, System Administrator ILC Diliman
	4.3. Send letter accepting request using approved template	None	2 Minutes	Administrative ILC Diliman
	4.4. Forward approved web hosting request to System Administrator	None	2 Minutes	Administrative ILC Diliman
	5. For System Administrator's action			
	5.1 Schedule sit down meeting with the technical point person	None	3 Days (paused-clock)	System Administrator ILC Diliman
3. Meet with ILC Diliman	Discuss in detail the web hosting requirements and procedures	None	1 Day (paused-clock)	Director, System Administrator ILC Diliman
	For System Administrator's action			
	1. Request web application source code, system configuration, and domain name	None	3 Days (paused-clock)	System Administrator ILC Diliman
	2. Receive web application source code, system configuration, and domain name	None	2 Minutes	System Administrator ILC Diliman
	3. Test web application compatibility with the web hosting requirements, else request for compatible web application	None	1 Day (paused-clock)	System Administrator ILC Diliman
	4. Deploy web application and commit configuration	None	1 Day (paused-clock)	System Administrator ILC Diliman
	5. Perform initial vulnerability scan of the web application to check for security lapses	None	2 Days (paused-clock)	System Administrator ILC Diliman
	6. Send an email notification to the client that the web hosting is successful	None	2 Minutes	System Administrator ILC Diliman



TOTAL:	None	14 Days, 20 Minutes	
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19. Extension Projects / Web Development

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Email/Call 2. Letter		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire web development service	1. Provide web development service operating procedures and processes	None	2 Minutes	Administrative ILC Diliman
2. Submit letter requesting web development	2. Receive letter of request for web development	None	2 Minutes	<i>Administrative</i> ILC Diliman
	2.1. Forward request letter for System Administrator's action	None	2 Minutes	<i>Administrative</i> ILC Diliman
	For System Administrator's action			
	3.1 Receive request letter	None	2 Minutes	<i>System Administrator</i> ILC Diliman
	3.2. Review request letter if applicable	None	1 Day (paused-clock)	<i>System Administrator</i> ILC Diliman
	3.3. Forward request letter and System Administrator's notes for Director's action	None	2 Minutes	<i>System Administrator</i> ILC Diliman
	4. For Director's action			
	4.1 Receive request letter	None	2 Minutes	<i>Director</i> ILC Diliman
	4.2. Review request letter if in accordance to ILC Diliman's	None	1 Day (paused-clock)	<i>Director,</i> <i>System Administrator</i>



	mandate and then approve, else send letter declining request using approved template			ILC Diliman
	4.3. Send letter accepting request using approved template	None	2 Minutes	<i>Administrative</i> ILC Diliman
	4.4. Forward approved web development request to System Administrator	None	2 Minutes	<i>Administrative</i> ILC Diliman
	5. For System Administrator's action			
	5.1 Discuss with the developers	None	1 Day (paused-clock)	<i>System Administrator</i> ILC Diliman
	5.2. Schedule sit down meeting with the technical point person	None	3 Days (paused-clock)	<i>System Administrator</i> ILC Diliman
6. Meet with ILC Diliman	6. Discuss in detail the web development requirements	None	1 Day (paused-clock)	<i>Director, System Administrator, Developer(s)</i> ILC Diliman
	7. For System Administrator's action			
	7.2 Create development timelines and proposal	None	3 Days	<i>System Administrator, Developer(s)</i> ILC Diliman
	7.3. Schedule sit down meeting with the technical point person	None	3 Days (paused-clock)	<i>System Administrator</i> ILC Diliman
8. Meet with ILC Diliman	8. Discuss in detail the web development timeline and proposal	None	1 Day (paused-clock)	<i>Director, System Administrator, Developer(s)</i> ILC Diliman
	8.1. Request approval of proposal	None		<i>Director</i> ILC Diliman
	9. Wait for Developer's action			
	9.1 Develop web application and documentation	please see table below	5 Days	<i>Developer(s)</i> ILC Diliman
	9.2. Conduct testing and debugging	None		<i>System Administrator, Developer(s)</i>



				ILC Diliman
10. Turnover of web application and documents	10. Send web application and system document	None	1 Day	<i>Director, System Administrator, Developer(s)</i> ILC Diliman
TOTAL:		please see table below	20 Days, 16 Minutes	

TABLE OF FEES TO BE PAID:

SERVICES	FEES TO BE PAID	
	UP Constituents	Non-UP Parties
Web Development	PHP 20,000.00 to 50,000.00	N/A



20. Extension Projects / Customized Training

Office or Division:	Interactive Learning Center Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket/Letter/Email/Call		ILC Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire customized training service	1. Review inquiry	None	1 Day (paused-clock)	<i>Administrative, System Administrator, Creative Arts Specialist ILC Diliman</i>
	1.1. Request for formal letter addressed to the Director	None	2 Minutes	<i>Administrative, System Administrator, Creative Arts Specialist ILC Diliman</i>
2. Submit letter requesting customized training	2. Receive letter of request for customized training	None	2 Minutes	<i>Administrative ILC Diliman</i>
	2.1. Forward request letter for Director's action	None	2 Minutes	<i>Administrative ILC Diliman</i>
	3. For Director's action			
	3.1 Receive request letter	None	2 Minutes	<i>Director ILC Diliman</i>
	3.2. Review request letter if in accordance to ILC Diliman's mandate and then approve, else send letter declining request using approved template	None	1 Day (paused-clock)	<i>Director ILC Diliman</i>
	3.3. Send letter accepting request using approved template	None	2 Minutes	<i>Administrative ILC Diliman</i>



	3.4. Forward approved customized training request to the responsible staff	None	2 Minutes	<i>Administrative ILC Diliman</i>
	For System Responsible Staff's action			
	4.1 Create training proposal	None	3 Days (paused-clock)	<i>System Administrator, Creative Arts Specialist, Developer(s) ILC Diliman</i>
	4.2. Schedule sit down meeting with the Director	None	3 Days (paused-clock)	<i>Director, System Administrator, Creative Arts Specialist, Developer(s) ILC Diliman</i>
	4.3. Approval of proposed training	None	1 Day (paused-clock)	<i>Director ILC Diliman</i>
	4.4. Prepare training materials	None	5 days	<i>Director, System Administrator, Creative Arts Specialist, Developer(s) ILC Diliman</i>
5. Meet with ILC Diliman	5. Conduct training	None	1 Day (paused-clock)	<i>Director, System Administrator, Creative Arts Specialist, Developer(s) ILC Diliman</i>
TOTAL:		None	14 Days, 12 Minutes	



National Service Training Program (NSTP)

Internal Services



1. Processing of Budget Request

Processing of budget request of units/colleges offering NSTP for appropriate action (e.g., endorsement) of the NSTP Diliman Director

a. Online

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of funding request addressed to the Chancellor with corresponding Data Tracking System number		Requesting Party		
2. Line item budget				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the budgetary request in hard copy with complete requirements to the assigned guard at the DILC lobby or submit the documents in Portable Document Format (PDF) to the NSTP Diliman Office via email at nstp.upd@up.edu.ph	1.1 Receive the submitted documents via DTS	None	5 Minutes	<i>Receiving Personnel</i> NSTP Diliman Office
	1.2 Evaluate the submitted documents 1.2.1 Endorse the evaluated documents to the NSTP Diliman Director	None	35 Minutes	<i>Administrative Officer I</i> NSTP Diliman Office
	1.3 For NSTP Diliman Director's appropriate action	None	2 Days	<i>NSTP Diliman Director</i> NSTP Diliman Office



	<p>1.4 Release the documents with endorsement of the Office via DTS</p> <p>1.4.1 Forward the documents in hard copy to the Office of the Vice Chancellor for Academic Affairs (OVCAA) for appropriate action</p> <p>1.4.2 Forward the documents in PDF to the Office of the Vice Chancellor for Academic Affairs (OVCAA) for appropriate action via email</p>	None	30 Minutes	Releasing Personnel NSTP Diliman Office
TOTAL:		None	2 Days, 1 Hour, 10 Minutes	

b. Manual

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of funding request addressed to the Chancellor with corresponding Data Tracking System (DTS) number		Requesting Party		
2. Line item budget				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the budgetary request with complete requirements	1.1 Receive the submitted documents via DTS	None	5 Minutes	Receiving Personnel NSTP Diliman Office



	<p>1.2 Evaluate the submitted documents</p> <p>1.2.1 Endorse the evaluated documents to the NSTP Diliman Director</p>	None	35 Minutes	<p><i>Administrative Officer I</i> NSTP Diliman Office</p>
	<p>1.3 For NSTP Diliman Director's appropriate action</p>	None	2 Days	<p><i>NSTP Diliman Director</i> NSTP Diliman Office</p>
	<p>1.4 Release the documents with endorsement of the Office via DTS</p> <p>1.4.1 Forward the documents to the Office of the Vice Chancellor for Academic Affairs (OVCAA) for appropriate action</p>	None	30 Minutes	<p><i>Releasing Personnel</i> NSTP Diliman Office</p>
TOTAL:		None	2 Days, 1 Hour, 10 Minutes	



2. **Processing of NSTP Coordinator/Support Staff Appointment** Processing of appointments of units/colleges for appropriate action (e.g., endorsement) of the NSTP Diliman Director

a. Online

Office or Division:	National Service Training Program (NSTP)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Units/Offices only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of recommendation to appoint NSTP coordinator/support staff addressed to the Chancellor with corresponding Data Tracking System number	Office of the College Dean
2. Curriculum Vitae (CV)	Requesting Party
3. Basic Paper	Human Resources Development Office (HRDO) – UP Diliman or NSTP Diliman website: https://nstp.upd.edu.ph/downloadables/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of recommendation in hard copy with complete requirements to the assigned guard at the DILC lobby or submit the documents in Portable Document Format (PDF) to the NSTP Diliman Office via email at nstp.upd@up.edu.ph	1.1 Receive the submitted documents via DTS	None	5 Minutes	<i>Receiving Personnel</i> NSTP Diliman Office
	1.2 Evaluate the submitted documents 1.2.1 Endorse the evaluated documents to the NSTP Diliman Director	None	35 Minutes	<i>Junior Office Associate</i> NSTP Diliman Office



	1.3 For NSTP Diliman Director's appropriate action	None	2 Days	NSTP Diliman Director NSTP Diliman Office
	1.4 Release the documents with endorsement of the Office via DTS 1.4.1 Forward the documents in hard copy to the HRDO for appropriate action 1.4.2 Forward the documents in PDF to the HRDO for appropriate action via email	None	30 Minutes	Releasing Personnel NSTP Diliman Office
TOTAL:		None	2 Days, 1 Hour, 10 Minutes	

b. Manual

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of recommendation to appoint NSTP coordinator/support staff addressed to the Chancellor with corresponding Data Tracking System number		Office of the College Dean		
2. Curriculum Vitae (CV)		Requesting Party		
3. Basic Paper		Human Resources Development Office (HRDO) – UP Diliman or NSTP Diliman website: https://nstp.upd.edu.ph/downloadables/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of recommendation with	1.1 Receive the submitted	None	5 Minutes	Receiving Personnel



complete requirements	documents via DTS			NSTP Diliman Office
	1.2 Evaluate the submitted documents 1.2.1 Endorse the evaluated documents to the NSTP Diliman Director	None	35 Minutes	<i>Junior Office Associate</i> NSTP Diliman Office
	1.3 For NSTP Diliman Director's appropriate action	None	2 Days	<i>NSTP Diliman Director</i> NSTP Diliman Office
	1.4 Release the documents with endorsement of the Office via DTS 1.4.1 Forward the documents to the HRDO for appropriate action	None	30 Minutes	<i>Releasing Personnel</i> NSTP Diliman Office
TOTAL:		None	2 Days, 1 Hour, 10 Minutes	



Office of Advancement of Teaching (OAT)

Internal Services



1. Permission to Hold Small Classes

Process of Request Permission to Hold Small Classes

a. Online

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to Chancellor through Channels (Letter should be initiated by the head of unit and endorsed by the Dean)		Requesting unit		
2. Document Tracking System (DTS)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for permission to Hold Small Classes with complete attachment Electronic submission at ovcaa.oatdiliman@up.edu.ph	1. Receive/ acknowledge request Review/evaluate request and encode details of request to the OAT database Endorse request for OAT Director appropriate action, if found in order	None	30 Minutes	<i>Receiving Personnel / Senior Project Assistant for Faculty Affairs (Teaching Practice) OAT Diliman</i>
	Review evaluation on the request return request with endorsement, for VCAA	None	1 Day	<i>Director OAT Diliman</i>



	appropriate action			
	Forward to OVCAA-Central Office	None	10 Minutes	<i>Releasing Personnel / Senior Project Assistant for Faculty Affairs (Teaching Practice) OAT Diliman</i>
	Receive request from OAT for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel OVCAA Central Office</i>
	VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	Forward request to the Office of the Chancellor for Chancellor's appropriate action	None	10 Minutes	<i>Releasing Personnel OVCAA Central Office</i>
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request from OVCAA	None	1 Days	<i>Receiving personnel / Chancellor Office of the Chancellor</i>
3. Notice/Copy of approved request	3. Requesting unit received notice/copy of approved request from OAT/OVCAA	None	30 Minutes	<i>Receiving personnel Requesting Unit</i>
	TOTAL:	None	2 Days, 1 Hours, 50 Minutes	



b. Manual

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request addressed to Chancellor through channels (Letter should be initiated by the head of and endorsed by the Dean)			Requesting unit	
Document Tracking System (DTS)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for permission to Hold Small Classes with complete attachment Manual submission	1. Receive/encodes details of request in the OAT document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Review/evaluate request and encode details of request to the OAT database 1.2.1 Forwarded to OAT Director for review if found in order	None	50 Minutes	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i> OAT Diliman
	1.3 Review evaluation on the request and initials/endorsement, if found in order	None	1 Day	<i>Director</i> OAT Diliman
	1.4 Forward to OVCAA-Central Office	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 Receive request from OAT for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office



	1.6 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return to OAT with action for releasing	None	10 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.8 Receive request from OVCAA-Central Office with VCAA action	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release request to the Office of the Chancellor 1.9.1 Release request in the DTS	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office <i>Releasing personnel</i> OAT Diliman
Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request from OAT Diliman	None	1 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
Notice/Copy of approved request	3. Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
	TOTAL:	None	3 Days, 3 Hours, 30 Minutes	



2. Review and Validation of Overload Computation

Process of Review and Validation of Overload Computation

a. Online

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Overload Slip (duly accomplished)		Office for the Advancement of Teaching (OAT) Diliman/Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the Overload Slips of all the faculty members with overload pay per Department</p> <p>Electronic submission at ovcaa.oatdiliman@up.edu.ph</p>	<p>1. Receive/acknowledge overload slips</p> <p>Download/print overload slips</p> <p>Review/evaluate and check the status of loading of the Faculty</p> <p>Evaluate the computation of the Overload payment</p> <p>Scan reviewed overload slip with signature of project assistant</p>	None	1 Hour	<p><i>Receiving Personnel</i></p> <p>/</p> <p><i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i></p> <p>OAT Diliman</p>



	Release/Email scanned overload slip to requesting unit for preparation of overload vouchers <i>*computation per overload slip of every faculty member</i>			
2. Notice/Copy of reviewed overload slip	2. Requesting unit receive copy of reviewed overload slip	None	10 Minutes	<i>Releasing personnel / Senior Project Assistant for Faculty Affairs (Teaching Practice) OAT Diliman</i>
TOTAL:		None	2 Hours, 10 Minutes	

b. Manual

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Overload Slip (duly accomplished)		Office for the Advancement of Teaching (OAT) Diliman/Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Overload Slips of all the faculty members with overload pay per Department Manual submission	1. Receive overload slips and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel OAT Diliman</i>
	1.2 Review/evaluate and check the status of loading of the Faculty	None	1 Hour	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i>



	1.2.1 Evaluate the computation of the Overload payment 1.2.2 Signature on the Overload Slips <i>*computation per overload slip of every faculty member</i>			OAT Diliman
2. Notice/Copy of approved request	2. Release overload slip through requesting unit messenger or Soft copy through email	None	1 Hour	<i>Releasing personnel</i> OAT Diliman
TOTAL:		None	2 Hours, 10 Minutes	

3. Overload Honoraria Vouchers

Process of Overload Honoraria Vouchers

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty with Overload			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher Budget Request/Obligation Request FSR Certified True Copy 4. Certification of Reports of Grades 5. Schedule of Classes 6. Certification of Service Rendered 7. Certification that Overload are in excess of their regular loads 8. Document Tracking System (DTS)		Requesting Unit		
9. Overload Slips		Requesting unit and Office for the Advancement of Teaching (OAT) Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Voucher for Overload Honoraria with complete attachments	1. Receive/encodes details of vouchers in the OAT document tracking	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman



	1.1 Receive DTS and forwarded to concerned personnel			
	1.2 Encode and evaluate completeness of Overload Voucher to the OAT database	None	30 Minutes	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i> OAT Diliman
	1.3 Review evaluate overload voucher for OAT Director Initials/endorsement, if found in order	None	1 Day	<i>Director</i> OAT Diliman
	1.4 Forward to OVCAA-Central Office	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 Receive Overload Vouchers from OAT for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the Overload Vouchers	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return Overload Vouchers to OAT with action for releasing	None	10 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.8 Receive request from OVCAA-Central Office with VCAA action	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release Overload Vouchers to Diliman Budget Office	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.9.1 Release Overload Voucher in the DTS			<i>Releasing personnel</i> OAT Diliman
2. Diliman Budget Office	2. Diliman Budget Office receive and process Overload Vouchers from OAT Diliman	None	2 Days	<i>Receiving personnel / Director</i> Diliman Budget Office
3. Diliman Accounting Office	3. Diliman Accounting Office receive and process Overload Vouchers from Diliman Budget Office	None	4 Days	<i>Receiving personnel / Director</i> Diliman Accounting Office
4. Diliman Cash Office	4. Diliman Cash Office receive and process Overload Vouchers from Diliman Accounting Office	None	2 Days	<i>Receiving personnel / Director</i> Diliman Cash Office
	TOTAL:	None	10 Days, 2 Hours, 40 Minutes	



4. Waiver of the Rules/Appeals

Process of Request Waiver of the Rules/Appeals

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to Chancellor through Channels (Letter should be initiated by the head of unit and endorsed by the Dean) 2. Document Tracking System (DTS)		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for waiver of the rules/appeals with complete attachment Electronic submission at ovcaa.oatdiliman@up.edu.ph	1. Receive/acknowledge request Review/evaluate and encode request in the OAT Diliman database Endorse request for OAT Director appropriate action (provides and search for necessary data/documents needed)	None	4 Hour	<i>Receiving Personnel / Senior Project Assistant for Faculty Affairs (Teaching Practice) OAT Diliman</i>
	Review evaluation on the request Return request with endorsement for VCAA	None	1 Day	<i>Director OAT Diliman</i>



	appropriate action			
	Forward request to OVCAA-Central Office	None	10 Minutes	<i>Releasing Personnel</i> Project Assistant
	OVCAA-Central Office receive request from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	Forward request to Office of the Chancellor for Chancellor's appropriate action	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request from OVCAA	None	2 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
3. Notice/Copy of approved request	3. Requesting unit received notice/copy of approved request from OAT/OVCAA	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
	TOTAL:	None	4 Days, 5 Hours, 2 Minutes	

b. Manual

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman
Classification:	Complex
Type of Transaction:	Government to Government



Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to Chancellor through channels (Letter should be initiated by the head of unit and endorsed by the Dean)		Requesting unit		
Document Tracking System (DTS)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for waiver of the rules/appeals with complete attachment Manual submission	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Review/evaluate request for OAT Diliman Director appropriate action (provided and search for necessary data/documents)	None	1 Day	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i> OAT Diliman
	1.3 Review evaluation on the request and initials/endorsement of OAT Director, if found in order	None	2 Days	<i>Director</i> OAT Diliman
	1.4 Forward request to OVCAA-Central Office	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 OVCAA-Central Office receive request from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return request to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office



	1.8 Receive request from OVCAA-Central Office with VCAA action	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release request to the Office of the Chancellor 1.9.1 Release request in the DTS	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office <i>Releasing personnel</i> OAT Diliman
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request from OAT Diliman	None	2 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
3. Notice/Copy of approved request	3. Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
TOTAL:		None	6 Days, 3 Hours, 40 Minutes	

5. Request Permission to Teach Outside UP

Process of Request Permission to Teach Outside UP

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Faculty	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter request addressed to Chancellor from the Other University Accomplished MOA/MOU Document Tracking System (DTS)		Requesting unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request of a Partner University with complete attachment Manual submission	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode, Evaluate and check if there is an existing MOA/MOU between UP and requesting University	None	20 Minutes	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i> OAT Diliman
	1.3 Referral slip to the Head of Unit of the requested faculty for appropriate action	None	1 Day	<i>Director</i> OAT Diliman
	1.4 Release referral slip with the attach documents	None	1 Hour	<i>Releasing Personnel</i> OVCAA Central office
2. Partner Academic Unit/Requesting Unit	2. Requesting unit receive referral slip from OAT Diliman for Dean and Department Chair appropriate action	None	30 Minutes	<i>Receiving Personnel</i> Requesting Unit
3. OAT Diliman	3. OAT Diliman receive letter of endorsement from the requesting unit 3.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	3.2 Draft endorsement letter for Chancellor's signature	None	1 Hour	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice) / Director</i> OAT Diliman
	3.3 Forward request to OVCAA-Central Office	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	3.4 Receive request from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	3.5 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	3.6 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Receiving Personnel</i> OVCAA Central Office



	3.7 Receive request from OVCAA-Central Office with VCAA action	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	3.8 Release request to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	3.8.1 Release request in the DTS			<i>Releasing personnel</i> OAT Diliman
4. Wait for Chancellors' appropriate action	4. Office of the Chancellor receive and process request with the attach draft letter for endorsement/ appropriate action from OAT Diliman	None	2 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
5. OAT Diliman	5. OAT Diliman receive notice of approval from Office of the Chancellor	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	5.1 Release notice of approval to the requesting unit/partner university	None	30 Minutes	<i>Releasing personnel</i> OVCAA Central Office
6. Received notice of approval	6. Requesting unit and Partner University receive notice of approval from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit/Partner University
TOTAL:		None	4 Days, 6 Hours, 20 Minutes	

6. Waiver of 6-units Teaching Load of Lecturers

Process of Request of Waiver of 6-units Teaching Load of Lecturer

a. Online

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Faculty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean Document Tracking System (DTS))	Requesting unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit letter of request for waiver of 6-units teaching of lecturer with complete attachment</p> <p>Electronic submission at ovcaa.oatdiliman@up.edu.ph</p>	<p>1. Receive/acknowledge request</p> <p>Review/evaluate request and encode details of request to the OAT Diliman database</p> <p>Endorse request for OAT Director appropriate action, if found in order</p>	None	30 Minutes	<p><i>Receiving Personnel / Senior Project Assistant for Faculty Affairs (Teaching Practice) OAT Diliman</i></p>
	<p>Review evaluation on the request for endorsement, if found in order</p> <p>Return request with endorsement for VCAA appropriate action</p>	None	1 Day	<p><i>Director OAT Diliman</i></p>
	Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<p><i>Releasing Personnel / Senior Project Assistant for Faculty Affairs (Teaching Practice) OAT Diliman</i></p>
	OVCAA receive request from OAT Diliman for	None	30 Minutes	<p><i>Receiving Personnel</i></p>



	VCAA appropriate action			OVCAA Central Office
	VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request from OVCAA	None	2 Days	<i>Receiving personnel / Chancellor Office of the Chancellor</i>
3. Notice/Copy of approved request	3. Requesting unit received notice/copy of approved request from OAT/OVCAA	None	30 Minutes	<i>Receiving personnel Requesting Unit</i>
TOTAL:		None	5 Days, 4 Hours, 20 Minutes	

b. Manual

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean Document Tracking System (DTS))		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter of request for waiver of 6-units teaching of lecturer with complete attachment Manual submission	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Review/evaluate request and encode details of request to the OAT Diliman database	None	1 Hour	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i> OAT Diliman
	1.3 Review evaluation on the request and initials/endorsement, if found in order	None	2 Days	<i>Director</i> OAT Diliman
	1.4 Forward to OVCAA-Central Office for appropriate action	None	30 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 OVCAA receive request from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return to OAT Diliman with action for releasing	None	30 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 Receive request from OVCAA-Central Office with VCAA action	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release request to the Office of the Chancellor 1.9.1 Release request in the DTS	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office <i>Releasing personnel</i> OAT Diliman



2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request from OAT Diliman	None	2 Days	Receiving personnel / Chancellor Office of the Chancellor
3. Notice/Copy of approved request	3. Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	Receiving personnel Requesting Unit
TOTAL:		None	5 Days, 4 Hours, 20 Minutes	

7. Affiliate Faculty Appointment

Process of Request for Affiliate Faculty Appointment

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Faculty Appointment Affiliate Faculty Appointment form duly accomplished Endorsement and Justification / Recommendation from the Heads of Unit and the Dean 4. HRDO personnel Clearance 5. Document Tracking System (DTS)		Requesting CU's/unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with Personnel Clearance of Human Resource Development Office (HRDO) Manual submission	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	Receiving Personnel OAT Diliman
	1.2 Encode and evaluate details of application to the OAT Diliman database	None	1 Hour	Senior Project Assistant for Faculty Affairs (Teaching Practice) OAT Diliman



	1.3 Review evaluation of application for initials/endorsement of OAT Diliman Director, if found in order	None	1 Day	<i>Director</i> OAT Diliman
	1.4 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 OVCAA-Central Office receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return to OAT Diliman with action for releasing	None	30 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 Receive request from OVCAA-Central Office with VCAA action	None	30 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release application to the Office of the Chancellor 1.9.1 Release application in the DTS	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office <i>Releasing personnel</i> OAT Diliman
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request from OAT Diliman	None	2 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
3. Receive notice/copy of approved application	3. Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
	TOTAL:	None	4 Days, 4 Hours, 20 Minutes	



8. Thesis Honoraria Voucher

Process and Review of Thesis Honoraria Voucher

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher Obligation Request/ Budget Utilization Request MEMO on Honoraria Rates Examination result Document Tracking System (DTS)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Voucher for Thesis Honoraria with complete attachments	1. Receive/encodes details of vouchers in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode and evaluate completeness of Thesis Voucher 1.2.1 Prepare Thesis Voucher OAT Diliman Slip	None	30 Minutes	<i>Senior Project Assistant for Faculty Affairs (Teaching Support)</i> OAT Diliman
	1.3 Review evaluation of Thesis Voucher for OAT Diliman Director Initials/endorsement, if found in order	None	1 Day	<i>Director</i> OAT Diliman
	1.4 Forward Thesis Voucher to OVCAA-Central Office	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman



	1.5 OVCAA-Central Office receive Thesis Vouchers from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the Thesis Vouchers	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return Thesis Vouchers to OAT with action for releasing	None	10 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive Thesis Vouchers from OVCAA-Central Office with VCAA action	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release Thesis Vouchers to Diliman Budget Office	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.9.1 Release Thesis Vouchers in the DTS			<i>Releasing personnel</i> OAT Diliman
2. Diliman Budget Office	2. Diliman Budget Office receive and process Thesis Vouchers from OAT Diliman	None	2 Days	<i>Receiving personnel / Director</i> Diliman Budget Office
3. Diliman Accounting Office	3. Diliman Accounting Office receive and process Thesis Vouchers from Diliman Budget Office	None	4 Days	<i>Receiving personnel / Director</i> Diliman Accounting Office
4. Diliman Cash Office	4. Diliman Cash Office receive and process Thesis Vouchers from Diliman Accounting Office	None	2 Days	<i>Receiving personnel / Director</i> Diliman Cash Office
TOTAL:		None	10 Days, 2 Hours, 40 Minutes	



9. Orientation for New UP Diliman Faculty (ONF) Administrative and Academic Matters

Facilitate/Conduct Orientation for New UP Diliman Faculty (ONF) Administrative and Academic Matters

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty (New or Refresher)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished registration form		Office for the Advancement of Teaching (OAT) Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the MEMO release	1. Draft MEMO for the Orientation of the New Faculty (ONF)	None	1 Day	<i>Senior Project Assistant for Faculty Affairs (Teaching Support) / Director OAT Diliman</i>
	1.2 Forward Draft MEMO of ONF for Finalization/Signature of VCAA	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.3 Release MEMO both Manual and Electronic copy		1 Day	<i>Releasing Personnel</i> OVCAA Central Office/OAT Diliman
2. Submit duly accomplished registration form through g-drive, OAT Diliman will provide the link for registration	2. Wait for the submission of the registration form	None	Pause-clock	Requesting Unit/Participants/ UP Diliman Faculty Members
	2.1 Conduct tasks needed for preparation during and post-training/seminar	None	58 Days	<i>OAT Team / Director</i> OAT Diliman



3. Participated in the Orientation of New Faculty (ONF)	2.1 Conduct tasks needed during training/ seminar	None	2 Days	OAT Team / Director OAT Diliman
TOTAL:		None	ays	

10. Teaching Effectiveness Course (TEC)

Facilitate/Conduct training/seminar for Teaching Effectiveness Course (TEC)

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty (New or Refresher)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished registration form		Office for the Advancement of Teaching (OAT) Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the MEMO release	1. Draft MEMO for the Teaching Effectiveness Course (TEC)	None	1 Day	Senior Project Assistant for Faculty Affairs (Teaching Support) / Director OAT Diliman
	1.2 Forward Draft MEMO of TEC for Finalization/Signature of VCAA	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.3 Release MEMO both Manual and Electronic copy		1 Day	Releasing Personnel OVCAA Central Office/OAT Diliman
2. Submit duly accomplished registration form through g-drive, OAT Diliman will provide the link for registration	2. Wait for the submission of the registration form	None	Pause-clock	Requesting Unit/Participants/UP Diliman Faculty Members
	2.1 Conduct tasks needed for preparation during and post-training/seminar	None	85 Days	OAT Team / Director OAT Diliman



3. Participated in the Teaching Effectiveness Course (TEC)	3. Conduct tasks during training/ seminar	None	5 Days	OAT Team / Director OAT Diliman
TOTAL:		None	93 Days	

11. Conduct the University Teaching (UT) (i.e. workshop request by the Unit)

Activity/Service to Facilitate/Process

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Academic Units and Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request address to OAT Diliman Director Document Tracking System (DTS)		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for University Teaching (seminar-workshop) Manual or Electronic copy submission at ovcaa.oatdiliman@up.edu.ph	1. Receive and encode details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to OAT Diliman Director	None	1 Day	<i>Receiving personnel</i> OAT Diliman
	1.2 Conduct task needed for the preparation, during and post-training/seminar	None	29 Days	<i>OAT Team / Director</i> OAT Diliman
TOTAL:		None	30 Days	



12. Gawad Tsanselor sa Natatanging Guro Nominations for the Deliberation/Recommendation of the Committee to the Chancellor

Process of selection of Gawad Tsanselor sa Natatanging Guro Nominations for the Deliberation/Recommendation of the Committee to the Chancellor

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean 2. Proof of Teaching Accomplishments 3. Proof of Research/Creative Work 4. Other Certification and supporting documents 5. Document Tracking System (DTS)		Requesting unit		
5. Duly accomplished nomination forms		Office of the Vice Chancellor for Academic Affairs (OVCAA) call		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the call for Gawad Tsanselor sa Natatanging Guro	1. Release of call for Gawad Tsanselor sa Natatanging Guro to UP Diliman	None	Pause-clock	University Research Associate/Project Assistant/ OAT Diliman Director/ VCAA
2. Submit Gawad Application and Nomination Form with complete attachment Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	2. Receive/encodes details of Gawad Guro nomination in the OAT Diliman document tracking 2.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	2.2 Encode details of Gawad	None	1 Hour	



	Guro nomination to the OAT Diliman database			<i>Senior Project Assistant / University Research Associate OAT Diliman</i>
	2.3 Pre-Evaluation of Gawad Guro nominations	None	3 Days	<i>Senior Project Assistant / University Research Associate / Director OAT Diliman</i>
	2.4 Summary of Gawad Guro nominations	None	2 Days	<i>Senior Project Assistant / University Research Associate OAT Diliman</i>
3. Wait for the Gawad Guro committee actions	3. Committee Deliberation of Gawad Guro for recommendation	None	2 Days	<i>Gawad Guro Committee Vice Chancellor for Academic Affairs (VCAA) Secretariat / Director OAT Diliamn</i>
	3.1 Draft and Finalize recommendation letter of Gawad Guro for Chancellor's approval	None	4hours	<i>Gawad Guro Committee Vice Chancellor for Academic Affairs (VCAA) Secretariat / Director OAT Diliamn</i>
	3.2 Forwarded Gawad Guro recommendation to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel OVCAA Central Office</i>
4. Wait for Chancellor appropriate action	4. Office of the Chancellor receives the Gawad Guro nomination with the recommendation of the committee from OVCAA	None	30 Minutes	<i>Receiving personnel Office of the Chancellor</i>



	4.1 Chancellor's appropriate action of the Committee's recommendation for Gawad Guro	None	3 Days	<i>Chancellor Office of the Chancellor</i>
	4.2 Office of the Chancellor release the final decision of the Gawad Guro nominee to the OVCAA-Central Office	None	30 Minutes	<i>Releasing personnel Office of the Chancellor</i>
5. Wait for the notice of approval	5. OVCAA-Central Office receive final decision of the Chancellor, noted by the VCAA and OAT Diliman Director	None	10 Minutes	<i>Receiving personnel OVCAA Central Office</i>
	5.1 Notice of Gawad Tsanselor sa Natatanging Guro approval to the awardee	None	1 Day	<i>University Research Associate / Senior Project Assistant OAT Diliman</i>
	TOTAL:	None	14 Days, 6 Hours, 10 Minutes	



13. UP Diliman Centennial Professorial Chairs and Faculty Grants Nominations for the Deliberation/Recommendation of the Committee to the Chancellor

Process of selection of UP Diliman Centennial Professorial Chairs and Faculty Grants
Nominations for the Deliberation/Recommendation of the Committee to the Chancellor

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Chancellor, through the Vice Chancellor for Academic Affairs, attention Office for the Advancement of Teaching Director 2. Proof of mentoring 3. Copy of research or creative output submitted for award consideration 4. Curriculum vitae highlighting fulfillment of the minimum requirements 5. Document Tracking System (DTS)		Requesting unit		
Fully accomplished nomination form with complete details		Office of the Vice Chancellor for Academic Affairs (OVCAA) call		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the call of application for UP Diliman Centennial Professorial Chairs and Faculty Grants	1. Release of call for Academic Program Improvement (API) proposals to UP Diliman	None	Pause-clock	Senior Project Assistant / Director OAT Diliman <i>Vice Chancellor for Academic Affairs (VCAA)</i>
2. Submit UP Diliman Centennial Professorial Chairs and Faculty Grants Nomination Form Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	2. Receive/encodes details of Nomination form in the OAT Diliman document tracking 2.1 Receive DTS and forwarded to	None	30 Minutes	<i>Receiving Personnel</i> OAT Diliman



	concerned personnel			
	2.3 Encode details from nomination form to the OAT Diliman database	None	1 Hour	<i>University Research Associate / Senior Project Assistant OAT Diliman</i>
	2.4 Pre-Evaluation of the nominations	None	3 Days	<i>University Research Associate / Senior Project Assistant/ Director OAT Diliman</i>
	2.5 Forward to OVCRD/ APS reviewer for verification of Research/Creative work	None	1 Day	<i>Releasing personnel OVCAA Central Office</i>
3. Wait for the OVCRD / APS reviewer action	3. OVCRD/ APS reviewer receive application form from OAT Diliman	None	1 Hour	<i>Receiving personnel OVCRD</i>
	3.1 Provide initial score for Research work via SPS rating and Creative work vis APS rating	None	Pause-clock	<i>APS reviewer OVCRD</i>
	3.2 Forwarded to OAT Diliman from OVCRD/SPS reviewer	None	1 Day	<i>Releasing personnel OVCRD</i>
4. Wait for OAT Diliman initial action	4 OAT Diliman receive the nomination form with initials scores for research and creative work from OVCRD	None	1 Hour	<i>Receiving personnel OAT Diliman</i>
	4.1 Receive scored research/creative work and pre-categorize (i.e., Prof. Chair, Faculty Grant, Special Case,	None	1 Day	<i>Research Assistant OVCRD</i> <i>University Research Associate OAT Diliman</i>



	Deferred, Disqualified)			
	4.1.1 Prepared Summary of UP Diliman Centennial Professorial Chairs and Faculty Grants submission	None	2 Days	<i>Research Assistant</i> OVCRD <i>University Research Associate</i> OAT Diliman
5. Wait for the UP Diliman Centennial Prof Chair and Faculty Grant committee actions	5. UP Diliman Professorial Chairs and Faculty Grant committee meeting for deliberation and recommendation to the Chancellor and President	None	2 Days	University Research Associate/ Project Assistant/ Committee Members
	5.1 Draft and finalize letter for recommendation of the UP Diliman Centennial Prof Chair and Faculty Grant nominees, to the Office of the Chancellor for appropriate action	None	4hours	University Research Associate/ Project Assistant/ Committee Members
	5.2 Forwarded to the Office of the Chancellor the recommended nominees of the UP Diliman Prof Chair and Faculty Grants	None	1 Day	<i>Releasing personnel</i> OVCAA Central Office
6. Wait for Chancellor appropriate action	6. Office of the Chancellor receives the UP Diliman Prof Chair and Faculty Grants nominees from OAT Diliman	None	1 Day	<i>Receiving personnel</i> Office of the Chancellor
	6.1 Chancellor's approval of UP Diliman Centennial	None	2 Days	<i>Chancellor</i> Office of the Chancellor



	Faculty Grants and recommendation of UP Diliman Professorial Chairs			
	6.2 Forward the recommended nominees for UP Diliman Centennial Professorial Chairs for UP President approval	None	30 Minutes	<i>Releasing personnel</i> Office of the Chancellor
7. Wait for the UP President Approval	7. Office of the President receives the UP Diliman Centennial Professorial Chairs from Office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Office of the President
	7.1 President's approval of the UP Diliman Centennial Professorial Chairs	None	Pause-clock	<i>UP President</i> Office of the President
	7.2 Office of the President forwarded the list of UP Diliman Centennial Professorial Chairs to the Office of the Chancellor	None	30 Minutes	<i>Releasing personnel</i> Office of the President
8. Wait for the notice of approval	8. Office of the Chancellor receives the approved list of UP Diliman Centennial Professorial Chairs from the Office of the President	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
	8.1 Office of the Chancellor forward the	None	30 Minutes	<i>Releasing personnel</i>



	approved list of UP Diliman Centennial Professorial Chairs to the OVCAA-Central Office			Office of the Chancellor
9. Wait for the notice of approval	9. OVCAA-Central Office receives final list of UP Diliman Centennial Professorial Chairs from the Office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	9.1 OVCAA-Central Office forwarded the final list of awardees noted by VCAA to OAT Diliman	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
10. Wait for the notice of approval	10. OAT Diliman receives final list of awardees noted by VCAA from OVCAA-Central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
11. Receive notice of approval	11. Inform awardees regarding the awarding ceremony through email (awarding ceremony held in UC meeting)	None	1 Day	<i>University Research Associate / Senior Project Assistant</i> OAT Diliman
	11.1 Send formal letter regarding the final decision of the committee on the nomination, and return of documents submitted		14 Days	<i>Releasing personnel</i> OVCAA Central Office <i>University Research Associate / Senior Project Assistant</i> OAT Diliman
TOTAL:		None	28 Days,10 Minutes	



14. Student Evaluation of Teaching (SET) – related concerns

Processing document with Student Evaluation of Teaching (SET) – related concerns

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with specific details of the faculty, course, academic year/sem, concern Document Tracking System (DTS)		Requesting CU's/unit		
Duly accomplished form for Batch Renewal/Tenure/Promotions		Office of the Vice Chancellor for Academic Affairs (OVCAA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for SET Score with complete attachment Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode and evaluate details of document with SET-related concerns with complete attachment to the OAT Diliman database	None	30 Minutes	<i>University Research Associate</i> OAT Diliman
	1.2.1 Evaluate SET request for OAT Diliman Director endorsement	None	1 Day	<i>University Research Associate</i> OAT Diliman



	1.3 Endorsement of OAT Diliman Director	None	2 Days	<i>Director</i> OAT Diliman
	1.4 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 OVCAA-Central Office receive SET request from OAT Diliman for VCAA	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive SET request from OVCAA-Central Office	None	30 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release request to the requesting unit	None	30 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.9.1 Release request in the DTS			<i>Releasing personnel</i> OAT Diliman
2. Receive notice/copy of approval of request	2. Requesting unit received notice/copy of approved request	None	1 Day	<i>Receiving personnel</i> Requesting Unit
TOTAL:		None	5 Days, 2 Hours	



15. Study Leave with pay/without pay (SLWP/SLWOP) – Local (Original, Middle of study and Renewal of application)

Processing of application for Study Leave with pay/without pay (SLWP/SLWOP) – Local (Original, Middle of Study and Renewal of application)

a. Online

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Faculty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean Original/1st year of Study: a. Admission/Acceptance/Certification that you are enrolled in the program b. Transcript/Copy of Grades c. Program of Study or Plan of Study/Gantt Chart	Requesting unit/Faculty involved
d. Surety Agreement and contract	Human Resource Development (HRDO) website
Original, in the middle of study: a. Admission/Acceptance/Certification that you are enrolled in the program b. Transcript/Copy of Grades c. Program of Study or Plan of Study/Gantt Chart d. Certificate from the adviser, if on thesis/ dissertation stage	Requesting unit/Faculty involved
e. Progress report (HRDO form C-7) f. Surety Agreement and Contract	Human Resource Development (HRDO) website
Renewal/Extension/Reinstatement: a. Reason/Justification of extension b. True copy of grades c. Certificate from the adviser, if on thesis/ dissertation stage d. Plan of Study/ Gantt Chart	Requesting unit/Faculty involved
e. Progress report (HRDO form C-7)	Human Resource Development (HRDO) website



Faculty profile (justification and/or distribution of teaching load, if profile exceeds 15% mark Faculty Development focus on the Department Waiver of age requirement with justification from the chair, if more than 40 years' old Waiver of rank with justification, if rank is higher than Assistant Professor Document Tracking System (DTS) and Other documents needed				
Employee Slip Personnel Clearance Return Service Requirement Draft Service Record		Human Resource Development (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for personnel clearance with complete attachments Electronic submission at scholarshipfellowship_hrdo@up.edu.ph	1. Receive/ acknowledge request Receive DTS Review request and encode details of request to the OAT Diliman database Evaluate application for OAT Director endorsement Prepared and forwarded reference slip for endorsement of OAT Director, if found in order	None	1 Hour	<i>Receiving Personnel / Administrative Aide</i> OAT Diliman
	Review evaluation of request for endorsement, if found in order	None	1 Day	<i>Director</i> OAT Diliman



	Return reference slip with endorsement for VCAA appropriate action			
	Forward to OVCAA-Central Office for appropriate action Release application in the DTS	None	10 Minutes	<i>Releasing Personnel / Administrative Aide</i> OAT Diliman
	OVCAA receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	VCAA appropriate action on the application	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	Forward request to the Office of the Chancellor for Chancellor's appropriate action	None	30 Minutes	<i>Releasing personnel</i> OVCAA Central Office
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request/application from OVCAA	None	2 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
3. Notice/Copy of approved request/application	3. HRDO receive notice/copy of approved request for preparation of notice of approval	None	1 Day	<i>Receiving personnel / Director</i> HRDO
	3.1 HRDO release notice of approval of the request/application cc: OAT Diliman, Diliman Budget Office, Diliman Accounting	None	1 Day	<i>Releasing personnel / Benefits and Scholarship Section</i> HRDO



	3.2 Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
TOTAL:		None	6 Days, 2 Hours, 30 Minutes	

b. Manual

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean)</p> <p>Original/1st year of Study: a. Admission/Acceptance/Certification that you are enrolled in the program b. Transcript/Copy of Grades c. Program of Study or Plan of Study/Gantt Chart</p>		Requesting unit/Faculty involved	
d. Surety Agreement and contract		Human Resource Development (HRDO) website	
<p>Original, in the middle of study: a. Admission/Acceptance/Certification that you are enrolled in the program b. Transcript/Copy of Grades c. Program of Study or Plan of Study/Gantt Chart d. Certificate from the adviser, if on thesis/ dissertation stage</p>		Requesting unit/Faculty involved	
e. Progress report (HRDO form C-7) f. Surety Agreement and Contract		Human Resource Development (HRDO) website	
<p>Renewal/Extension/Reinstatement: a. Reason/Justification of extension</p>		Requesting unit/Faculty involved	



b. True copy of grades c. Certificate from the adviser, if on thesis/ dissertation stage d. Plan of Study/ Gantt Chart				
e. Progress report (HRDO form C-7)		Human Resource Development (HRDO) website		
Faculty profile (justification and/or distribution of teaching load, if profile exceeds 15% mark Faculty Development focus on the Department Waiver of age requirement with justification from the chair, if more than 40 years' old Waiver of rank with justification, if rank is higher than Assistant Professor Document Tracking System (DTS) and Other documents needed				
Employee Slip Personnel Clearance Return Service Requirement Draft Service Record		Human Resource Development (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for personnel clearance with complete attachments Manual submission	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Review request and encode details of request to the OAT Diliman database 1.2.1 Evaluate application for OAT Diliman Director appropriate action	None	2 Hours	<i>Administrative Aide</i> OAT Diliman
	1.3 Review evaluation on the application and initials/endorsement, if found in order	None	2 Days	<i>Director</i> OAT Diliman



	1.4 Forward to OVCAA-Central Office for appropriate action	None	30 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 OVCAA receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the application	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive application from OVCAA-Central Office with VCAA action	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release application to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.9.1 Release request in the DTS			<i>Releasing personnel</i> OAT Diliman
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
	2.1 Chancellor's appropriate action on the request/ application	None	2 Days	<i>Chancellor</i> Office of the Chancellor
	2.2 Office of the Chancellor release request/application with appropriate action to HRDO	None	30 Minutes	<i>Releasing personnel</i> Office of the Chancellor
3. Notice/Copy of approved request/ application	3. Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> HRDO



	3.1 HRDO release notice of approval of the request/ application cc: OAT Diliman, Diliman Budget Office, Diliman Accounting	None	1 Day	<i>Releasing personnel / Benefits and Scholarship Section HRDO</i>
	3.2 Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel Requesting Unit</i>
TOTAL:		None	6 Days, 6 Hours and 30 minutes	

16. Local Faculty Fellowship (LFF) (Original, Middle of study and Renewal of application)

Processing of application for Local Faculty Fellowship (LFF) (Original, Middle of Study and Renewal of application)

a. Online

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Faculty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean)</p> <p>Original/1st year of Study: a. Admission/Acceptance/Certification that you are enrolled in the program b. Transcript/Copy of Grades c. Program of Study or Plan of Study/Gantt Chart d. Curriculum Vitae</p>	Requesting unit/Faculty involved



e. Surety Agreement and contract		Human Resource Development (HRDO) website		
Original, in the middle of study: a. Admission/Acceptance/Certification that you are enrolled in the program b. Transcript/Copy of Grades c. Program of Study or Plan of Study/Gantt Chart d. Certificate from the adviser, if on thesis/ dissertation stage e. Curriculum Vitae		Requesting unit/Faculty involved		
f. Progress report (HRDO form C-7) g. Surety Agreement and Contract		Human Resource Development (HRDO) website		
Renewal/Extension/Reinstatement: a. Reason/Justification of extension b. True copy of grades c. Certificate from the adviser, if on thesis/ dissertation stage d. Plan of Study/ Gantt Chart		Requesting unit/Faculty involved		
e. Progress report (HRDO form C-7)		Human Resource Development (HRDO) website		
Faculty profile (justification and/or distribution of teaching load, if profile exceeds 15% mark Faculty Development focus on the Department Waiver of age requirement with justification from the chair, if more than 40 years' old Waiver of rank with justification, if rank is higher than Assistant Professor Document Tracking System (DTS) and Other documents needed				
Employee Slip Personnel Clearance Return Service Requirement Draft Service Record		Human Resource Development (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for personnel clearance with complete attachments Electronic submission at	1. Receive/ acknowledge request Receive DTS	None	1 Hour	<i>Receiving Personnel / Administrative Aide</i> OAT Diliman



scholarshipfellowship_hrdo@up.edu.ph	<p>Review request and encode details of request to the OAT Diliman database</p> <p>Evaluate application for OAT Director endorsement</p> <p>Prepared and forwarded reference slip for endorsement of OAT Director, if found in order</p>			
	<p>Review evaluation of request for endorsement, if found in order</p> <p>Return reference slip with endorsement for VCAA appropriate action</p>	None	1 Day	<i>Director</i> OAT Diliman
	<p>Forward to OVCAA-Central Office for appropriate action</p> <p>Release application in the DTS</p>	None	10 Minutes	<i>Releasing Personnel / Administrative Aide</i> OAT Diliman
	<p>OVCAA receive application from OAT Diliman for VCAA appropriate action</p>	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office



	VCAA appropriate action on the application	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	Forward request to the Office of the Chancellor for Chancellor's appropriate action	None	30 Minutes	<i>Releasing personnel</i> OVCAA Central Office
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request/application from OVCAA	None	2 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
3. Notice/Copy of approved request/application	3. HRDO receive notice/copy of approved request for preparation of notice of approval	None	1 Day	<i>Receiving personnel / Director</i> HRDO
	3.1 HRDO release notice of approval of the request/application cc: OAT Diliman, Diliman Budget Office, Diliman Accounting	None	1 Day	<i>Releasing personnel / Benefits and Scholarship Section</i> HRDO
	3.2 Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
	TOTAL:	None	6 Days, 2 Hours, 30 Minutes	

b. Manual

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Faculty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<p>Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean)</p> <p>Original/1st year of Study: a. Admission/Acceptance/Certification that you are enrolled in the program b. Transcript/Copy of Grades c. Program of Study or Plan of Study/Gantt Chart d. Curriculum Vitae</p>	<p>Requesting unit/Faculty involved</p>
<p>e. Surety Agreement and contract</p>	<p>Human Resource Development (HRDO) website</p>
<p>Original, in the middle of study: a. Admission/Acceptance/Certification that you are enrolled in the program b. Transcript/Copy of Grades c. Program of Study or Plan of Study/Gantt Chart d. Certificate from the adviser, if on thesis/ dissertation stage e. Curriculum Vitae</p>	<p>Requesting unit/Faculty involved</p>
<p>f. Progress report (HRDO form C-7) g. Surety Agreement and Contract</p>	<p>Human Resource Development (HRDO) website</p>
<p>Renewal/Extension/Reinstatement: a. Reason/Justification of extension b. True copy of grades c. Certificate from the adviser, if on thesis/ dissertation stage d. Plan of Study/ Gantt Chart</p>	<p>Requesting unit/Faculty involved</p>
<p>e. Progress report (HRDO form C-7)</p>	<p>Human Resource Development (HRDO) website</p>
<p>Faculty profile (justification and/or distribution of teaching load, if profile exceeds 15% mark Faculty Development focus on the Department Waiver of age requirement with justification from the chair, if more than 40 years' old Waiver of rank with justification, if rank is higher than Assistant Professor Document Tracking System (DTS) and Other documents needed</p>	
<p>Employee Slip Personnel Clearance</p>	<p>Human Resource Development (HRDO)</p>



Return Service Requirement Draft Service Record				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for personnel clearance with complete attachments Manual submission	Receive/encodes details of request in the OAT Diliman document trackig Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	Review request and encode details of request to the OAT Diliman database 2.1 Evaluate application for OAT Diliman Director appropriate action	None	2 Hours	<i>Administrative Aide</i> OAT Diliman
	Review evaluation on the application and initials/endorsement, if found in order	None	2 Days	<i>Director</i> OAT Diliman
	Forward to OVCAA-Central Office for appropriate action	None	30 Minutes	<i>Releasing Personnel</i> OAT Diliman
	OVCAA receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	VCAA appropriate action on the application	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	OAT Diliman receive application from	None	10 Minutes	<i>Receiving Personnel</i>



	OVCAA-Central Office with VCAA action			OAT Diliman
	Release application to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	Release request in the DTS			<i>Releasing personnel</i> OAT Diliman
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process application from OAT Diliman	None	2 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
3. Notice/Copy of approved request/ application	3. HRDO received notice/copy of approved request from the office of the Chancellor for preparation of Notice of approval	None	1 Day	<i>Receiving personnel</i> HRDO
	3.1 HRDO release notice of approval of the request/ application cc: OAT Diliman, Diliman Budget Office, Diliman Accounting	None	1 Day	<i>Releasing personnel / Benefits and Scholarship Section</i> HRDO
	3.2 Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
	TOTAL:	None	6 Days, 6 Hours and 30 Minutes	



17. Local Faculty Fellowship (LFF) Voucher

Process and Review of Local Faculty Fellowship (LFF) Voucher

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Vouchers 2. Obligation Request/Budget Utilization Request		Requesting unit and Diliman Budget Office		
3. Notice of Approval (LFF) certified true copy 4. Document Tracking System (DTS)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit LFF-Voucher with complete attachments and signatories	1. Receive/encodes details of vouchers in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode and evaluate completeness of the Voucher	None	1 Hour	<i>Administrative Aide</i> OAT Diliman
	1.3 Review evaluation of LFF-Voucher for OAT Diliman Director Initials/endorsement, if found in order	None	1 Day	<i>Director</i> OAT Diliman
	1.4 Forward LFF Voucher to OVCAA-Central Office	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 OVCAA-Central Office receive LFF Vouchers from OAT Diliman for VCAA appropriate action	None	10 Minutes	<i>Receiving Personnel</i> OVCAA Central Office



	1.6 VCAA appropriate action on the LFF Vouchers	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return LFF Vouchers to OAT with action for releasing	None	10 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive LFF Vouchers from OVCAA-Central Office with VCAA action	None	20 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release LFF Vouchers to Diliman Budget Office 1.9.1 Release LFF Vouchers in the DTS	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office <i>Releasing personnel</i> OAT Diliman
2. Diliman Budget Office	2. Diliman Budget Office receive and process LFF Vouchers from OAT Diliman	None	2 Days	<i>Receiving personnel / Director</i> Diliman Budget Office
3. Diliman Accounting Office	3. Diliman Accounting Office receive and process LFF Vouchers from Diliman Budget Office	None	4 Days	<i>Receiving personnel / Director</i> Diliman Accounting Office
4. Diliman Cash Office	4. Diliman Cash Office receive and process LFF Vouchers from Diliman Accounting Office	None	2 Days	<i>Receiving personnel / Director</i> Diliman Cash Office
TOTAL:		None	10 Days, 3 Hours	



18. Thesis/Dissertation Research Contract

Process of Request of Thesis/Dissertation Research Contract

a. Online

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean) Approval Thesis/Dissertation Proposal Project Line Item Budget Certification from the Chair, if on temporary status Document Tracking System (DTS)		Requesting unit		
Application form (HRDO SS form) duly accomplished Employee Slip Personnel Clearance		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for Personnel Clearance OF Thesis/Dissertation Research Grant with complete attachments Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode and evaluate details of application to the OAT Diliman database	None	1 Hour	<i>Administrative Aide</i> OAT Diliman
	1.3 Review evaluation of application for initials/endorsement of OAT Diliman	None	2 Days	<i>Director</i> OAT Diliman



	Director, if found in order			
	1.4 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 OVCAA-Central Office receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive request from OVCAA-Central Office with VCAA action	None	30 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release application to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.9.1 Release application in the DTS			<i>Releasing personnel</i> OAT Diliman
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request from OAT Diliman	None	2 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
3. Receive notice/copy of approved application	3. Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
	TOTAL:	None	5 Days, 5 Hours	

b. Manual



Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean) Approval Thesis/Dissertation Proposal Project Line Item Budget Certification from the Chair, if on temporary status Document Tracking System (DTS)		Requesting unit		
Application form (HRDO SS form) duly accomplished Employee Slip Personnel Clearance		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for Personnel Clearance OF Thesis/Dissertation Research Grant with complete attachments Manual submission	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode and evaluate details of application to the OAT Diliman database	None	1 Hour	<i>Administrative Aide</i> OAT Diliman
	1.3 Review evaluation of application for initials/endorsement of OAT Diliman Director, if found in order	None	2 Days	<i>Director</i> OAT Diliman
	1.4 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman



	1.5 OVCAA-Central Office receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive request from OVCAA-Central Office with VCAA action	None	30 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release application to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.9.1 Release application in the DTS			<i>Releasing personnel</i> OAT Diliman
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive and process request from OAT Diliman	None	2 Days	<i>Receiving personnel / Chancellor</i> Office of the Chancellor
3. Receive notice/copy of approved application	3. Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
TOTAL:		None	5 Days, 4 Hours	

19. Study Load Credit (SLC) application 3.5-units to 7-units

Processing application for Study Load Credit (SLC)

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman
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Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean)</p> <p>Plan of Study/Gantt Chart</p> <p>Document Tracking System (DTS)</p> <p>Note: 1-3units of Study Load Credits (SLC) (approval college level, and they will submit a report of the list of faculty who granted 1-3units SLC)</p>		Requesting unit		
True Copy of Grades		Office of University Registrar (OUR)/Requesting unit		
Progress report (HRDO C-7) duly accomplished form		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit application for Study Load Credit (SLC) complete attachments</p> <p>Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph</p>	<p>1. Receive/encodes details of request in the OAT Diliman document tracking</p> <p>1.1 Receive DTS and forwarded to concerned personnel</p>	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode and evaluate details of application to the OAT Diliman database	None	1 Hour	<i>Administrative Aide</i> OAT Diliman
	1.3 Review evaluation of application for initials/endorsement of OAT Diliman Director, if found in order	None	1 Day	<i>Director</i> OAT Diliman
	1.4 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 OVCAA-Central Office receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)



	1.7 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive request from OVCAA-Central Office with VCAA action	None	30 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release application to the Office of the Chancellor 1.9.1 Release application in the DTS	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office <i>Releasing personnel</i> OAT Diliman
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive request from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
	2.1 Chancellor's appropriate action on the request/ application	None	2 Days	<i>Chancellor</i> OAT Diliman
	2.2 Office of the Chancellor release application with appropriate action	None	30 Minutes	<i>Releasing personnel</i> Office of the Chancellor
3. Receive notice/copy of approved application	3. Requesting unit received notice/copy of approved approve from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
TOTAL:		None	4 Days, 4 Hours	

20. Privilege to Study at Reduced Fees (18-units and below)

Processing application of Privilege to Study at Reduces Fees (18-units and below)

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Faculty
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Privilege to Study at Reduce fees, duly accomplished form	Human Resource Development Office (HRDO)



Personnel Clearance				
Justification letter for late submission Form 5A		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit privilege to study at reduced fees with signatories, complete attachments and Personnel Clearance from Human Resource Development Office (HRDO) Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	1. Receive application and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.1 Encode and evaluate details of application to the OAT Diliman database	None	30 Minutes	<i>Administrative Aide</i> OAT Diliman
	1.1.1 Evaluate application for OAT Diliman Director approval	None	20 Minutes	<i>Administrative Aide</i> OAT Diliman
2. Wait for OAT Diliman Director action	2. OAT Diliman Director approval	None	1 Day	<i>Director</i> OAT Diliman
3. Receive approved application	3. Return application with approval to the applicant/requesting unit	None	30 Minutes	<i>Releasing personnel / Administrative Aide</i> OAT Diliman <i>Receiving personnel</i> Requesting Unit/Applicant
TOTAL:		None	1 Day, 1 Hour, 30 minutes	



21. Faculty Local Activities (Special Detail/Local Detail/Travel)

Processing application for Faculty Local Activities (Special/Local Detail) Local Travel

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean)</p> <p>Acceptance/Invite/Program</p> <p>Memo for Officer-in-Charge (OIC), if there is admin duty</p> <p>Arrangement for classes to be missed, if there are classes</p> <p>Faculty Profile (for special detail only)</p> <p>Justification and/or distribution of teaching load, if profile exceeds 15% mark (for special detail)</p> <p>Document Tracking System (DTS)</p>		Requesting unit		
<p>Employee Slip</p> <p>Personnel Clearance</p> <p>Return Service Requirement (for PostDoc)</p> <p>Draft Service Record</p>		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit application for Faculty Local activities (Local/Special detail) with HRDO Clearance</p> <p>Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph</p>	<p>1. Receive/encodes details of request in the OAT Diliman document tracking</p> <p>1.1 Receive DTS and forwarded to concerned personnel</p>	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	<p>1.2 Encode and evaluate details of application to the OAT Diliman database</p>	None	1 Hour	<i>Administrative Aide</i> OAT Diliman



	1.3 Review evaluation of application for initials/endorsement of OAT Diliman Director, if found in order	None	1 Day	<i>Director</i> OAT Diliman
	1.4 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	1.5 OVCAA-Central Office receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	1.6 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.7 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive request from OVCAA-Central Office with VCAA action	None	30 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.9 Release application to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.9.1 Release application in the DTS			<i>Releasing personnel</i> OAT Diliman
2. Wait for Chancellors' appropriate action	2. Office of the Chancellor receive request from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
	2.1 Chancellor's appropriate action on the request/application	None	2 Days	<i>Chancellor</i> Office of the Chancellor
	2.2 Office of the Chancellor release	None	30 Minutes	<i>Releasing personnel</i>



	application with appropriate action			Office of the Chancellor
3. Receive notice/copy of approved application	3. Requesting unit received notice/copy of approved request from the office of the Chancellor	None	30 Minutes	<i>Receiving personnel</i> Requesting Unit
TOTAL:		None	4 Days, 4 Hours	

22. Secondment Application and Contract

Processing Secondment application and contact

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to Chancellor through channels (Letter should be initiated by the faculty involved and should be endorsed by the Head of Unit and the Dean) Invitation/Request form/Appointment Memorandum of Agreement (MOA)/ Contract of Secondment Faculty profile (justification and/or distribution of teaching load, if profile exceeds 15% mark) Certification of no budgetary outlay (if needed) Document Tracking System (DTS)		Requesting unit		
Employee Slip Personnel Clearance Draft Service Record		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application request for Secondment with attached MOA/Contract with	1. Receive/encodes details of request in the OAT Diliman document tracking	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman



<p>personnel clearance from Human Resource Development Office (HRDO)</p> <p>Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph</p>	1.1 Receive DTS and forwarded to concerned personnel			
	1.2 Encode and evaluate details of application to the OAT Diliman database	None	1 Hour	<i>Administrative Aide</i> OAT Diliman
	1.3 Draft/Finalize referral slip to Diliman Legal Office	None	1 Day	<i>Administrative Aide/ Director</i> OAT Director
	1.4 Forward Referral slip with attached secondment application with MOA for review	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
2. Wait for Diliman Legal Action	2. Diliman Legal Office receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Diliman Legal Office
	2.1 Diliman Legal Office review the application with the attached MOA/Contract	None	3 Days	<i>Assigned Lawyer</i> Diliman Legal Office
	2.2 Return MOA/Contract of secondment application with appropriate action to OAT Diliman	None	30 Minutes	<i>Releasing Personnel</i> Diliman Legal Office
3. Wait for OAT Diliman and OVCAA action	3. OAT Diliman receive secondment application from Diliman Legal Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	3.1 Evaluates/review application for OAT Diliman	None	1 Hour	<i>Administrative Aide</i> OAT Diliman



	Director initials/endorsement			
	3.2 Review evaluation of application for initials/endorsement of OAT Diliman Director, if found in order	None	2 Days	<i>Director</i> OAT Diliman
	3.3 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel</i> OAT Diliman
	3.4 OVCAA-Central Office receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OVCAA Central Office
	3.5 VCAA appropriate action on the request	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	3.6 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	3.7 OAT Diliman receive request from OVCAA-Central Office with VCAA action	None	30 Minutes	<i>Receiving Personnel</i> OAT Diliman
	3.8 Release application to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	3.8.1 Release application in the DTS			<i>Releasing personnel</i> OAT Diliman
4. Wait for Chancellors' appropriate action	4. Office of the Chancellor receive referral of endorsement with the attached secondment application and	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor



	MOA/Contracts from OAT Diliman			
	4.1 Chancellor's appropriate action on the request/ application	None	2 Days	<i>Chancellor OAT Diliman</i>
	4.2 Office of the Chancellor release application with appropriate action	None	30 Minutes	<i>Releasing personnel Office of the Chancellor</i>
5. Wait for the notice of approval	5. HRDO received approve application from Office of the Chancellor	None	30 Minutes	<i>Receiving personnel HRDO</i>
	5.1 HRDO release notice of approval of request	None	30 Minutes	<i>Releasing personnel HRDO</i>
6. Receive notice/copy of approved application	6. Requesting unit received notice/copy of approved request from HRDO	None	30 Minutes	<i>Receiving personnel Requesting Unit</i>
TOTAL:		None	9 Days, 8 Hours, 30 Minutes	

23. Memorandum of Agreement/Understanding and Contract of Awards (MOA/MOU teaching related only)

Processing and Review of Memorandum of Agreement/Understanding and Contract of Awards (MOA/MOU teaching related only)

Office or Division:	Office for the Advancement of Teaching (OAT) Diliman	
Classification:	Highly Technical	
Type of Transaction:	Government to Government/ Government to Business	
Who may avail:	UP CUs and other Academic entities/Institutions, Organizations, Faculty and similar entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter request addressed to Chancellor Implementation plan Draft MOA/MOU/Contracts of Awards Document Tracking System (DTS)		Requesting unit
Certification of no budgetary outlay		Requesting unit and Diliman Budget Office



CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with attached MOA/MOU and Contract of Awards with complete attachments Manual or Electronic submission at ovcaa.oatdiliman@up.edu.ph	1. Receive/encodes details of request in the OAT Diliman document tracking 1.1 Receive DTS and forwarded to concerned personnel	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode details of application to the OAT Diliman database	None	1 Hour	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice)</i> OAT Diliman
	1.3 Evaluate request for referral to Diliman Legal Office	None	2 Days	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice) / Director</i> OAT Diliman
	1.4 Forward Referral slip with attached with attached MOA/MOU/Contracts of award for review	None	1 Hour	<i>Releasing personnel</i> OVCA Central Office
2. Wait for Diliman Legal Action	2. Diliman Legal Office receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Diliman Legal Office
	2.1 Diliman Legal Office review the attached MOA/MOU/ Contract of award	None	3 Days	<i>Assigned Lawyer</i> Diliman Legal Office
	2.2 Return MOA/MOU/Contract of award with appropriate action to OAT Diliman	None	30 Minutes	<i>Releasing Personnel</i> Diliman Legal Office
3. Wait for OAT Diliman and OVCAA action	3. OAT Diliman receive secondment application from	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman



	Diliman Legal Office			
	3.1 Request Certificate of No Budgetary Outlay	None	3 Days	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice) / Director OAT Diliman</i> <i>Director Diliman Budget Office</i>
	3.2 Evaluates/review application for OAT Diliman Director initials/endorsement	None	1 Hour	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice) OAT Diliman</i>
	3.3 Review evaluation of application for initials/endorsement of OAT Diliman Director, if found in order with attached referral slip to partner university	None	2 Days	<i>Director OAT Diliman</i>
	3.4 Release/send referral slip to the partner university for signature of MOA/MOU/Contract of award	None	1 Day	<i>Releasing Personnel OAT Diliman</i> OVCAA Central Office (through LBC)
	3.5 Partner university receive MOA/MOU/ Contract of awards through LBC and after signature return the documents to OAT Diliman	None	10 Days	<i>Receiving Personnel / Releasing Partner University</i>
	3.6 OAT Diliman receive the MOA/MOU/ Contract of awards	None	30 Minutes	<i>Receiving Personnel OAT Diliman</i>



	with signature of partner university			
	3.7 Draft and finalize referral slip for VCAA initials/endorsement	None	2 Days	<i>Senior Project Assistant / Director OAT Diliman</i>
	3.8 Forward to OVCAA-Central Office for appropriate action	None	10 Minutes	<i>Releasing Personnel OAT Diliman</i>
	3.9 OVCAA-Central Office receive application from OAT Diliman for VCAA appropriate action	None	30 Minutes	<i>Receiving Personnel OVCAA Central Office</i>
	3.10 VCAA appropriate action on the request	None	2 Days	Vice Chancellor for Academic Affairs (VCAA)
	3.11 Return to OAT Diliman with action for releasing	None	10 Minutes	<i>Releasing Personnel OVCAA Central Office</i>
	3.12 OAT Diliman receive request from OVCAA-Central Office with VCAA action	None	30 Minutes	<i>Receiving Personnel OAT Diliman</i>
	3.13 Release application to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel OVCAA Central Office</i>
	3.13.1 Release application in the DTS			<i>Releasing personnel OAT Diliman</i>
4. Wait for Chancellors' appropriate action	4. Office of the Chancellor receive referral of endorsement with the attached MOA/ MOU/ Contract of Award from OAT Diliman	None	30 Minutes	<i>Receiving personnel Office of the Chancellor</i>
	4.1 Chancellor's appropriate action	None	3 Days	<i>Chancellor Office of the Chancellor</i>



	on the MOA/MOU/ Contract of awards			
	4.2 Office of the Chancellor release application with appropriate action	None	30 Minutes	<i>Releasing personnel Office of the Chancellor</i>
5. Wait for the notice of approval	5. OAT Diliman received signed MOA/MOU/ Contract of awards from Office of the Chancellor	None	30 Minutes	<i>Receiving personnel OAT Diliman</i>
	5.1 Notarization of MOA/MOU/ Contract of awards	None	3 Days	Authorized person
6. Wait for BOR approval	6. Draft and finalize referral of accomplished MOA/MOU for BOR approval	None	1 Day	<i>Senior Project Assistant for Faculty Affairs (Teaching Practice) / Director OAT Diliman</i>
	6.1 OAT Diliman Office release accomplished MOA/MOU/ Contract of awards to OSU	None	30 Minutes	<i>Releasing personnel OVCAA Central Office</i>
	5. Office of the Secretary (OSU) receive accomplished MOA/MOU/ Contract of awards from OAT Diliman	None	30 Minutes	<i>Receiving personnel Office of the Secretary</i>
3. Receive notice/copy of endorse MOA/MOU	3. Requesting unit received notice/copy of approved MOA/MOU	None	30 Minutes	<i>Receiving personnel Requesting Unit</i>
	TOTAL:	None	32 Days, 10 Hours, 30 Minutes	



Office of Field Activities (OFA)

Internal Services



1. Processing of OVCAA OFA Form No. 03 (Summary List of AFAs)

Assistance in the preparation, implementation, and monitoring of Academic Field Activities (AFAs)

Office or Division:	Office of Field Activities Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who May Avail:	UP Diliman Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OVCAA OFA Form No. 03 - Summary List of AFAs		Office of Field Activities Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required and signed OVCAA OFA Form No. 03 (Summary List of AFAs) to OFA 2 weeks prior to the official start of the semester	1. Receive the accomplished form	None	10 minutes	Receiving Personnel OFA Diliman
	1.1 Encode details on the database 1.2 Scan the whole set of documents for filing	None	20 minutes	Senior Research Associate OFA Diliman
2. Encode CRS remarks on CRS during enlistment	2. Verify CRS remark of the course with AFA on CRS website	None	30 minutes	Senior Research Associate OFA Diliman
TOTAL:		None	1 hour	



2. Processing of Internship Request Forms for the Semester (AFA Type 1A)

Assistance in the preparation, implementation, and monitoring of Internship, Practicum, or On-The-Job Training

Office or Division:	Office of Field Activities Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who May Avail:	UP Diliman Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OVCAA OFA Form No. 04 - Internship/Practicum Request Form		Office of Field Activities Diliman		
Internship Contract/Agreement with Internship Plan				
Parental/Legal Guardian Written Consent				
Approved MOA/MOU with Host Training Establishment (HTE)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting units submit the required and signed forms to OFA Diliman prior to the conduct of AFA	1. Receive the forms submitted by the requesting unit	None	10 minutes	Receiving Personnel OFA Diliman
	1.1 Review and encode the details on the database 1.2 Scan the documents for filing	None	20 minutes	Senior Research Associate OFA Diliman
TOTAL:		None	30 minutes	



3. Processing of Request Forms for Short-Term Academic Field Activities (AFA Types 1C, 2A, and 2B) and Long-Term Academic Field Activities (AFA Type 1B)

Assistance in the preparation, implementation, and monitoring of short-term and long-term academic field activities

Office or Division:	Office of Field Activities Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who May Avail:	UP Diliman Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OVCAA OFA Form No. 01 - AFA Request Form		Office of Field Activities Diliman		
OVCAA OFA Form No. 02 - Student Participation Agreement*				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit submits the required and signed OVCAA OFA Form No. 01 at least a month prior to the conduct of the AFA *OVCAA OFA Form No. 02 shall be kept by the faculty-in-charge for safekeeping and record	1. Receive the forms submitted by the requesting unit	None	10 minutes	Receiving Personnel OFA Diliman
	1.1 Review and encode the details on the database 1.2 Scan the whole set of documents for filing	None	20 minutes	Senior Research Associate OFA Diliman
TOTAL:		None	30 minutes	



4. Processing of Request Forms for On- and Off-Campus Independent Academic Field Activities (UPD AFA Type 4)

Assistance in the preparation, implementation, and monitoring of independent Academic Field Activities (AFAs)

Office or Division:	Office of Field Activities Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who May Avail:	UP Diliman Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OVCAA OFA Form No. 07 - Independent Academic Field Activity Request Form		Office of Field Activities Diliman		
OVCAA OFA Form No. 02 - Student Participation Agreement*				
OVCAA OFA Form No. 08 - Summary list of Students Participating in Academic Field Activity				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit submits the required and signed OVCAA OFA Forms No. 07 and 08 at least 2 weeks prior to the independent AFA	1. Receive the forms submitted by the requesting unit	None	10 minutes	Receiving Personnel OFA Diliman
*OVCAA OFA Form No. 02 shall be kept by the faculty-in-charge for safekeeping and record	1.1 Review and encode the details on the database 1.2 Scan the whole set of documents for filing	None	20 minutes	Senior Research Associate OFA Diliman
TOTAL:		None	30 Minutes	



5. Processing of Request Forms for International Academic Field Activities

Assistance in the preparation, implementation, and monitoring of independent Academic Field Activities (AFAs)

Office or Division:	Office of Field Activities Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who May Avail:	UP Diliman Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OVCAA OFA Form No. 01 - AFA Request Form		Office of Field Activities Diliman		
OVCAA OFA Form No. 02 - Student Participation Agreement*				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit submits the required and signed OVCAA OFA Forms No. 01 at least 1 month prior to the conduct of AFA *OVCAA OFA Form No. 02 shall be kept by the faculty-in-charge for safekeeping and record	1. Receive the forms submitted by the requesting unit 1.1 Encode the details of the forms to the database 1.2 Scan the whole set of documents for filing 1.3 Prepare and print reference slip endorsing the international AFA to the VCAA through OILD Director 1.4 Endorse the reference slip to OFA Director for appropriate action	None	30 minutes	Senior Project Assistant OFA Diliman
	1.5 Review and sign for appropriate action	None	2 days	Director OFA Diliman



	1.6 Endorse documents to the VCAA through OILD	None	Pause-clock	Senior Project Assistant OFA Diliman
	1.7 Receive approved international AFA from OVCAA Central Office 1.7.1 Encode details of the forms to the database 1.7.2 Prepare and print reference slip endorsing the approved international AFA to the requesting unit 1.7.3 Endorse reference slip to OFA Director for endorsement of the approved international AFA to the requesting unit	None	30 minutes	Senior Project Assistant OFA Diliman
	1.8 Review and sign for appropriate action	None	2 days	Director OFA Diliman
	1.9 Return the approved international AFA request form to the requesting unit	None	1 day	Senior Project Assistant OFA Diliman
	TOTAL:	None	5 days, 1 hour	

6. Processing of Request from Academic Units for Conduct of Seminars and Workshops on Academic Field Activities

Discussion of policies and guidelines in conducting of Academic Field Activities (AFAs)

Office or Division:	Office of Field Activities Diliman
Classification:	Simple
Type of Transaction:	Government to Government



Who May Avail:	UP Diliman Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for OFA Diliman to conduct an orientation	1. Receive the request letter 1.1 Endorse to OFA Director for appropriate action	None	30 minutes	Senior Project Assistant OFA Diliman
	1.2 Review for appropriate action	None	2 days	Director OFA Diliman
TOTAL:		None	2 days, 30 minutes	



Office of International Linkages Diliman (OILD)

Internal Services



1. Request for Study Leave/Special Detail for >30 Days (Abroad)

Faculty or REPS applying for study leave or special detail of more than thirty (30) days

Office or Division:	Office of International Linkages (OIL) Diliman-OVCAA			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UPD Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Study Leave/Special Detail (New) Application Form Study program/plan and Gantt chart of activities; must be endorsed by Dean and program adviser in host institution Study Leave/ Special Detail Contract Suretyship Contract		UPD Office of International Linkages Website		
Cover letter addressed to Chancellor through Channels summarizing the details of the requested study leave and your short-, medium-, and long-term ^[2] goals after the program in relation to unit's programs; must be endorsed by Chair/Director (if applicable) and Dean Letter of intention to render service obligation; must be endorsed by Chair/Director (if applicable) and Dean Letter of intention to renew the temporary appointment (if applicable); must be endorsed by Chair/Director (if applicable) and Dean		UPD Faculty/REPS; UPD Implementing Unit		
Proof of acceptance to program (Invitation letter/acceptance offer from host institution) Proof of source of funding (if applicable)		Host University/International University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application electronically with HRDO personnel clearance to oild_facultymobility.upd@up.edu.ph	1. Receives application	None	1 Hour	<i>Receiving Personnel</i> OIL Diliman Academic and Administrative Staff Mobility Personnel
	1.1 Evaluate application for FRIMC action	None	3 Days	
	1.2 FRIMC Evaluates	None	10 Days	



	1.3 Draft letter of notices	None	1 Day	<i>Releasing Personnel</i> Academic and Administrative Staff Mobility Personnel <i>Receiving Personnel</i> OVCAA None 1 Hour None 2 Hours <i>Releasing Personnel</i> <i>Receiving Personnel</i> Academic and Administrative Staff Mobility Personnel <i>Releasing Personnel</i> Academic and Administrative Staff Mobility Personnel
	1.3.1 Forward endorsed notice and application to OVCAA	None	1 Day	
	1.4 OVCAA receives letter and application of VCAA	None	1 Day	
	1.4.1 For VCAA appropriate action			
	1.4.2 OVCAA returns to OIL Diliman endorsed letter and application	None	1 Day	
	1.5 Receives application	None	1 Day	
	1.5.1 Forward endorsed application for Chancellor's action with referral			
2. Receive notification of endorsement from OIL Diliman	2. Notify requesting faculty/ reps on FRIMC action	None	1 Day	<i>Academic and Administrative Staff Mobility Personnel</i> OIL Diliman
	2.1 OC receives endorsed application	None	1 Day	



	2.1.1 Chancellor approves endorsed application	None	7 Days	<i>Receiving Personnel Office of the Chancellor</i>
	2.1.2 OC forwards approved application to HRDO	None	1 Day	Office of the Chancellor
	2.2 HRDO receives approved application from OC	None	1 Day	<i>Releasing Personnel Office of the Chancellor</i>
	2.2.1 HRDO drafts letter of notification for applicant	None	3 Days	<i>Receiving Personnel Human Resources Development Office</i>
	(if applicable) to client, for appropriate action (i.e. incorporate suggested revisions, clarify matters, etc.)			Scholarship and Benefits Section
3. Receives notification from HRDO	3. HRDO releases notification of approved request and contract for notarization	None	1 Day	<i>Releasing Personnel Scholarship and Benefits Section</i> HRDO
4. Submit notarized contract to HRDO	4. HRDO receives notarized contract	None	7 Days	<i>Receiving Personnel Human Resources Development Office</i>
TOTAL:		None	40 Days	



2. Request for funding under the UP System Faculty, REPS and Admin Staff Development Program (UP FRASDP)

International institutions request for the arrangement of exploratory meetings with UPD units/offices

Office or Division:	Office of International Linkages (OIL) Diliman-OVCAA			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Faculty/Master Students/PhD Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished OVPAA FRASDP Form (Master's and/or PhD Fellowship, Short Term-Training Program) Required Attachment for the OVPAA Application (see application form)		Office of the Vice-President for Academic Affairs Download form at https://ovpaa.up.edu.ph/faculty-reps-and-administrative-staff-development-program/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application electronically with HRDO personnel clearance to oild_facultymobiliy.upd@up.edu.ph	1. Receives application	None	1 Hour	<i>Receiving Personnel</i> Academic and Administrative Staff Mobility Personnel
	1.1 Evaluate application for FRIMC action	None	3 Days	
	1.2 FRIMC Evaluates			
	1.3 Draft letter of notices	None	10 Days	
	1.3.1 Forward endorsed notice and application to OVCAA	None	1 Day	
	1.4 OVCAA receives letter and application of VCAA	None	1 Day	
	1.4.1 For VCAA appropriate action	None	1 Day	<i>Releasing Personnel</i> Academic and Administrative Staff Mobility Personnel
	1.4.2 OVCAA returns to OIL Diliman endorsed letter and application	None	1 Day	
	1.5 Receives application	None	1 Day	
	1.5.1 Forward endorsed application for Chancellor's action with referral	None	1 Hour	<i>Receiving Personnel</i> OVCAA



		None	2 Hours	Academic and Administrative Staff Mobility Personnel <i>Releasing Personnel</i> Academic and Administrative Staff Mobility Personnel <i>Receiving Personnel</i> Academic and Administrative Staff Mobility Personnel
2. Receive notification of endorsement from OIL Diliman	2. Notify requesting faculty/ reps on FRIMC action	None	1 Day	<i>Releasing Personnel</i> Academic and Administrative Staff Mobility Personnel
	2.1 OC receives endorsed application			
	2.1.1 Chancellor recommends approval of application	None	1 Day	
	2.1.2 OC forwards application to OVPAA	None	7 Days	<i>Receiving Personnel</i> Office of the Chancellor
	2.2 OVPAA receives endorsed application from OC	None	1 Day	
	2.2.1 OVPAA Committee on UP Faculty, REPS and Admin Staff Development Program evaluates	None	1 Day	<i>Releasing Personnel</i> Office of the Chancellor
	2.2.2 OVPAA endorses to OP	None	10 Days	
	2.3 OP receives endorsed application			
	2.3 OP approves endorsed application			<i>Receiving Personnel</i> Office of the Vice-President for Academic Affairs
	2.3.1 OP returns approved application to OVPAA	None	1 Day	
2.4 OVPAA receives approved application	None	1 Day		



	and drafts letter notice	None	1 Day	OVPAA FRASDP Committee
		None	1 Day	<i>Releasing Personnel OVPAA</i>
		None	1 Day	<i>Receiving Personnel Office of the President</i>
				Office of the President
				<i>Releasing Personnel OP</i>
				<i>Receiving Personnel OVPAA</i>
3. Receives notice of approval from OVPAA	3. OVPAA releases notice of approval of request to applicant and other concerned offices (e.g. Budget Office, OIL Diliman, Home Unit of Applicant, OSU, etc.) and contract for notarization	None	1 Day	<i>Releasing Personnel OVPAA</i>
4. Submit notarized contract to HRDO	4. OVPAA receives notarized contract	None	7 Days	<i>Receiving Personnel OVPAA</i>
TOTAL:		None	50 Days (EXCLUDING time processing of voucher and release of funds)	



3. Request for Processing of Fellowship, Grants and Scholarships Contracts (UP Funded and/or from different organizations e. g. CHED, PCIEERD, etc.)

Faculty and/or REPS awarded with grants, scholarships or grants request to facilitate signing of their contracts

Office or Division:	Office of International Linkages (OIL) Diliman-OVCAA			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Endorsement from Dean/Head of UPD Unit/Office addressed to the UPD Chancellor Letter of certification of no budgetary outlay/with budgetary outlay from the University		UPD Implementing Unit		
Hard copy of proposed fellowship grant contract draft, reviewed and endorsed by the UPD Implementing Unit Soft copy of proposed draft fellowship contract, reviewed and endorsed by the UPD Implementing Unit		Award giving institution or organization		
Certification of No Special Budgetary Outlay / Certification of Budgetary Outlay (whichever is applicable) issued by the UP Diliman Budget Office; (if with budgetary outlay – attach approved budget request)		UPD Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit draft MOA/MOU	1. Receive the MOA/MOU n to Diliman Budget Office	None	1 Day	<i>Receiving personnel</i>
	1.1 endorse documents and for appropriate action		1 Day	<i>Director OIL Diliman</i>
	1.2 Refer MOA/MOU to Diliman Budget Office	None	5 Day	<i>Receiving personnel Diliman Budget Office</i>
	1.2.1 Issuance of budget Certification (2 days)			<i>Diliman Budget Director</i>
	1.3 Receive certification from Diliman Budget Office	None	1 Day	<i>Receiving personnel OIL Diliman</i>



	1.4. Endorse MOA/MOU to Diliman Legal Office	None	Pause-clock	<i>Director OIL Diliman</i>
	1.5 Receive the MOA/MOU revisions	None	30 Minutes	Receiving personnel OIL Diliman
	1.5.1 Review comments/recommendations and relay to the implementing unit/college if there are revisions		1 Day, 10 Minutes	<i>Academic and Administrative Staff Mobility Personnel</i>
	1.5.2 If there are no revisions, endorse to implementing unit/academic unit for signature of authorized signatories		3 Days	<i>Director OIL Diliman</i>
2. Receives MOA/MOU for appropriate action	2. Forwarded MOA/MOU to requesting unit for revisions, if needed.	None	Pause-clock	<i>Requesting unit</i>
Submit final MOU/MOA to OIL Diliman	Receive MOA/MOU	None	1 Day	<i>Receiving personnel OIL Diliman</i>
	3.1 Endorse documents to VCAA for appropriate action	None	1 Day	<i>Director OIL Diliman</i>
	3.2 OVCAA Central Office receives documents for endorsement of the VCAA	None	1 Day	<i>Receiving personnel OVCAA Central Office</i>
	3.2.1 Endorses MOA/MOU for signature of the Chancellor	None	1 Day	Vice Chancellor for Academic Affairs
	3.2.2 Releases MOA/MOU for signature of the Chancellor	None	1 Day	Releasing personnel OVCAA Central Office
	3.3 OC receives MOU/MOA for signature	None	1 Day	Receiving personnel Office of the Chancellor



	3.3.1 Chancellor signs MOU/MOA	None	Pause-clock	Office of the Chancellor Chancellor
	3.3.2 OC releases to OIL Diliman signed MOU/MOA	None	1 Day	Releasing personnel Office of the Chancellor
	3.4 OIL Diliman receives signed MOU/MOA	None	1 Day	Receiving personnel OIL Diliman
Receives MOA/MOU for notarization:	4. Forward to requesting unit for notarization	None	Pause-clock	Requesting unit
5.Returns notarized MOU/MOA	5. Endorse MOA/MOU for BOR confirmation	None	Pause-clock	<i>Director</i> OIL Diliman
TOTAL:		None		

4. Request for Processing of Memorandum of Understanding (MOU) / Memorandum of Agreement (MOA) between UP Diliman and International Institution

Request of UP Diliman implementing unit to process MOU/MOA between UPD and International Institution

Office or Division:	Office of International Linkages (OIL) Diliman-OVCAA	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Units/Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Endorsement from Dean/Head of UPD Unit/Office addressed to the UPD Chancellor (1 original) 2. Hard copy of proposed MOU/MOA draft, reviewed and endorsed by the UPD Implementing Unit (1 original)		UPD Implementing Unit (client)
3. Soft copy of proposed MOU/MOA draft, reviewed and endorsed by the UPD Implementing Unit emailed to oil_partnerships.upd@up.edu.ph (1 soft copy)		Templates may be secured from OIL Diliman website / partner institution, but must be updated and reviewed by UPD Implementing Unit (client)



4. Expired/Expiring MOU/MOA with the international institution, if applicable (1 original)		OIL Diliman – Partnership and Communications Section or UPD Implementing Unit (client)		
5. Accomplished MOU/MOA Activity Implementation Plan Form (1 original)		OIL Diliman website		
6. Certification of No Special Budgetary Outlay / Certification of Budgetary Outlay (whichever is applicable) issued by the UP Diliman Budget Office (1 original)		UPD Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of required documents to OIL Diliman for processing	1 OIL Diliman receives the request to process MOU/MOA	None	15 Minutes	<i>Receiving Personnel</i> OIL Diliman
	1.1 OIL Diliman receiving personnel refers the request to the Partnership and Communications Section	None	4 Hours	<i>Receiving Personnel</i> OIL Diliman
	1.2 OIL Diliman reviews contents of MOU/MOA and supporting documents	None	3 Days	Partnership and Communication s Personnel, OIL Diliman
	1.3 OIL Diliman prepares cover letter/referral slip with comments to the following offices/units: - UP Diliman Legal Office for legal review - Office of the Vice-Chancellor for Research and Development (OVCRD) for review of intellectual property provisions (if applicable) -Other UPD unit/s (if applicable)	None	2 Days	Partnership and Communication s Personnel OIL Diliman



	1.4 OIL Diliman Director endorses the comments and signs the cover letter(s)/referral slip(s)	None	1 Day	Director OIL Diliman
	1.5 DLO, OVCRD (if applicable), and other UPD unit/s (if applicable) reviews the proposed MOU/MOA and writes cover letter/referral slips with comments on the draft MOU/MOA and sends to OIL Diliman	None	20 Days	UP Diliman Legal Office, Office of the Vice-Chancellor for Research and Development (if applicable), Other UPD Unit/s (if applicable)
	1.6 OIL Diliman receives the comments of DLO, OVCRD (if applicable), and other UPD unit/s (if applicable) and refers to Partnership and Communications Section	None	4 Hours	<i>Receiving Personnel</i> OIL Diliman
	1.7 Partnership and Communications Section reviews all comments, consolidates into a letter/referral slip, for client, for appropriate action (i.e. incorporate suggested revisions, clarify matters, etc.)	None	3 Days	Partnership and Communication s Personnel, OIL Diliman
	1.8 OIL Diliman Director endorses the consolidated comments and signs the cover letter/referral slip	None	1 Day	Director OIL Diliman



2. Receive letter/email from OIL Diliman	2. Release cover letter/email with recommendations to client	None	1 Day	Partnership and Communication s Personnel, OIL Diliman
2.1 Carry out appropriate action as recommended by OIL Diliman, DLO, and OVCRD (if applicable) i.e. Update and consult international partner on developments Consider/ incorporate suggested revisions to MOU/MOA Address matters that need clarification		None	Pause-clock	
3. Submit updates to OIL Diliman for further processing	3. OIL Diliman receives update from client and refers to Partnership and Communications Section	None	15 minutes	<i>Receiving Personnel</i> OIL Diliman
	3.1 OIL Diliman receiving personnel refers update to Partnership and Communications Section	None	4 Hours	<i>Receiving Personnel</i> OIL Diliman
	3.2 Partnership and Communications Section reviews the updated MOU/MOA draft and prepares cover letter/referral slip	None	3 Days	Partnership and Communication s Personnel OIL Diliman
	3.3 OIL Diliman Director endorses the updated MOU/MOA with	None	1 Day	Director OIL Diliman



	OIL Diliman comments (if applicable) to DLO, OVCRD (if applicable), and other unit/s (if applicable)			
	<p>3.4 The following offices receive the updated MOU/MOA from OIL Diliman:</p> <ul style="list-style-type: none"> -DLO for legal review - OVCRD for intellectual property provisions (if applicable) - other UPD unit/s (if applicable) 	None	7 Days	UP Diliman Legal Office, Office of the Vice-Chancellor for Research and Development (if applicable), Other UPD Unit/s (if applicable)
	3.5 OIL Diliman consolidates comments of DLO, OVCRD (if applicable), OIL Diliman, and other UPD unit/s (if applicable)	None	3 Days	Partnership and Communications Personnel, OIL Diliman
4. Receive letter/email from OIL Diliman	4. OIL Diliman Director endorses consolidated comments to client, for appropriate action	None	1 Day	Director OIL Diliman
4.1 If there are revisions that need to be incorporated, go back to step number 2.1				



<p>4.2 If no more revisions are needed, client prepares at least 3 hard copy sets of the finalized MOU/MOA and the head of the implementing unit signs all sets as witness</p>				
<p>4.2.1 Submit 3 hard copy sets of MOU/MOA signed by head of implementing unit to OIL Diliman; client must also email soft copy of finalized MOU/MOA to oild_partnerships.upd@up.edu.ph</p>	<p>4.2.1 OIL Diliman receives the hard copy sets of the MOU/MOA and endorses to DLO for their official stamp and initials on all pages</p>	<p>None</p>	<p>1 Day</p>	<p>Partnership and Communication s Personnel and Director, OIL Diliman</p>
	<p>4.2.2 DLO receives the hard copy sets of the MOU/MOA, affixes initials and official stamp on all pages, and returns to OIL Diliman</p>	<p>None</p>	<p>5 days</p>	<p>UP Diliman Legal Office</p>
	<p>4.2.3 OIL Diliman endorses the finalized MOU/MOA sets with the complete supporting documents to OVCAA for the Vice-Chancellor for Academic Affairs' initials and endorsement and forwards to the Office of the Chancellor (OC)</p>	<p>None</p>	<p>3 Days</p>	<p>Partnership and Communication s Personnel and Director, OIL Diliman Vice-Chancellor for Academic Affairs</p>
	<p>4.2.4 OC reviews the MOU/MOA, checks if all supporting documents are complete, and the</p>	<p>None</p>	<p>5 Days</p>	<p>Partnership and Communication s Section, OIL Diliman Office of the Chancellor</p>



	Chancellor affixes signatures on the MOU/MOA. Thereafter, OC returns all documents to OIL Diliman			
	4.2.5 OIL Diliman receives MOU/MOA duly signed by Chancellor and refers it to Partnership and Communications Section.	None	4 Hours	Receiving Personnel OIL Diliman Partnership and Communications Section, OIL Diliman
	4.2.6 OIL Diliman arranges for courier pick-up of the documents to be sent to the international institution for their signature	None	2 Days	Partnership and Communications Personnel OIL Diliman
	4.2.7 OIL Diliman waits to receive at least 2 sets of the signed MOU/MOA by both parties	None	Pause-clock	Partnership and Communications Personnel OIL Diliman
	4.2.8 OIL Diliman endorses the signed MOU/MOA to a Notary Public for notarization	None	3 Days	Partnership and Communications Personnel OIL Diliman
5. Receive one original set of duly-signed and notarized MOU/MOA from OIL Diliman	5. OIL Diliman transmits a certified true copy to the client for their records	None	2 Days	Partnership and Communications Personnel and Director OIL Diliman
	5.1 OIL Diliman endorses the duly-signed and notarized MOU/MOA to OC through OVCAA for Board of Regents (BOR) Confirmation, with	None	3 Days	Partnership and Communications Personnel and Director OIL Diliman Office of the Vice-Chancellor



	complete supporting documents			for Academic Affairs Office of the Chancellor
TOTAL:		None	72 Days and 30 minutes (excluding waiting time for signing of International Institution, and BOR confirmation process)	

5. Request for Processing of Memorandum of Understanding (MOU) / Memorandum of Agreement (MOA) between UP Diliman and International Institution **(NEW NORMAL VERSION)**

Request of UP Diliman implementing unit to process MOU/MOA between UPD and International Institution

Office or Division:	Office of International Linkages (OIL) Diliman-OVCAA		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Units/Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Endorsement from Dean/Head of UPD Unit/Office addressed to the UPD Chancellor (1 scanned original or electronically-signed document in pdf format)		UPD Implementing Unit (client)	
2. Soft copy of proposed MOU/MOA draft, reviewed and endorsed by the UPD Implementing Unit (1 soft copy file)			
3. Soft copy of proposed MOU/MOA draft, reviewed and endorsed by the UPD Implementing Unit emailed to oid_partnerships.upd@up.edu.ph (1 soft copy file)		Templates may be secured from OIL Diliman website / partner institution, but must be updated and reviewed by UPD Implementing Unit (client)	



4. Expired/Expiring MOU/MOA with the international institution, if applicable (soft copy file)		OIL Diliman – Partnership and Communications Section or UPD Implementing Unit (client)		
5. Accomplished MOU/MOA Activity Implementation Plan Form (1 scanned original or electronically-signed document in pdf format, 1 MS Excel sheet editable format, no signature)		OIL Diliman website		
6. Certification of No Special Budgetary Outlay / Certification of Budgetary Outlay (whichever is applicable) issued by the UP Diliman Budget Office (1 scanned original or electronically-signed certification in pdf format)		UPD Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of required documents to via email (oild_partnerships.upd@up.edu.ph) to OIL Diliman for processing	1 OIL Diliman receives the request to process MOU/MOA via email and acknowledges receipt of the email of the client	None	1 Day	Partnership and Communications Personnel, OIL Diliman
	1.1 OIL Diliman reviews contents of MOU/MOA and supporting documents	None	2 Days	Partnership and Communications Personnel, OIL Diliman
	1.2 OIL Diliman prepares electronic cover letter/referral slip with comments to the following offices/units: - UP Diliman Legal Office for legal review - Office of the Vice-Chancellor for Research and Development (OVCRD) for review of intellectual property provisions (if applicable) -Other UPD unit/s (if applicable)	None	1 Day	Partnership and Communications Personnel OIL Diliman
	1.3 OIL Diliman Director endorses the comments and electronically signs	None	1 Day	Director OIL Diliman



	the cover letter(s)/referral slip(s)			
	1.4 DLO, OVCRD (if applicable), and other UPD unit/s (if applicable) reviews the proposed MOU/MOA and writes cover letter/referral slips with comments on the draft MOU/MOA and sends to OIL Diliman	None	20 Days	UP Diliman Legal Office, Office of the Vice-Chancellor for Research and Development (if applicable), Other UPD Unit/s (if applicable)
	1.5 Partnership and Communications Section reviews all comments, consolidates into a letter/referral slip, for client, for appropriate action (i.e. incorporate suggested revisions, clarify matters, etc.)	None	2 Days	Partnership and Communication s Personnel, OIL Diliman
	1.6 OIL Diliman Director endorses the consolidated comments and electronically signs the cover letter/referral slip	None	1 Day	Director OIL Diliman
2. Receive email from OIL Diliman	2. Release electronic cover letter/email with recommendations to client	None	1 Day	Partnership and Communication s Personnel, OIL Diliman
2.1 Carry out appropriate action as recommended by OIL Diliman, DLO, and OVCRD (if applicable) i.e. Update and consult international partner on developments Consider/ incorporat		None	Pause-clock	



<p>e suggested revisions to MOU/MOA</p> <p>Address matters that need clarification</p>				
3. Submit updates to OIL Diliman for further processing	3. OIL Diliman receives update from client	None	1 Day	Partnership and Communications Personnel, OIL Diliman
	3.1 Partnership and Communications Section reviews the updated MOU/MOA draft and prepares cover letter/referral slip	None	2 Days	Partnership and Communications Personnel OIL Diliman
	3.2 OIL Diliman Director endorses the updated MOU/MOA with OIL Diliman comments (if applicable) to DLO, OVCRD (if applicable), and other unit/s (if applicable)	None	1 Day	Director OIL Diliman
	3.3 The following offices receive the updated MOU/MOA from OIL Diliman: -DLO for legal review - OVCRD for intellectual property provisions (if applicable) - other UPD unit/s (if applicable)	None	5 Days	UP Diliman Legal Office, Office of the Vice-Chancellor for Research and Development (if applicable), Other UPD Unit/s (if applicable)
	3.4 OIL Diliman consolidates comments of DLO, OVCRD (if applicable), OIL Diliman, and other UPD unit/s (if applicable)	None	2 Days	Partnership and Communications Personnel, OIL Diliman
4. Receive email from OIL Diliman	4. OIL Diliman Director endorses consolidated	None	1 Day	Director OIL Diliman



	comments to client, for appropriate action			
4.1 If there are revisions that need to be incorporated, go back to step number 2.1				
4.2 If no more revisions are needed, client informs OIL Diliman if the MOU/MOA will be signed in hard copies with wet signatures, or electronically with e-signatures				
4.2.1.a If MOU/MOA will be processed in physical copies, client must submit 3 hard copy sets of MOU/MOA with wet signatures of head of implementing unit to OIL Diliman; client must also email soft copy of finalized MOU/MOA to oil_partnerships_upd@up.edu.ph 4.2.1.b. If MOU/MOA will be signed electronically, client must email the pdf file of MOU/MOA bearing the electronic signature of the head of implementing unit	4.2.1 OIL Diliman receives the hard copy sets bearing the wet signatures of the head of the implementing unit (if physical copies), or pdf file (if electronic processing) of the MOU/MOA and endorses to DLO for their official stamp and initials on all pages	None	1 Day	Partnership and Communication s Personnel and Director, OIL Diliman



to OIL Diliman (note that the final pdf version of the MOU/MOA will come from OIL Diliman)				
	4.2.2 DLO receives the hard copy sets or pdf file of the MOU/MOA, affixes initials and official stamp (physical or electronic) on all pages, and returns to OIL Diliman	None	5 Days	UP Diliman Legal Office
	4.2.3 OIL Diliman endorses the finalized MOU/MOA sets with the complete supporting documents to OVCAA for the Vice-Chancellor for Academic Affairs' initials and endorsement and forwards to the Office of the Chancellor (OC)	None	3 Days	Partnership and Communication s Personnel and Director, OIL Diliman Vice-Chancellor for Academic Affairs
	4.2.4 OC reviews the MOU/MOA, checks if all supporting documents are complete, and the Chancellor affixes signatures on the MOU/MOA. Thereafter, OC returns all documents to OIL Diliman	None	5 Days	Partnership and Communication s Section, OIL Diliman Office of the Chancellor
	4.2.5 OIL Diliman arranges for courier pick-up of the documents to be sent to the international institution for their signature (if physical signing); OR OIL Diliman emails the signed electronically-signed pdf file of the MOU/MOA to the International Institution for their electronic	None	2 Days	Partnership and Communication s Personnel OIL Diliman



	signing (if electronic signing)			
	4.2.6 OIL Diliman waits to receive at least 2 hard copy sets or 1 pdf file of the signed MOU/MOA by both	None	Pause-clock	Partnership and Communication s Personnel OIL Diliman
	4.2.7 OIL Diliman endorses the signed MOU/MOA to a Notary Public for notarization (for physically-signed MOU/MOA)	None	3 Days (or will depend on availability of Notary Public for UPD)	Partnership and Communication s Personnel OIL Diliman
5. Receive one original set of duly-signed and notarized (if physically-signed) or pdf file of MOU/MOA electronically-signed by both parties from OIL Diliman	5. OIL Diliman transmits a certified true copy/one original set to the client for their records (if physically signed) or pdf file of the MOU/MOA electronically-signed by both parties (if electronic signing)	None	1 Days	Partnership and Communication s Personnel and Director OIL Diliman
	5.1 OIL Diliman endorses the duly-signed and notarized MOU/MOA to OC through OVCAA for Board of Regents (BOR) Confirmation, with complete supporting documents	None	3 Days (or will depend on availability of Notary Public for UPD)	Partnership and Communication s Personnel and Director OIL Diliman Office of the Vice-Chancellor for Academic Affairs Office of the Chancellor
	TOTAL:	None	64 Days (excluding waiting time for signing of International Institution, and BOR confirmation process)	



Office of the University Registrar (OUR)

Internal Services



1. CRS HelpDesk Support

The HelpDesk is a system that handles all CRS-related concerns

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UPD Colleges and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Supporting documents - any document to provide proof of a client's claim		1. Company ID, School ID, LTO, DFA, GSIS, etc. 2. Approved appeals, Certificate of Attendance / Non- Attendance, Certificate of Class Dissolution, Form 26, Form 26A, Form 5, LOA Form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask support regarding CRS concern through email (support@crs.upd.edu.ph), telephone or walking in	1. Provide support through emails, telephone calls and entertain walk-in clients regarding CRS related issues and concerns.	None	1 Day	Support Staff AISS
TOTAL:		None	1 Day	



2. Faculty Account Activation

Faculty Account is a CRS role that has permissions to modules only available to faculty members.

Office or Division:	Academic Information System Section (AISS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty members, Departments and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty appointment (active) from HRDO		HRDO, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Faculty Status Activation in CRS	1. Grant Faculty Status	None	15 Minutes	<i>Support Staff</i> AISS
TOTAL:		None	15 Minutes	

3. Issuance of True Copy of Grades (TCG) for Foreign Exchange Students and K-12 CHED Scholars

Issued to partner universities abroad for academic record purposes and scholarships

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Office of International Linkages Diliman (OILD), Office of the Vice Chancellor for Research and Development (OVCRD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Signed authorization from the student 3. UP Form 5		1. OILD / OVCRD 2. Student 3. Student		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at G/F, OSSD or email it to onestop.our@upd.edu.ph	1. Receive requirements and print TCG	None	3 Minutes	<i>Student Athletes Records Examiner</i> OSSD
	1.1 Check TCG then sign initials	None	4 Minutes	<i>Student Records Evaluator III</i> OSSD
	1.2. Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
2. Claim the TCG or receive via email	2. Release/ email the TCG	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	1 Day, 9 Minutes	

4. Issuance of University Admission Slip (Online)

A. NEW GRADUATE STUDENT (PHD/ MASTERAL/ DIPLOMA/ NON-DEGREE – GRADUATE STUDENTS) and NEW JURIS DOCTOR

Issuance of University Admission Slip to newly admitted graduate, non-degree and new juris doctor for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UPD Colleges	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. College Admission Slip (Form 002) 2. Student Directory with 2x2 photo (2 copies) 3. Medical Certificate from UP Health Service (Fit to enroll)		1 to 9 Accepting College



<p>4. Plan of study (for graduate students only)</p> <p>5. PSA Birth Certificate(original copy)</p> <p>6. PSA Marriage Certificate (original, if married)</p> <p>7. Honorable Dismissal/Transfer credential – if from other school/university</p> <p>8. Transcript of records used for evaluation duly signed by the College SRE/College Secretary</p> <p>9. Permit to Transfer (if previously enrolled in another graduate program within Diliman)</p> <p>10. Official Transcript of Records with remarks “Copy for UP Diliman” (in a sealed envelope)</p> <p>11. Certificate of Eligibility (for New Juris Doctor)</p>	<p>10. Last school/university attended prior to admission to UP Diliman</p> <p>11. AS, OUR</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via Google drive provided by the AS	1. Receive, check, evaluate all required documents 1.1 Process University Admission Slip (UAS), CRS Temporary Account (if needed), Certificate of Eligibility (for New Juris Doctor), Request for OTR (if needed)	None	15 Minutes	<i>Student Records Evaluator AS</i>
2. Receive UAS via Google drive	2. Upload UAS via Google drive	None	5 Minute	<i>Student Records Evaluator AS</i>
TOTAL:		None	20 Minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via Google drive provided by the AS	1. Receive, check, evaluate all required documents 1.1 Process University Admission Slip (UAS), CRS Temporary Account (if needed), Request for OTR(if needed)	None	15 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS via Google drive	2. Upload UAS via Google drive	None	5 Minute	<i>Student Records Evaluator</i> AS
TOTAL:		None	20 Minutes	

C.READMISSION FROM ABSENCE WITHOUT LEAVE (AWOL)

Issuance of University Re-admission Slip to readmitted students from AWOL for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College readmission slip (Form 002) 2. Official receipt for AWOL fee (P225.00) 3. Medical Certificate from UP Health Service (if AWOL for more than 1 semester) 4. Student Directory		1-4 Accepting College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all requirements via Google drive provided by the AS	1. Receive, check, evaluate all required documents 1.1 Process University Admission Slip (UAS), CRS Temporary Account (if needed)	None	15 Minutes	<i>Student Records Evaluator AS</i>
2. Receive UAS via Google drive	2. Upload UAS via Google drive	None	5 Minute	<i>Student Records Evaluator AS</i>
TOTAL:		None	20 Minutes	

D. SHIFTEES WITHIN COLLEGE (S1), SHIFTEES WITHIN DILIMAN (S2), and CHANGE PROGRAM FROM CERTIFICATE/ASSOCIATE IN ARTS PROGRAM TO BACHELOR

Issuance of University Admission Slip to admitted students who shifted to another program for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail	UPD Colleges	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



SHIFTEES WITHIN COLLEGE (S1) 1. College admission slip (Form 001) 2. Student directory 3. True copy of grades used for evaluation SHIFTEES WITHIN DILIMAN (S2) 1. College admission slip (Form 001) 2. Student directory 3. True copy of grades used for evaluation 4. Permit to transfer CHANGE PROGRAM FROM CERTIFICATE/A.A. PROGRAM TO BACHELOR 1. College admission slip (Form 001) 2. Student directory		Accepting College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via Google drive provided by the AS	1. Receive, check, evaluate all required documents 1.1 Process University Admission Slip (UAS	None	15 Minutes	<i>Student Records Evaluator AS</i>
2. Receive UAS via Google drive	2. Upload UAS via Google drive	None	5 Minute	<i>Student Records Evaluator AS</i>
TOTAL:		None	20 Minutes	

E. TRANSFEREES FROM OTHER UP UNITS (BACHELOR PROGRAMS) - T1

Issuance of University Admission Slip to newly admitted transferees from constituent universities for registration purposes

Office or Division:	Admissions Section (AS), Office of the University Registrar
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	UPD Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College admission slip (Form 002) 2. Student Directory 3. Two (2) 2x2 photos 4. Medical Certificate from UP Health Service (Fit to enroll) 5. PSA Birth Certificate(original copy) 6. PSA Marriage Certificate (original, if married) 7. True copy of grades used for evaluation duly signed by the College SRE/College Secretary 8. Official Transcript of Records with remarks "Cleared as of _____)"- in a sealed envelope 9. Certificate of NSTP Serial Number, if student has completed NSTP 1 & 2		1 to 7 Accepting College 8. Last school/university attended prior to admission to UP Diliman 9. Previous school/university		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via Google drive provided by the AS	1. Receive, check, evaluate all required documents 1.1 Process University Admission Slip (UAS), CRS Temporary Account (if needed), Request for OTR	None	15 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS via Google drive	2. Upload UAS via Google drive	None	5 Minute	<i>Student Records Evaluator</i> AS
TOTAL:		None	20 Minutes	

F. TRANSFEREES FROM OTHER SCHOOLS /UNIVERSITIES AND SECOND DEGREE (BACHELOR PROGRAMS) - T2

Issuance of University Admission Slip to newly admitted transferees from other schools/universities for registration purposes



G. FOREIGN FRESHMEN/TRANSFEREES/GRADUATE STUDENTS, VAAS PROGRAM, STUDENTS WITH SPECIAL NEEDS

Issuance of University Admission Slip to newly admitted students under the One Stop Student Desk for registration purposes

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	UPD Colleges	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>1. College Admission Slip 2. Form 137 & Form 138 (for freshmen) <u>Form 137</u> (with date of graduation & remarks: Copy for UP Diliman) Form 138 (with remarks: Promoted to College) <u>For Foreign School</u> – Official High School Transcript with date of graduation – Apostille/ Authenticated 3. Official Transcript of Records Local School: With remarks Copy for UP Diliman Foreign School: Apostille 4. Original PSA Birth Certificate or Foreign Birth Certificate 5. Medical Certificate from UHS 6. Student Directory with passport size photos (2 copies) 7. Honorable Dismissal / Transfer Credential/ Permit to Transfer, if applicable 8. SAT/GCE/IB Diploma (original)</p> <p><i>Additional Requirements:</i></p> <p><u>For Married Female</u> Original PSA Marriage Contract</p> <p><u>For Foreign Students</u> Study permit/Enrollment Permit TOEFL/IELTS (if Medium of Instruction of previous school is not English) Copy of Passport Student Insurance</p> <p><u>For Graduate Students</u></p>	<p>1 to 7 Accepting College</p> <p>8. College Board/Current School</p> <p>PSA</p> <p>OILD TOEFL/IELTS</p> <p>Student's government Insurance Company</p>



Plan of Study		Accepting College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via Google drive provided by the OSSD	1. Receive, check, evaluate all required documents 1.1 Process University Admission Slip (UAS), CRS Temporary Account (if needed), Request for OTR/F137(if needed)	None	15 Minutes	<i>Student Records Evaluator</i> OSSD
2. Receive UAS via Google drive	2. Upload UAS via Google drive	None	5 Minute	<i>Student Records Evaluator</i> OSSD
TOTAL:		None	20 Minutes	

5. Processing of Request for Monoblock Chair Rental

For UP Diliman offices requiring monoblock chairs for their event

Office or Division:	Administrative Section, Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of request signed by the Unit Head 2. UP ID		1. Requesting Party 2. HRDO, UP Diliman



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request at 2/F Administrative Section counter and present UP ID or email our.diliman@up.edu.ph	1. Receive and check letter/email; check availability of chairs	None	5 Minutes	<i>Administrative Assistant</i> Administrative Section
	1.1 Take action of the request, if approved, give/email the OUR-Admin Form No. 007 (Request for Monoblock Chair Rental) to the client, otherwise, inform client on the reason of disapproval	None	5 Minutes	<i>Administrative Officer</i> Administrative Section
2. Accomplish the form and process payment	2. Receive and check the form, record payment, and issue a photocopy of the form to the client for the rental details	PHP 5.00 per chair	20 Minutes	<i>Administrative Assistant</i> Administrative Section
3. Bring the form on the day of pick-up of chairs	3. Facilitate the pick-up of chairs	None	20 Minutes	<i>Administrative Assistant</i> Administrative Section
TOTAL:		PHP 5.00 per chair	50 Minutes	



6. Processing of UAAP Eligibility

Requirement for UAAP competition

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	College of Human Kinetics (CHK), UP Diliman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Form 5 2. UAAP Eligibility Form 3. Form 26A (Change of Matriculation), if applicable		1. Student 2. CHK, Varsity Office 3. Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit UP Form 5 and UAAP Eligibility Form	1. Receive the UP Form 5 and UAAP Eligibility Form	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
	1.1 Check and evaluate the UAAP Eligibility Form	None	10 Minutes	<i>Student Records Evaluator</i> OSSD
	1.2 Act on the Eligibility Form	None	1 Day	<i>University Registrar</i> OUR
2. Receive the approved UAAP Eligibility Form	2. Release the UAAP Eligibility Form	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	1 Day, 14 Minutes	



7. Statistical Data Request

A. Simple Statistical Data

Request for data that is available in the Computerized Registration System (CRS) that can be generated in a day or two

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter, record to database and forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
	1.3 Process requested data	None	1 Day, 4 Hours	<i>Information Systems Analyst III AISS</i>
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	<i>Information Systems Analyst III/ Support Staff AISS</i>



TOTAL:	None	2 Days, 4 Hours, 10 Minutes	
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B. Complex Statistical Data

Request for data that is available in the Computerized Registration System (CRS) that require advanced queries and processing that may require a week to process

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter, record to database and forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
	1.3 Process requested data	None	5 Days	<i>Information Systems Analyst III AISS</i>
2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	<i>Information Systems Analyst III/ Support Staff AISS</i>



TOTAL:	None	6 Days, 10 Minutes	
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C. Highly Technical Statistical Data

Request for data that is available in the Computerized Registration System (CRS) that involves complex queries and processing that may take more than a week to prepare

Office or Division:	Academic Information Systems Section (AISS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of data request at the 2/F Administrative Section or email our.diliman@up.edu.ph	1. Receive letter, record to database and forward to the University Registrar (UR) for action	None	5 Minutes	<i>Frontline Staff Administrative Section</i>
	1.1 Act on the request	None	1 Day	<i>University Registrar OUR</i>
	1.2 If approved, forward the request to AISS for processing	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
	1.3 Process requested data	None	19 Days	<i>Information Systems Analyst III AISS</i>



2. Claim or received via email the requested data	2. Release or email the requested data	None	3 Minutes	<i>Information Systems Analyst III/ Support Staff AISS</i>
TOTAL:		None	20 Days, 10 Minutes	



**University Library
(UL)
Internal Services**



1. Checking-In (Returning) of Library Books

A. Contactless Checking-In (Returning) of Library Books

A contactless mode of returning borrowed book (i.e. government property) in which the transaction will be verified by the library staff on a later date.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book for return		Requesting Party		
Fines when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If book is overdue, pay fines	1. Refer to <i>Payment of Fines Process (Mode of Payment: Direct Bank Deposit or Check)</i>			<i>Designated Special Collecting Officer</i> Main Library and College / Unit Libraries
Thru Courier:				
2. Thru Courier: Inform library via email of the book to be returned	2. Acknowledge email and coordinate arrival of package with staff on skeleton duty.	None	3 Minutes	
Thru Self Check-In Kiosk:				
2. Scan barcode or RFID of the book and print transaction receipt		None	3 Minutes	
Thru Drop-Box:				



2. Fill out the slip, logbook, or Google form for book returns.			3 Minutes	
3. Place book in the drop box for book return	3.1. Isolate the box containing the returned book	None	7 Days	<i>Library Personnel</i> Circulation Section, Main Library and College / Unit Libraries
	3.2. Sanitize book	None	3 Minutes	
	3.3. Verify status of book at the Integrated Library System and place book card	None	3 Minutes	
	3.4 If with issue, communicate with borrower If no issue, send confirmation email and shelve the book	None	10 Minutes	
4. Wait for update of status at the Integrated Library System and/or confirmation email		None	1 Minute	
TOTAL:			7 Days, 20 Minutes	



B. Regular Checking-In (Returning) of Library Books

A mode of returning a borrowed book (i.e. government property) in which the transaction is reflected in the library system real-time without the need for verification. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book for return		Requesting Party		
Fines when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If book is overdue, pay fines	1. Refer to <i>Payment of Fines Process (Mode of Payment: Cash)</i>			<i>Designated Special Collecting Officer</i> Main Library and College / Unit Libraries
2. Present book for return /check-in	2.1. Receive book for return / check-in	None	1 Minute	<i>Library Personnel</i> Circulation Section, Main Library and College / Unit Libraries
	2.2. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System	None	1 Minute	
	2.3. Enable RFID tag of book	None	1 Minute	
	2.4. Print receipt of book returned	None	1 Minute	



3. Receive Transaction (return/check-in) Receipt	3. Issue Transaction (return/check-in) Receipt	None	1 Minute	
TOTAL:			5 Minutes	

2. Checking-Out (Borrowing) of Artworks

Installed artworks at the Gonzalez Hall may be borrowed by other UP units or offices for certain period under some special arrangement. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 copy)		Requesting Party		
2. Terms of Reference		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in request letter and Terms of Reference to the Office of the University Librarian	1.1. Receives request letter and Terms of Reference	None	3 Minutes	<i>Receiving Personnel</i> Office of the University Librarian
	1.2. Approves request and finalize Terms of Reference	None	5 Days	<i>University Librarian</i>
2. Authorized representative of the borrowing unit conforms to the Terms of Reference	2. Checks the condition of the artwork and prepares it for release	None	7 Days	<i>Head Librarian</i> Special Collection Section, Main Library
3. Receives artwork	3. Releases the artwork	None	1 Hour	



TOTAL:	12 Days, 1 Hour, 3 Minutes
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3. Checking-Out (Borrowing) of Library Books

A. Contactless Checking-Out (Borrowing) of Library Books

A mode of borrowing books and other library resources (i.e. government property).

Office or Division:	University Library
Classification:	On-Site- Simple; Remote- Complex
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UP Students and UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For students- Copy of official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Copy of valid ID or appointment documents	Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office
UP Web Mail (preferably); or any email account	Information Technology Development Center
DilNet Account	UP Diliman Computer Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check Tuklas (URL: https://ds.mainlib.upd.edu.ph/) for the availability of book		None	5 Minutes	
2. Accomplish the Google Form or send email request to the Main Library section or college/unit library where the book is	2.1. Acknowledge the email request	None	10 Minutes	



located containing the following: Bibliographic details of the book; and Image of the proof of enrollment or employment				Library Personnel Circulation Section, Main Library and College / Unit Libraries
	2.2. Verify borrower's status at the Integrated Library System and confirm availability of the book	None	1 Minute	
	2.3. Obtain the book from physical location (i.e. on-site or remote storage facility)		10 Minutes (On-Site)	
			3 Days (Remote Storage Facility)	
	2.4. Inform borrower (via email) of the availability of the book		5 Minutes	
3. Confirm borrowing of book and intended pick-up arrangement	3.1. Scan barcode of book and check-out under the borrower's account		1 Minute	
	3.2. Deactivate RFID tag of book	None	1 Minute	
	3.3. Print receipt of book borrowed	None	1 Minute	
	3.4. Fill-up Book Card and stamp due date and countersign Due Date Slip and Book Card	None	2 Minutes	
4. Pick-up book on agreed date and arrangement	4. Verify identity of borrower or representative	None	5 Minutes	
TOTAL:			On-Site:	



	41 Minutes; Remote: 3 Days and 31 Minutes	
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B. Regular Checking-Out (Borrowing) of Library Books

A mode of borrowing books and other library resources (i.e. government property). May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UP Students and UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents	Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office
Duly Accomplished Book Card (UPL Form No. 121- in varying colors based on the type of resources and section or unit)	Main Library College / Unit Libraries
DilNet Account	UP Diliman Computer Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish book card with name, college and student / employee number		None	2 Minutes	
2. Hand in duly accomplished book card, the book to be borrowed, and valid ID (polaroid ID or temporary library card)	2.1. Receive book, duly accomplished book card, and valid ID	None	1 Minute	



	2.2. Scan ID and verify borrower's status at the Integrated Library System	None	1 Minute	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	2.3. Scan barcode of book and check-out under the borrower's account	None	1 Minute	
	2.4. Deactivate RFID tag of book	None	1 Minute	
	2.5. Stamp due date and counter sign Due Date Slip and Book Card	None	1 Minute	
	2.6. Print receipt of book borrowed	None	1 Minute	
	2.7. Issue receipt and book borrowed		1 Minute	
3. Receive book		None	1 Minute	
TOTAL:			10 Minutes	

4. Inter-Library Loan (ILL)

Through this arrangement, partner institutions and other constituent unit libraries of the UP Diliman Library may borrow library resources from one another. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library	
Classification:	Simple	
Type of Transaction:	Government to Citizen, Government to Government	
Who may avail:	Partner Institutions and Other Constituent Unit Libraries of UP	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid ID of representative		Company or institution ID
Request Letter or Endorsement Letter (1 copy)		Requesting Party
Duly Accomplished ILL Form (2 copies)		Main Library



		College / Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in request letter, ID, and 2 copies of duly accomplished ILL Form	1.1. Receive request and verifies identity of borrower	None	5 Minutes	Librarian Circulation Section, Main Library and College / Unit Libraries
	1.2. Check availability and status of book	None	10 Minutes	
	1.3. Approve request	None	35 Minutes	Head Librarian Main Library Sections or College / Unit Libraries
2. Fill-up Book Card	2.1. Scan barcode of the book to be checked-out under the account of the Head Librarian	None	5 Minutes	
	2.2. Deactivate RFID tag of book	None	1 Minute	
	2.3. Stamp with due date and sign the Due Date Slip, Book Card, and ILL Form	None	3 Minutes	Librarian Circulation Section, Main Library and College / Unit Libraries
3. Receives book and 1 copy of ILL Form	3. Issue 1 copy of ILL Form and book borrowed	None	1 Minute	
TOTAL:			1 Hour	



5. Issuance of Temporary Library Card (UPL Form No. 161a)

A student who has no ID (e.g. new student or one who has lost his ID), cross-registrant, special student, or a non-degree student may be issued a temporary ID (Green) by his college library. For students who were advised by the Office of the University Registrar, their temporary ID card is issued by the Main Library. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form-5 (or any proof of enrollment)		Office of the University Registrar		
Appointment Schedule for new ID		Office of the University Registrar		
3. 1" x 1" photo (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present <i>validated</i> Form-5 and appointment schedule for new ID	1. Compare and verify accuracy of information in the validated Form-5 and User Registration Form	None	3 Minutes	Library Personnel ID Validation Counter, Main Library and College / Unit Libraries
2. Fill-out Temporary ID card and attach 1x1 picture	2.1. Check for accuracy and completeness of information	None	5 Minutes	
	2.2. Set the date validity of the Temporary Library Card on the appointment date for new ID	None	1 Minute	
3. Receive Temporary Library Card	3. Issue Temporary Library Card (UPL Form No. 161a)	None	1 Minute	
TOTAL:			10 Minutes	



6. Payment of Fines

Settlement of obligations or fines for library books returned beyond due date. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Book		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present or email information and overdue date of book to the Special Designated Collecting Officer	1. Checks due date and assess fine	None	5 Minutes	<i>Designated Special Collecting Officer, Main Library and College / Unit Libraries</i>
2. Pay fine Modes of Payment: Cash Pay at University Library Cashier Direct Bank Deposit Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office	2. Issue Official Receipt and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	See table below	5 Minutes	



Check (Manager's Check Only) Payee: University Library, University of the Philippines Diliman				
3. Mode A: Present book and payment receipt to Section Mode B and C: Email image copy of the proof of payment.	3. Mode A: Receive book and payment receipt Mode B and C: Verify and acknowledge payment and coordinate with concerned section	None	10 Minutes	<i>Library Personnel</i> Circulation Section, Main Library and College / Unit Libraries
TOTAL:			20 Minutes	

TABLE OF FINES		
	Regular Circulation	Reserved
First Hour	Not Applicable	PHP 1.00
Succeeding Hour After the First Hour	Not Applicable	PHP 5.00
Whole Day	PHP 2.00 (Exclusive of Sundays and Holidays)	PHP 50.00 (Inclusive of Sundays and Holidays)



7. Payment for Lost Book/s

Settlement of obligations or fees resulting from loss of library books.

Office or Division:	University Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Formal Declaration of Lost Book/s (1 original signed copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present ID and Formally Declare Lost Book/s	1.1. Receive Formal Declaration of Lost Book/s and ID and verify information at Integrated Library System	None	5 Minutes	<i>Librarian</i> Circulation Section, Main Library and College / Unit Libraries
	1.2. Retrieve book card and inventory card	None	10 Minutes	
	1.3. Assess cost of fine	None	10 Minutes	
2. Pay fine Modes of Payment: Cash Pay at University Library Cashier Direct Bank Deposit	2. Issue Official Receipt and C. No Official Receipt will be issued. Validated Deposit Slip will	Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	5 Minutes	<i>Designated Special Collecting Officer</i> Main Library and College / Unit Libraries



<p>Account Name: UPD Revolving Fund</p> <p>Account Number: 3072-1006-96</p> <p>Branch: UP Diliman Ext. Office</p> <p>Check (Manager's Check Only)</p> <p>Payee: University Library, University of the Philippines Diliman</p>	<p>serve as proof of payment.</p>			
<p>3. Present Official Receipt or proof of payment to concerned section</p>	<p>3. Indicate in the book card and inventory card new book status (declared loss & paid) and OR number</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Librarian</i></p> <p>Circulation Section, Main Library and College / Unit Libraries</p>
<p>4. Receive ID, OR, and verify clearance at Integrated Library System and CRS Accounts</p>	<p>4.1. Clear student or employee from Delinquent Database and from CRS accountability module</p>	<p>None</p>	<p>10 Minutes</p>	
	<p>4.2. Report new book status to the Cataloging and Metadata Section</p>	<p>None</p>	<p>5 Minutes</p>	
	<p>4.3. Change status at Integrated Library System and at Union Shelf List</p>	<p>None</p>	<p>7 Minutes</p>	
<p>TOTAL:</p>			<p>57 Minutes</p>	



8. Registration for Library Access (UPL Form No. 144a)

On designated days of the week, the University Library Diliman accepts visitors/non-UP researchers including UP alumni, former UP faculty and staff; graduate students from other schools; government and private researchers; and, in a number of libraries, undergraduate students from other schools. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Non-UP Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For UP Alumni:				
1. Valid ID with picture		Requesting Party		
2. Proof of program completion or graduation from UP		Office of Alumni Relations Office of the University Registrar Respective College / Units		
3. 1" x 1" photo (1 original copy)		Requesting Party		
For Non-UP Users:				
1. Valid ID with picture		Requesting Party		
2. Referral or Request Letter (1 original copy)		Sending Institution or Requesting Party		
3. 1" x 1" photo (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral letter or proof of program completion	1. Verify identity of client and validity of ID and letter or proof of program completion	None	10 Minutes	Library Personnel College / Unit Libraries
2. Accomplish Special Registration Permit Form	2. Check for accuracy of information	None	5 Minutes	



3. Pay Research Fee	3. Process payment and issue receipt	See table below	3 Minutes	<i>Designated Special Collecting Officer</i> Main Library or College / Unit Libraries
4. Receive Library Card/Permit (UPL Form No. 144a)	4. Issue Library Card / Permit (UPL Form No. 144a)	None	2 Minutes	<i>Library Personnel</i> Main Library or College / Unit Libraries
TOTAL:			20 Minutes	

TABLE OF RATES	
Classification	Research Fee
UP Alumni	- Free- First 5 Visits / Per Semester - PHP 20 / Day applies after the first 5 visits - PHP 450 / Semester - PHP 300 / Midyear
Government Researchers	PHP 20 / Day
Non-UP (Private Researchers)	PHP 50 / Day
For Undergraduate Students <i>(only for selected libraries)</i>	PHP 25 / Day
For Science High School Students <i>(only for selected libraries)</i>	PHP 10 / Day



9. Renewal of Checked-Out (Borrowed) Books

Bona fide UP Diliman students, faculty members and staff may renew the loan duration of books they have borrowed. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. UP Web Mail (preferably); or any email account		Information Technology Development Center		
3. DilNet Account		UP Diliman Computer Center		
4. Book for renewal		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mode of Renewal	1.1.			Library Personnel Circulation Section, Main Library and College / Unit Libraries
A. Hand in ID and book for renewal	A. Receive ID and book	None	2 Minutes	
B. Signify intent to renew book	B. Acknowledge intent to renew book			
	1.2. Retrieve and hand in Book Card of the book for renewal	None	3 Minutes	
2. Accomplish Book Card with name, college, and student / employee number	2.1. Scan barcode of book for return and clear it from the borrower's account at	None	2 Minutes	



	the Integrated Library System			
	2.2. Scan ID and verify borrower's status at the UPD Integrated Library System	None	1 Minute	
	2.3. Scan barcode of book and check-out under the borrower's account	None	1 Minute	
	2.4. Stamp return on old due date and stamp new due date and counter sign Due Date Slip and Book Card	None	1 Minute	
	2.5. Print transaction receipt of book/s renewed	None	1 Minute	
3. Receive renewed book and transaction receipt or confirmation email	3. Issue renewed book/s and transaction receipt or confirmation email	None	1 Minute	
TOTAL:			12 Minutes	

10. Request for Extended Reading

Through this service, UP students and UP employees may use library resources beyond the service hours of Main Library sections. It allows readers to utilize the requested item/s beyond 5:00 PM until 8:00 PM during weekdays at the Information Services and Instruction Section. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UP Students and UP Employee
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5)	Office of the University Registrar



For UP Employees- Valid ID or copy of appointment documents		Main Library or College / Unit Libraries Human Resources Development Office		
Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (3 copies)		Main Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish 3 copies of Form for Extended Reading		None	2 Minutes	
2. Hand in duly Accomplished Forms for Extended Reading	2.1. Check for availability of requested material	None	3 Minutes	<i>Librarian</i> Circulation and/or Reserved Section, Main Library
	2.2. If material is available, stamp Forms and Due Date Slip with "Extended Reading" and hand in one copy of the form to client	None	1 Minute	
3. Receive one (1) copy of processed Extended Reading Form	3. Forward to Information Services and Instruction Section, Section the requested material together with one copy of the Form for Extended Reading	None	15 Minutes	<i>Library Personnel</i> Circulation and/or Reserved Section, Main Library
4. Proceed to the Information Services and Instruction Section, Section after 5:00 PM to present copy of Duly Accomplished Form for Extended Reading and ID	4. Receive Duly Accomplished Form for Extended Reading and ID and verify information	None	3 Minutes	<i>Library Personnel</i> Information Services and Instruction Section, Main Library



5. Receives requested material	5. Issue requested material for extended reading	None	1 Minute	
TOTAL:			25 Minutes	

11. Request for Index to Philippine Periodicals in Print

This service is aimed to produce a printed research guide to periodical articles indexed by the Serials Section of the UP Diliman Main Library.

Office or Division:	University Library			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in request letter	1.1. Receive request letter	None	2 Minutes	<i>Librarian</i> Serials Section, Main Library
	1.2. Approve request	None	1 Day	<i>Head Librarian</i> Serials Section, Main Library
	1.3. Prepare and send billing invoice	None	4 Hours	<i>Receiving Personnel</i> University Librarian's Office
2. Pay corresponding fees Modes of Payment: Cash Pay at University Library Cashier Direct Bank Deposit	2. Issue Official Receipt and C.			



Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office Check (Manager's Check Only) Payee: University Library, University of the Philippines Diliman	No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	PHP 1,000 / vol.	15 Minutes	<i>Designated Special Collecting Officer Main Library</i>
3. Present or send copy of official receipt	3. Prepare the IPP in Print	None	3 months	<i>Librarians Serials Section, Main Library</i>
4. Get copy of the IPP on Print	4. Release / Issue the IPP in Print	None	1 Hour	<i>Librarian Serials Section, Main Library</i>
TOTAL:			3 Months, 1 Day, 5 Hours, 17 Minutes	

12. Request for Library Accommodations

This service accommodates requests from individuals or groups for a tour, interview, survey, conduct research, etc. at the UP Diliman Main Library building or for collecting data from the University Library. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	Non-UP Users, UP Students, and UP Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students- Copy of official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Copy of valid ID or appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and hand in request letter	1.1. Receive request letter	None	5 Minutes	Librarian Strategic Communication, Research and Marketing Section
	1.2. Verify availability of schedule	None	20 Minutes	
	1.3. Approve request	None	3 Days	University Librarian or Deputy University Librarian
2. Receive notice of approval	2.1. Communicate approval request	None	20 Minutes	Librarian Strategic Communication, Research and Marketing Section
	2.2. Coordinate with concerned section or personnel and prepare for activity	None	5 Days	
3. Receive final arrangement of activity	3. Confirm final arrangement of activity	None	1 Hour	
TOTAL:			8 Days, 1 Hour, 45 Minutes	

13. Request for Library Orientation or Instruction

This service schedules classes for a library orientation session. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Faculty



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or Copy of Faculty Appointment		Office of the University Registrar Human Resources Development Office		
Request Letter (1 copy)		Requesting Party		
Duly Accomplished Library Orientation Session Schedule Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or Faculty Appointment and request letter	1. Receive valid ID or Faculty Appointment and request letter	None	5 Minutes	<i>Librarian</i> Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
2. Accomplish Library Orientation Session Schedule Form	2. Hand over Library Orientation Session Schedule Form	None	20 Minutes	
3. Hand in duly accomplished Library Orientation Session Schedule Form	3. Verify availability of venue and time schedule	None	10 Minutes	
4. Receive confirmation schedule of library orientation	4. Confirm the venue and schedule of library orientation	None	5 Minutes	
TOTAL:			40 Minutes	

14. Request for Microfilm Conversion

This service processes requests for converting content in microfilm into digital and print formats.

Office or Division:	University Library
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	Non-UP Users, UP Students, and UP Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Media Call Slip [Paging Form] (1 copy)		Main Library – Information Services and Instruction Section		
3. Duly Accomplished Microfilm Conversion Request Slip / Log (1 copy)		Main Library – Information Services and Instruction Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Media Call Slip		None	5 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
2. Hand in ID and Media Call Slip	2.1. Receive Media Call Slip	None	2 Minutes	
	2.2. Check Integrated Library System and List of Microfilms for availability of requested microfilm reel	None	10 Minutes	
	2.3. Retrieve the requested microfilm	None	20 Minutes	
3. Accomplish Microfilm Conversion Request Log	3.1. Received accomplished Microfilm Conversion Request Log	None	2 Minutes	
	3.2. Assess fee and issue Order Payment Form	None	10 Minutes	
4. Pay fee Modes of Payment: Cash Pay at University Library Cashier	4. Process payment Issue Official Receipt	Scanning – PHP 5.00/ image or page Printing for UP Clients –	5 Minutes	



Direct Bank Deposit Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office Check (Manager's Check Only) Payee: University Library, University of the Philippines Diliman	and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	PHP 5.00/ page Printing for Non-UP Clients – PHP 10.00/ page		
5. Hand in Order Payment Form and official receipt	5.1. Hand over ID and issue claim tag	None	5 Minutes	<i>Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries</i>
	5.2. Process microfilm scanning conversion	None	7 Days	
6. Present ID and claim tag	6. Issue scanned copy of microfilm	None	5 Minutes	
7. Receive scanned copy of microfilm		None	1 Minute	
TOTAL:			7 Days, 1 Hour, 5 Minutes	

15. Request for Paging of Library Resources in Closed-Shelves System for Room-Use

This service processes requests for room-use of library books, publicly available theses and dissertations, periodicals, microfilm, archival materials, etc. stored in libraries utilizing closed-shelved system. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
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Classification:	On-Site- Simple; Remote- Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students, UP Employees, Non-UP Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students - Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees - Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)		Main Library College/ Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form		None	2 Minutes	
2. Hand in duly accomplished Request Form at the Request Desk	2.1. Receive Call Slip	None	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	2.2. Retrieve the requested material from the shelves	None	10 Minutes <i>(On-Site)</i>	
			3 Days <i>(Remote Storage Facility)</i>	
	2.3. Verifies correctness of material or checks completeness of components	None	3 Minutes	
3. Hand in ID	3. Hand over to client the requested material	None	1 Minute	
4. Receive requested material	4. Clip together the duly	None	1 Minute	



	accomplished Request Form and ID			
TOTAL:			On-Site: 18 Minutes	Remote: 3 Days, 8 Minutes

16. Request for Paging of Library Resources in Closed-Shelves System for Room-Use and UP Users Only

This service processes requests for room-use of laptops, electronic tablets, e-book readers, reading glasses, adaptors, electric cords, etc. by bona fide UP Diliman students, faculty members and staff.

May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
Classification:	On-Site- Simple; Remote- Complex
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UP Students and UP Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)		Selected Sections of the Main Library Selected Unit / College Libraries		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form		None	2 Minutes	



2. Hand in duly accomplished Request Form at the Request Desk	2.1. Receive Call Slip	None	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	2.2. Retrieve the requested material	None	10 Minutes <i>(On-Site)</i>	
			3 Days <i>(Remote Storage Facility)</i>	
	2.3. Verify correctness of material or checks completeness of components	None	3 Minutes	
3. Hand in ID	3. Hand over to client the requested material	None	1 Minute	
4. Receive requested material	4. Clip together the duly accomplished Request Form and ID	None	1 Minute	
TOTAL:			On-Site: 18 Minutes Remote: 3 Days, 8 Minutes	



17. Request for Photocopy of Books and Other Library Resources

This service processes books and other library resources for photocopying. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5)</p> <p>For UP Employees- Valid ID or copy of appointment documents</p>		<p>Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office</p>		
Duly Accomplished of Photoduplication Permit (2 copies)		<p>Main Library College/ Unit Libraries</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish 2 copies of Photoduplication Permit		None	2 Minutes	
2. Hand in the 2 copies of the duly accomplished Photoduplication Permit and ID at the Request Desk	2.1. Receive Photoduplication Permit and ID	None	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	2.2. Approve (stamp with date and time of release) request for photocopying	None	1 Minute	



3. Receive requested material	3.1. Hand over to client the requested material and 1 copy of the Photoduplication Permit	None	1 Minute	
	3.2. Clip together 1 copy of the Photoduplication Permit and ID	None	1 Minute	
4. Return requested material and receive ID	4. Receive requested material and hand over ID	None	1 Minute	
TOTAL:			7 Minutes	

18. Request for Reference/Information, Bibliographic, and Research Support Services

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries (includes analytics of faculty Publications, journal validation and verification, etc.).

Office or Division:	University Library		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen, Government to Government		
Who may avail:	Non-UP Users, UP Students, and UP Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office	
Letter Request		Requesting Party	
Duly Accomplished Reference Query Form (1 copy)		Main Library – Information Services and Instruction Section College / Unit Libraries	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-in or email reference question or letter request	1.1. Receive query or letter request	None	3 Minutes	<p style="text-align: center;"><i>Librarian</i> Information Services and Instruction Section, Main Library and Selected College / Unit Libraries</p>
	1.2. Conduct reference interview or send clarificatory email	None	25 Minutes	
2. Verify query	2.1. Analyze query and determines possible information sources that may provide answer to the query, run the analytics, or conduct the validation and verification	None	3 Days	
	2.2. Communicate answer to request	None	30 Minutes	
3. Receive answer to request		None	2 Minutes	
TOTAL:			3 Days, 1 Hour	

19. Request for Remote Access Account and Access to College-Based Subscriptions

This service provides bona fide UP Diliman students, faculty members and staff information on accessing electronic resources beyond the Diliman Network (DilNet).

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UP Students and UP Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
Duly Accomplished Request Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and hand-in accomplished Request Form or email request letter	1.1. Verify identity and library privileges of client	None	5 Minutes	Library Personnel Information Services and Instruction Section, Main Library or College / Unit Libraries
	1.2. Activate account for remote access or access to college- based subscription	None	10 Minutes	
	1.3. Communicate account activation	None	3 Minutes	
2. Verify account activation			2 Minutes	
TOTAL:			20 Minutes	

20. Request for Self-Service Printing

This service allows clients to print documents in black or color on letter-sized paper. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	Non-UP Users, UP Students, and UP Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
Duly Accomplished Printing Transaction Form (1 copy)		Main Library- Information Services and Instruction Section College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and accomplish Printing Transaction Form	1. Receive ID and accomplish Printing Transaction Form		3 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
2. Print file	2.1. Assist in printing		15 Minutes	
	2.2. Assess fees and issue Order Payment Form		5 Minutes	
3. Pay fee Modes of Payment: Cash Pay at University Library Cashier Direct Bank Deposit Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office Check (Manager's Check Only)	3. Process payment Issue Official Receipt B and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	Black Prints- PHP 5.00/ page Colored Prints- PHP 20.00/page	5 Minutes	Designated Special Collecting Officer Main Library or College / Unit Libraries



Payee: University Library, University of the Philippines Diliman				
4. Hand in official receipt and Order Payment Form	4. Verify payment		5 Minutes	<i>Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries</i>
5. Receive ID and official receipt	5. Hand over ID and official receipt		2 Minutes	
TOTAL:			35 Minutes	

21. Request for Turnitin Account

Turnitin is a subscription-based online tool used to generate reports that can identify occurrences of plagiarism.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Requesting Party	
Copy of valid ID or appointment documents			Human Resource Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and copy of valid ID or appointment documents via email.	1.1. Verify employee status at the UPD Integrated Library System.	NONE	10 minutes	<i>Library Personnel in charge of the Turnitin Administrator Account College/Unit Libraries</i>
	1.2. Create a Turnitin account for the employee.	NONE	1 day	
	1.3. Notify the employee through email that the requested Turnitin account has been created.	NONE	30 minutes	
2. Receive Turnitin account credentials.		NONE	5 minutes	
TOTAL:			1 Day, 45 Minutes	



22. Request for Turnitin Similarity Index Report

This service enables enrolled students and UP employees to generate a Similarity Index Report, which provides a summary of matches or highly similar text found in a submitted paper.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
Soft Copy of Research Paper / Manuscript in PDF format		Requesting Party		
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter, soft copy of research paper / manuscript, and copy of valid ID or appointment documents via email.	1.1. Verify status of client at the UPD Integrated Library System.	NONE	5 minutes	<i>Library Personnel in charge of the Turnitin Administrator Account College/Unit Libraries</i>
	1.2. Upload and run the document in the Turnitin service.	NONE	10 minutes	
	1.3. Perform system evaluation of the manuscript.	NONE	1 day	
	1.4. Download the similarity index report.	NONE	10 minutes	
	1.5. Send the Similarity Index Report to the client via email.	NONE	30 minutes	
2. Receive the Similarity Index Report.		NONE	5 minutes	
TOTAL:			1 Day, 1 Hour	



23. Request for Self-Service Scanning

This service allows clients to scan A4-size or smaller documents and books into digital format using flatbed scanner. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
Duly Accomplished Scanning Transaction Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College / Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Scanning Transaction Log / Form		PHP 5.00/ page	5 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
2. Hand in valid ID and duly accomplished Scanning Transaction Log / Form	2. Receive ID and duly accomplished Scanning Transaction Log / Form		2 Minutes	
3. Scan and save the desired document/s or image/s	3. Assess fees and issue Order Payment Form		30 Minutes	



<p>4. Pay fee</p> <p>Modes of Payment:</p> <p>Cash Pay at University Library Cashier</p> <p>Direct Bank Deposit</p> <p>Account Name: UPD Revolving Fund</p> <p>Account Number: 3072-1006-96</p> <p>Branch: UP Diliman Ext. Office</p> <p>Check (Manager's Check Only)</p> <p>Payee: University Library, University of the Philippines Diliman</p>	<p>Process payment</p> <p>Issue Official Receipt and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.</p>		<p>5 Minutes</p>	<p><i>Designated Special Collecting Officer</i> Main Library or College / Unit Libraries</p>
<p>5. Hand in official receipt and processed Order Payment Form</p>	<p>5. Verify payment</p>		<p>2 Minutes</p>	<p><i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries</p>
<p>6. Receive ID and official receipt</p>	<p>6. Hand over ID and official receipt</p>		<p>1 Minute</p>	
<p>TOTAL:</p>			<p>45 Minutes</p>	



24. Request for Use of Discussion Rooms

Use of the Discussion Rooms (i.e. Quiet Room, Reading Rooms, etc.) for academic collaborations. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Minimum number of users: Group of three (3) persons		Requesting Party		
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
Duly accomplished Discussion Room Transactions Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in ID and state request for the use of Discussion Room	1. Check the availability of the facility	None	5 Minutes	<i>Librarian</i> Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
2. Accomplish the Discussion Room Transactions Log / Form	2. Instruct client to accomplish the Discussion Room Transactions Log / Form	None	5 Minutes	
3. Proceed to the assigned table / room	3. Give assigned table / room number	None	5 Minutes	
TOTAL:			15 Minutes	



25. Request for Use of PCs and Electricity for Personal Equipment

Students may use, for academic and research activities, library PCs or power outlets for laptops, smartphones and tablets. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
Computer Usage Card		College/Unit Libraries		
Duly Accomplished Facilities Use Transaction Log		Main Library College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and Computer Usage Card	1. Receive ID and Computer Usage Card	UP Students- Free for first 20 Hours/semester, PHP 20/Hour thereafter UP Employees- PHP 20/Hour Non-UP- PHP 50/Hour	2 Minutes	<i>Library Personnel Electricity Counter, Main Library or College / Unit Libraries</i>
2. Accomplish the Facilities Use Transaction Log	2.1. Hand in Facilities Use Transaction Log		3 Minutes	
	2.2. Record the Time-In on the Computer Usage Card and clip the ID, Client Card and Computer Usage Card		3 Minutes	
3. Receive Claim Card and proceed to use available PCs or tables with power outlets	3.1. Issue Claim Card	1 Minute		
	3.2. Assess fee	3 Minutes		



<p>4. Pay fee</p> <p>Modes of Payment:</p> <p>Cash Pay at University Library Cashier</p> <p>Direct Bank Deposit</p> <p>Account Name: UPD Revolving Fund</p> <p>Account Number: 3072-1006-96</p> <p>Branch: UP Diliman Ext. Office</p> <p>Check (Manager's Check Only)</p> <p>Payee: University Library, University of the Philippines Diliman</p>	<p>4. Process payment</p> <p>Issue Official Receipt</p> <p>and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.</p>		<p>5 Minutes</p>	<p><i>Designated Special Collecting Officer</i> Main Library or College / Unit Libraries</p>
<p>5. Present transaction receipt and claim ID</p>	<p>5. Hand over ID and transaction receipt</p>		<p>1 Minute</p>	<p><i>Library Personnel</i> Electricity Counter, Main Library or College / Unit Libraries</p>
TOTAL:			<p>18 Minutes</p>	

26. Request for Viewing of Audiovisual Materials

This service schedules classes for viewing of audiovisual materials at the UP Diliman Main Library Audiovisual Room. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines

Office or Division:	University Library
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	UP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or Copy of Faculty Appointment		Office of the University Registrar Human Resources Development Office		
Request Letter (1 copy)		Requesting Party		
Duly Accomplished AVR Reservation Form		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID or copy of Faculty Appointment and request letter	1. Receive request letter and verify identity of faculty	None	5 Minutes	<i>Librarian</i> Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
2. Accomplish AVR Reservation Form	2. Hand over AVR Reservation Form	None	5 Minutes	
3. Hand in duly accomplished AVR Reservation Form	3. Verify availability of audiovisual material and time schedule	None	25 Minutes	
4. Receive confirmation of audiovisual viewing	4. Confirm schedule of audiovisual viewing	None	5 Minutes	
TOTAL:			40 Minutes	

27. Resource on Demand

A service for processing articles and book chapter requests from journals, books, e-resources, and other materials available in UP Diliman Libraries. These documents are scanned and can be picked up in person or sent electronically via email.

Office or Division:	University Library
Classification:	Highly Technical
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UP Students, UP Employees, and Non-UP Users
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>For students- Copy of official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5)</p> <p>For UP Employees- Copy of valid ID or appointment documents</p>		<p>Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office</p>		
Request Letter (1 copy)		Requesting Party		
UP Web Mail (preferably); or any email account		Information Technology Development Center		
<p>For UP Students, Employees, and Alumni requesting an e-copy of a periodical article in the physical collection or an article in a microfilm in the multimedia collection: 5 articles per day per user</p>		Requesting Party		
<p>For Non-UP Users requesting an e-copy of a periodical article in the physical collection or an article in a microfilm in the multimedia collection: 1 article per day per user</p>		Requesting Party		
<p>For all clients requesting selected pages or chapters from a book in the physical collection: 1 active request per user</p>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request via email at libraryinfo.updiliman@up.edu.ph with the following details of books (title, author, edition, publication year, page numbers) or the following details for periodicals (article title, article authors, periodical title, periodical issue number, year of issue, page numbers)	1.1. Check Web OPAC and databases for availability of requested material		3 Days	<p><i>Librarian</i> Information Services and Instruction Section, Main Library</p>
	1.2. Send confirmation of availability of material, inform of transaction limits, and confirm with the		30 Minutes	



	client to proceed with transaction			
2. Confirm to proceed with transaction	2. Send transaction fees assessment		30 Minutes	
3. Pay fee Modes of Payment: Cash Pay at University Library Cashier Direct Bank Deposit Account Name: UPD Revolving Fund Account Number: 3072-1006-96 Branch: UP Diliman Ext. Office Check (Manager's Check Only) Payee: University Library, University of the Philippines Diliman	3. Process payment Issue Official Receipt B and C. No Official Receipt will be issued. Validated Deposit Slip will serve as proof of payment.	See table below	1 Day	<i>Designated Special Collecting Officer Main Library</i>
4. Send proof of payment at libraryinfo.updiliman@up.edu.ph	4. Prepare material for document delivery		5 Days	<i>Librarian Information Services and Instruction Section, Main Library</i>
5. Receive the requested library material	5. Send material to client via email or courier		5 Minutes	
TOTAL:			9 Days, 1 Hour, 5 Minutes	



Material Type	Fee		
	UP Students, Faculty and Staff	UP Alumni	Non-UP
Article or whole eBook from subscribed e-resources	Free	N/A	N/A
E-copy of an article from a periodical or journal in the physical collection	Free	First 5 articles free, PHP 50.00 research fee for succeeding articles	PHP 50.00 research fee
E-copy of selected pages or chapters from a book in the physical collection	Free	PHP 50.00 research fee	PHP 50.00 research fee
E-copy of an article in a microfilm in the Multimedia collection	First 10 pages free PHP 4.00 per page for succeeding pages	PHP 4.00 per page + PHP 50.00 research fee	PHP 4.00 per page + PHP 50.00 research fee

28. Returning Library Resources in Closed – Shelves System

This service processes library resources for returning from bona fide UP Diliman students, faculty members and staff. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Book or Other Library Resources		Main Library College / Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed library materials	1.1. Receive materials for return	None	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and
	1.2. Verify correctness of material or check	None	3 Minutes	



	completeness of components			College / Unit Libraries
2. Receive ID	2.1. Hand over ID	None	1 Minute	
	2.2. Shelve or keep the returned library material	None	5 Minutes	
TOTAL:			10 Minutes	

29. Checking-out (Borrowing) of Other Library Resources

Enables UP students and employees to borrow other library resources monitored in closed-shelves system such as calculators and umbrellas. May be suspended during quarantine period and other period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Students and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
2. Duly Accomplished Borrowing Form (2 copies)		Selected Unit / College Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out 2 copies of Borrowing Form and hand in 2 copies of duly accomplished Borrowing Form and ID	1.1. Receive ID and Borrowing Form	None	2 Minutes	



	1.2. Get the requested material	None	7 Minutes	Library Personnel Lending Desk, College of Engineering Library and Selected College / Unit Libraries
	1.3. Verifies completeness of component parts	None	5 Minutes	
2. Receive requested material requested material, 1 copy of Borrowing Form, and ID	2. Hand over to client the requested material, 1 copy of Borrowing Form, and ID	None	1 Minute	
TOTAL:			15 Minutes	

30. Request for Access to Restricted Theses & Dissertations

Allows researchers to access restricted theses and dissertations under certain restrictions (OVCRD Memorandum No. FRN 15-038) due to the nature of said materials.

Office or Division:	University Library	
Classification:	Simple	
Type of Transaction:	Government to Citizen, Government to Government	
Who may avail:	Non-UP Users, UP Students, and UP Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For students- Official proof of enrollment (e.g. valid ID, Temporary Library Card, Form-5) For UP Employees- Valid ID or copy of appointment documents		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office
Duly Accomplished Theses Request Form (1 copy)		College / Unit Libraries



<p>If requesting party is a student, Personnel, researchers, or faculty of the University, a signed Conforme shall be submitted to the Library or College/Unit where access to the thesis/dissertation is being requested. A written permission from the author or the adviser of the Thesis/Dissertation.</p>		<p>Author or adviser of thesis or dissertation</p>		
<p>If the requesting party is Non-UP, Non-Disclosure Undertaking signed and notarized by the requesting party, provided that one of the witnesses shall be from the Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)</p>		<p>Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>For UP students and employees</p>				
<p>Submit written permission with access approval of the author/adviser together with the signed Conforme</p>	<p>1. Personnel will collect the documents</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Library Personnel College / Unit Libraries</i></p>
<p>2. Accomplish Theses Request Form and submit valid ID</p>	<p>2. Verify ID presented. Collect accomplished form after usage</p>	<p>None</p>	<p>5 Minutes</p>	
<p>3. Locate and pull-out from the restricted area the theses / dissertations</p>	<p>3. Personnel will assist the user/s if necessary</p>	<p>None</p>	<p>5 Minutes</p>	
<p>For Non-UP members</p>				



Register to Access Library Facilities	1. Refer to <i>Registration for Library Access (UPL Form No. 144a)</i>			<i>Library Personnel and Designated Special Collecting Officer</i> College / Unit Libraries
Submit written permission with access approval of the author/adviser together with the Non-Disclosure Undertaking signed and notarized by the requesting party, provided that one of the witnesses shall be from the Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)	2. Personnel will collect the documents	None	5 Minutes	<i>Library Personnel</i> College / Unit Libraries
3. Accomplish Theses Request Form and submit valid ID	3. Verify ID presented. Collect accomplished form after usage	None	5 Minutes	<i>Library Personnel</i> College / Unit Libraries
4. Locate and pull-out from the restricted area the theses / dissertations	4. Personnel will assist the user/s if necessary	None	5 Minutes	<i>Library Personnel</i> College / Unit Libraries
TOTAL:			15 Minutes	



Office of the Vice Chancellor for Community Affairs (OVCCA)

Internal Services



1. Processing of UP Vehicle Sticker Applications for University Officials, Faculty, REPS and Staff

The UP Vehicle Sticker is issued to University officials, faculty, REPS and staff who have vehicles to access the University's portals. It is valid for one (1) Academic Year. Any official, faculty, REPS or staff may only apply for a maximum of two (2) vehicle stickers each.

Office or Division:	Office of the Vice Chancellor for Community Affairs (OVCCA)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	University Officials, Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Application Form		www.tinyurl.com/UPDVehicleStickerApplication		
Land Transportation Office's (LTO) Certificate of Registration (1 photocopy)		LTO		
LTO's latest Official Receipt (1 photocopy)		LTO		
Driver's License of Vehicle Owner (1 photocopy)		LTO		
UP Identification Card (1 photocopy)		Office of the University Registrar		
Appointment Papers/Contract of Service (For non-permanent UP employees) (1 photocopy)		Administrative Officer of the Requesting Party's respective office/unit/college		
<i>Other Requirements, if requesting party is not the registered owner of the vehicle:</i>				
Notarized Deed of Sale (1 photocopy)		Requesting Party		
Company certification (for vehicles registered under companies) (1 photocopy)		Requesting Party		
Any proof of company/business ownership (for vehicle registered under companies) (1 photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up application form and upload required documents and IDs using this link: www.tinyurl.com/UP	Evaluate submitted application form and required documents	None	1 Day	<i>Planning Officer III/</i>



<p><i>DVehicleStickerApplication</i></p>	<p>Email Claim Stub for Complimentary Vehicle Stickers (for the requesting party's first vehicle)</p> <p>Email Statement of Account (SoA) with payment instructions (for the requesting party's second vehicle, if necessary)</p>			<p><i>Administrative Assistant II/ Community Affairs Assistant</i></p> <p>OVCCA</p>
<p>Pay prescribed fee thru online banking</p> <p>2.1. Email proof of payment to vehiclesticker.updili@up.edu.ph</p>	<p>Check transaction receipt emailed by applicant</p> <p>Email Claim Stub, instructions and schedule of placement of vehicle sticker to applicant</p>	<p>First vehicle: None</p> <p>Second vehicle: PHP 500.00</p>	<p>1 Day</p>	<p><i>Special Collecting Officer</i></p> <p>OVCCA</p>
<p>Present Claim Stub with full name and signature to OVCCA on the scheduled date for the placement of vehicle sticker</p>	<p>Check Claim Stub to ensure that applicant wrote his/her name and signature</p> <p>Write the vehicle sticker's control number on the Claim Stub</p> <p>Place UP Vehicle Sticker on the requesting party's registered vehicle</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Administrative Aide III/ Administrative Aide IV</i></p> <p>OVCCA</p>



TOTAL:		1 vehicle = None 2 vehicles = PHP 500.00	2 Days and 30 Minutes	



Campus Maintenance Office (CMO)

Internal Services



1. Attend to Request for Repair and Maintenance of Buildings, Dormitories, Housing Units and Grounds of Academic and Non-Academic Units

Maintenance and upkeep of University facilities are essential in ensuring the delivery of highest quality of service to the University's stakeholders. This involves delivery of maintenance and repair services to building and infrastructure systems which include carpentry works, electrical works, plumbing works, painting works and road repairs.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, Staff, Housing Units' Lessees, Academic and Non-academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	Evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> OVCCA
Wait for the CMO Team	Attend to requesting party's concern	None	2 Days	<i>Foreman and Team</i> CMO
TOTAL:		None	3 Days and 15 Minutes	



2. Attend to Request for Repair of Service Vehicles and Other Mechanical Equipment for UP Academic and Non-Academic Units

The Campus Maintenance Office houses a motor pool and mechanics that are primarily responsible for the upkeep and repair of its fleet of passenger vehicles and equipment. It also extends this service to the official vehicles of the University's various units.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Academic and Non-Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
Wait for the CMO Team	Attend to requesting party's concern for repair	None	2 Days	<i>Foreman and Team</i> CMO
TOTAL:		None	3 Days and 15 Minutes	



3. Attend to Request for Hauling Services of UP Academic and Non-Academic Units

The Campus Maintenance Office includes in its fleet 2 trucks that provide hauling services to different units of the University. Because of this, CMO is the only unit capable of assisting in the transfer of unserviceable property, especially bulky and high volume bathes, from their respective units to the Supply and Property Management Office.

For this specific service, the requesting party shall provide for the gasoline that will be used by the hauling truck/s.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Academic and Non-Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
Wait for the CMO Team	Attend to requesting party's hauling concerns	None	2 Days	<i>Foreman and Team</i> CMO
TOTAL:		None	3 Days and 15 Minutes	



4. Attend to Request for Repair/Fabrication of Cabinets, Tables and Other Office Furniture of UP Academic and Non-Academic Units

The Campus Maintenance Office has skilled carpenters, welders, mason and painters that make it capable to accommodate requests for fabrication especially of building and infrastructure and furniture. This eliminates the need for procurement from third party service providers, thereby expediting the delivery of such requirements.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Academic and Non-Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
Receive Cost Estimate from CMO	Prepare the Cost Estimate for the Request for repair/fabrication	None	2 Days	<i>BMD Foreman</i> CMO
	Email Cost Estimate to requesting unit			<i>Releasing Personnel</i> CMO



Procure necessary materials	Prepare Job Request	None	2 Days	Administrative Personnel CMO
Inform CMO on the availability of the material (through phone or email)	Inform Supervisor on the availability of materials (as provided by the requesting unit) Proceed to the requesting party for the repair/fabrication	None	3 Days	Administrative Personnel CMO BMD Foreman and Team CMO
TOTAL:		None	8 Days and 15 Minutes	

5. Attend to Request for the Inspection of Buildings, Housing Units, Dormitories and Grounds by UP Academic and Non-Academic Units

As part of good facilities management practices, the Campus Maintenance Office also attends to requests for preventive maintenance inspection of different University facilities. This involves ocular inspection of the facilities, checking of building utilities and systems to make sure that any concern is addressed before maintenance problems that may affect operations arise.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	All UP Academic and Non-Academic Units
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Properly accomplished Job Request Form	CMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	Receive and evaluate submitted Job Request Form Endorse request to the Director for evaluation, approval and assignment of task	None	15 Minutes 1 Day	<i>Receiving Personnel</i> CMO <i>Administrative Officer</i> CMO
Wait for the CMO Team to conduct inspection	Proceed to the location and conduct inspection according to request Prepare and Submit Inspection Report (and Cost Estimate if applicable)	None	2 Days	<i>Foreman and Team</i> CMO
Receive Inspection Report (and/or Cost Estimate if applicable) from CMO	Email Inspection Report (and Cost Estimate if applicable) to requesting party	None	15 Minutes	<i>Releasing Personnel</i> CMO
TOTAL:		None	3 Days and 30 Minutes	



6. Attend to Request for Posting of Tarpaulins of UP Academic and Non-Academic Units

Posting of tarpaulins allow the promotion of the many events and programs hosted and initiated by the University. It also adds to the character of the campus as an institution. The Campus Maintenance Office is equipped with the necessary equipment's and skilled personnel who assist organizers and various University units in setting up these promotional materials on designated areas.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Academic and Non-Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
OVCCA-approved letter of request		Requesting Party		
Tarpaulins (for posting; approved standard size)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit properly accomplished Job Request Form and OVCCA approval to CMO or thru email at cmo.updiliman@up.edu.ph	Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
	Email requesting party to bring tarpaulins to CMO for posting		15 Minutes	<i>Administrative Personnel</i> CMO



Bring OVCCA-approved tarpaulins to CMO for posting	Attend to requesting party's concern and post tarpaulins on approved locations	None	2 Days	<i>BMD Foreman and Team</i> CMO
TOTAL:		None	3 Days and 30 Minutes	

7. Attend to Emergency Response Request (Quick Response Team) of UP Academic and Non-Academic Units

Maintenance emergencies can occur even outside office hours. To ensure that such issues are addressed and their negative impacts prevented or minimized, the Campus Maintenance Office provides emergency maintenance response to such cases that occur outside office hours.

Office or Division:	Quick Response Team, Campus Maintenance Office (CMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Academic and Non-Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone call or text message sent via the QRT number: 0977 784 1234		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Call or text request via QRT hotline number: 0977 784 1234. State the following information: Name of requestor; Location; and Request	Receive request and gather all necessary information, including exact location of the request	None	5 Minutes	QRT Team Leader CMO
	Delegate orders to the other members of the QRT		10 Minutes	
	Proceed to the location of the requesting party and immediately attend to concern		30 Minutes	QRT CMO
TOTAL:		None	45 Minutes	

8. Attend to Request for Assistance for Physical Arrangement and Plant Decorations of UP Academic and Non-Academic Units

The Campus Maintenance Office provides physical arrangement and decoration services to the many events hosted by the University. It has a team of experienced decorators that are familiar with the appropriate physical and decoration setups in the University's many event spaces.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	All UP Academic and Non-Academic Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Properly accomplished Job Request Form		CMO	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
Wait for the CMO Team	Attend to requesting party's request for physical arrangement and decoration	None	2 Days	<i>Foreman and Team</i> CMO
TOTAL:		None	3 Days and 15 Minutes	

9. **Attend to Request for Grass Cutting and Pruning Activities of UP Academic and Non-Academic Units**

Outside the University's hundreds of buildings are hectares of open spaces that require periodical grass cutting and tree pruning to keep the campus safe to all stakeholders. It has several teams of grass cutters and a tree pruning crew that attend to request around the University.

For this service, the requesting party shall provide for the gasoline.

Office or Division:	Administrative Division, Campus Maintenance Office (CMO)
Classification:	Complex



Type of Transaction:	Government to Government			
Who may avail:	All UP Academic and Non-Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Job Request Form		CMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
Wait for the CMO Team	Attend to requesting party's request for grass cutting and pruning	None	2 Days	<i>Foreman and Team</i> CMO
TOTAL:		None	3 Days and 15 Minutes	

10. Provide Rental of Sound System, Generator Set, Tent, Payloader, Tents, Tables, Chairs and Barricades to UP Academic and Non-Academic Units

Because of the office's usual engagement in the preparation for University events, the Campus Maintenance Office also rents out equipment that are commonly used in such occasions. Most of the time, these items require the assistance of CMO personnel in the delivery, set-up and hauling out from the respective venues.



Office or Division:	Administrative Division, Campus Maintenance Office (CMO)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	All UP Academic and Non-Academic Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Properly accomplished Job Request Form	CMO
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Submit properly accomplished Job Request Form to CMO or thru email at cmo.updiliman@up.edu.ph	Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	Endorse request to the Director for evaluation, approval and assignment of task		1 Day	<i>Administrative Officer</i> CMO
	Prepare Order of Payment		1 Day	<i>Administrative Personnel</i> CMO
	Email Order of Payment to requesting party		15 Minutes	CMO
	Collect payment based on prescribed fees	Refer to Table of	30 Minutes	<i>Collecting Officer</i> UP Cash Office



Pay prescribed fees at the UP Cash Office		Fees below		
Email Official Receipt to CMO as proof of payment	3. Record Official Receipt as proof of payment Forward Job Request to Unit Concerned for the delivery of the rented equipment	None	15 Minutes	<i>Administrative Personnel</i> CMO <i>Releasing Personnel</i> CMO
Wait for the delivery of rented equipment	Deliver rented equipment to requesting party	None	1 Day	<i>Foreman and Team</i> CMO
TOTAL:		None	3 Days, 1 Hour and 15 Minutes	

EQUIPMENT RENTAL		
Type	Rate	
Barricade/s	per piece/day	PHP 200.00
Table/s	per piece/day	PHP 100.00
Chairs	per piece/day	PHP 10.00
Tent, Sound System, Generator Set, Payloader, High Pruner, Telescopic Chain Saw	First 4 hours	PHP 1,000.00
	Every succeeding hour	PHP 100.00
Delivery fee	PHP 200.00	



Diliman Environmental Management Office (DEMO)

Internal Services



1. Process Requests for Training/Seminar of UP Academic and Non-Academic Units

Interested parties may request from the Diliman Environmental Management Office (DEMO) to conduct trainings/seminars on Solid Waste Management, Organic Fertilizer Production and/or Urban Agriculture.

Office or Section:	Diliman Environmental Management Office (DEMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Academic and Non-academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request, indicating: Type of Training/Seminar Date Time Venue		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email letter of request to DEMO at demo.updiliman@up.edu.ph	Receive and evaluate letter of request	None	15 Minutes	<i>Receiving Personnel</i> DEMO
	Endorse request to the Director for approval		3 Days	<i>Extension Staff</i> DEMO
	Email requesting party the Order of Payment with payment instructions		15 Minutes	



Pay prescribed fees to the UPD Cash Office	Collect payment Issue Official Receipt	Refer to Table of Rates below	30 Minutes	Collecting Officer UPD Cash Office
Email Official Receipt to DEMO	Send signed approval (PDF format) to requesting party	None	1 Day	Extension Staff DEMO
Coordinate with DEMO regarding the schedule and logistics of the seminar/training	Coordinate with the requesting party regarding the schedule and logistics of the seminar/training	None	5 Days	Extension Staff DEMO
TOTAL:		None	9 Days and 1 Hour	

SEMINAR/TRAINING	RATES (per Attendee)	
	UP Units	Non-UP Units
Solid Waste Management	None	PHP 200.00
Organic Fertilizer Production		
Vermicomposting	PHP 300.00	PHP 700.00
Bokashi	PHP 300.00	PHP 700.00
Urban Agriculture	PHP 200.00	PHP 500.00

2. Purchase of Products for UP Faculty, REPS and Staff

Composts, organic produce and African Night Crawlers for vermicomposting are available for purchasing at the Diliman Environmental Management Office. These products are available to UP and Non-UP units.

Office or Section:	Diliman Environmental Management Office (DEMO)
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Order Form		DEMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email Order Form to DEMO at demo.updiliman@up.edu.ph	Evaluate Order Form Email client to acknowledge receipt of order and send Order of Payment	None	5 Minutes 10 Minutes	<i>Receiving Personnel</i> DEMO
Pay prescribed fees to the UPD Cash Office	Collect payment Issue Official Receipt	Refer to Table of Rates below	30 Minutes	<i>Collecting Officer</i> UPD Cash Office
Email Official Receipt to DEMO as proof of payment	Email requesting party his/her schedule to pick up purchased product/s Prepare and label purchased products for pick-up	None	1 Day 15 Minutes	<i>Administrative Staff</i> DEMO
Claim purchased products from DEMO on scheduled pick-up date	Release purchased products	None	15 Minutes	<i>Releasing Personnel</i> DEMO
TOTAL:		None	1 Day, 1 Hour and 15 Minutes	



Particulars	Rate
Soil Compost (4kg)	PHP 30.00
Vermicompost (4kg)	PHP 40.00
Vermicast (4kg)	PHP 50.00
Soil Compost (1 sack)	PHP 200.00
Vermicompost (1 sack)	PHP 400.00
African Night Crawlers foe Vermicomposting (per kilo)	PHP 500.00
Organic Produce (per 100 grams)	PHP 20.00 – PHP 40.00

3. Process Request to Reserve Products for UP Faculty, REPS and Staff

Composts, organic produce and African Night Crawlers for vermicomposting are available for purchasing at the Diliman Environmental Management Office. These products are available to UP and Non-UP units.

Office or Section:	Diliman Environmental Management Office (DEMO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Reservation Form		DEMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email Reservation Form to DEMO at demo.updiliman@up.edu.ph	Evaluate Order Form	None	5 Minutes	<i>Receiving Personnel</i> DEMO
	Process reservation of products		7 Days	<i>Administrative Staff</i> DEMO
	Email requesting party their Order of Payment once products are available		10 Minutes	



Pay prescribed fees to the UPD Cash Office	Collect payment Issue Official Receipt	Refer to Table of Rates below	30 Minutes	Collecting Officer UPD Cash Office
Email Official Receipt to DEMO as proof of payment	Email requesting party his/her schedule to pick up reserved product/s Prepare and label purchased products for pick-up	None	1 Day 15 Minutes	Administrative Staff DEMO
Claim purchased products from DEMO on scheduled pick-up date	Release purchased products	None	15 Minutes	Releasing Personnel DEMO
TOTAL:		None	8 Days, 1 Hour and 30 Minutes	

Particulars	Rate
Soil Compost (4kg)	PHP 30.00
Vermicompost (4kg)	PHP 40.00
Vermicast (4kg)	PHP 50.00
Soil Compost (1 sack)	PHP 200.00
Vermicompost (1 sack)	PHP 400.00
African Night Crawlers foe Vermicomposting (per kilo)	PHP 500.00
Organic Produce (per 100 grams)	PHP 20.00 – PHP 40.00



Housing Office (HO)

Internal Services



1. Processing of Application for Award of Lease

UP Diliman housing is a privilege that is open and made available to UP employees who meet the qualification requirements and are subject to the approval of the Chancellor. As part of the rationalization and prioritization strategy on the management and utilization of University-owned housing, the HO screens applicants, evaluates their eligibility for an award, computes their earned total points and determines their corresponding rank based on the approved point system.

Office or Section:	Housing Office (HO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, REPS, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Application Form or Letter of Request		HO Facebook Account: www.facebook.com/uphousingoffice Requesting Party		
Latest SALN (1 photocopy; stamped received by the HRDO)		Administrative Section of the Applicant's respective College/Unit/Office		
Updated Service Record/ Contract of Service (1 photocopy)		HRDO		
Latest Payslip (1 photocopy)		Requesting Party		
Latest Appointment Paper (1 photocopy)		HRDO		
Diploma (1 photocopy)		OUR		
Marriage Certificate/ Birth Certificate (1 photocopy, if applicable)		Requesting Party		
OCR Certification of Non-Ownership of SBU		OCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>Email letter of request and/or duly accomplished application form together with the required supporting documents to: housing_application.upd@up.edu.ph</p> <p><u><i>For manual submissions:</i></u></p> <p>Please put the documents inside the designated drop box outside of HO together with your full name and contact details.</p> <p><i>*Emails are checked regularly during the following periods: 9:00 A.M. and 4:00 P.M. on office days.</i></p> <p><i>For safety measures, submitted physical documents are handled 24 hours after submission and</i></p>	<p>Evaluate received applications and supporting documents for completeness. Scan documents if necessary.</p> <p>Contact applicant to acknowledge receipt of submitted documents/ requirements.</p> <p>Conduct preliminary activities (e.g. prescreening, evaluation, computation and ranking of applicants) and include qualifying personnel in the Ranking of Applicants.</p> <p>Prepare Summary Ranking of Applicants and submit to the Director for final review and approval.</p> <p>(This is done after the workday following the June 30 and December 31 cut-off of every year.)</p> <p>Email the final Summary</p>	<p>None</p>	<p>1 Day</p> <p>2 Hours</p> <p>3 Days</p>	<p><i>Administrative Assistant II</i></p> <p><i>HO</i></p>
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Receive notification regarding the award of lease and submit additional/updated requirements, if needed.	Email the top ranked applicants the following: Availability of a housing unit Instructions on how to proceed with the preliminary unit ocular inspection Submission of additional/updated requirements, if needed	None	1 Hour	<i>Administrative Assistant II</i> HO
TOTAL:		None	7 Days and 7 Hours	

2. Processing and Acceptance of Award of Lease of a Housing Unit

Cognizant of its desire to improve the welfare of its constituents, the University aims to provide employees with appropriate rewards and other non-monetary benefits. The HO implements a housing program where qualified and active faculty and staff enter into a lease agreement with the University for an award of a housing unit inside the campus at subsidized rates. Prioritization in the selection follows the ranking and points of the applicants.

Office or Section:	Housing Office (HO)
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Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, REPS, Staff (Applicant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Letter of Acceptance stating interest and choice of a specific housing unit		Requesting Party		
Duly Accomplished Unit Acceptance Form		HO		
One (1) piece 2x2 Passport Size Photo		Requesting Party		
Approval of the Chancellor (1 photocopy)		HO		
Notarized Undertaking (3 original)		Requesting Party		
Signed Designation of Attorney-in-Fact (3 original)		Requesting Party		
Request Letter for Moving-In (1 original)		Requesting Party		
Received applications of connection for Meralco and MWCI connections		Requesting Party, Meralco and MWCI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Set an appointment with the HO, through phone call or email at housing_applicant.upd@up.edu.ph, for the ocular inspection of the housing unit.	Accompany the applicant to the site for the ocular inspection of the housing unit	None	2 Hours	<i>Administrative Assistant II/ Administrative Aide</i> HO



<p><i>*Emails are checked regularly during the following periods: 9:00 A.M. and 4:00 P.M. on office days.</i></p>				
<p>Email letter of intention to lease the housing unit and Letter of Acceptance to HO within five (5) after the ocular inspection to housing_application.upd@up.edu.ph</p> <p><i>Original signed Letter of Acceptance shall be submitted after.</i></p>	<p>Receive the Letter of Acceptance and letter of intention to lease</p> <p>Prepare Notice of Award of Lease and other pertinent documents</p> <p>2.2 Send documents on the Award of Lease to the DHC for their endorsement for the Chancellor's approval</p> <p>2.3 Forward Award of Lease and other documents to OC for the Chancellor's approval</p> <p>2.4 Notify the awardee</p>	<p>None</p>	<p>30 Minutes</p> <p>2 Hours</p> <p>4 Days</p> <p>2 Days</p>	<p><i>Administrative Officer I</i> HO</p> <p><i>Administrative Assistant II</i> HO</p> <p><i>Administrative Assistant II</i> HO/ DHC Members</p> <p><i>Chancellor</i> OC</p>



	<p>of the Chancellor's approval and ask them to submit the following:</p> <ul style="list-style-type: none">(a) Undertaking(b) Designation of Attorney-In-Fact(c) Payment for the two (2) months housing security deposits, if needed <p>Received application for connection to Meralco and MWCI services (UP Certification as the New Lessee to be used for application for transfer of utilities for Meralco and MWCI under the name of the new lessee will be provided by the HO)</p>		1 Hour	<p><i>Administrative Assistant II</i></p> <p>HO</p>
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<p>Submit hardcopies of original signed Undertaking, notarized Designation of Attorney-In-fact, copy of the official receipt/bank deposit slip for the payment of the two (2) months security deposits (if needed) and the received applications of connection for Meralco and MWCI services in the designated drop box at the HO</p>	<p>Evaluate submitted documents for completeness.</p>	None	1 Day	<p><i>Administrative Officer I</i> / <i>Administrative Assistant II</i> HO</p>
	<p>3.1 Scan all documents in connection with the award of lease</p>		1 Hour	<p><i>Administrative Assistant II</i> HO</p>
	<p>3.2. Officially turnover the housing unit and provide the new lessee the following:</p> <p>Set of keys to the unit Copy of the Revised Housing Rules and Regulations Permit to Repair Form</p>		1 Hour	<p><i>College Business Manager II</i> HO</p>
TOTAL:		None	7 Days, 7 Hours and 30 Minutes	



3. Issuance of Permit to Repair/ Renovate

To ensure the continued habitable condition of the housing unit and to prevent its deterioration over the period of the lease, the awardee may undertake repairs and maintenance works. Repair includes reconstruction, replacement or renewal of any part of the housing unit that has deteriorated due to wear and tear. Awardees intending to undertake repair/renovation are required to file an application for Permit to Repair/Renovate and have it evaluated and approved by the HO.

Office or Section:	Housing Office (HO)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, REPS, Staff (Housing Unit Awardee)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Application Form or Letter of Request		HO Facebook Account: www.facebook.com/uphousingoffice Requesting Party		
Bill of Materials (1 original)		Engineer/Architect		
Scope of Work (1 original)		Engineer/Architect		
Location/Vicinity Map (1 photocopy)		Engineer/Architect		
House Plan/Sketch duly signed by an Engineer/Architect for Major Repair (1 original)		Engineer/Architect		
Photos of Areas needing immediate repair (1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email letter of request and/or duly accomplished application form with required supporting documents to housing.updili	Receive and scan, if needed, letter of request and supporting documents	None	1 Day	<i>Administrative Assistant II</i> HO



<p>man@up.edu. ph</p> <p><u><i>For manual submissions:</i></u></p> <p>Please put the documents inside the designated drop box outside of HO together with your full name and contact details.</p> <p><i>*Emails are checked regularly during the following periods: 9:00 A.M. and 4:00 P.M. on office days.</i></p> <p><i>For safety measures, submitted physical documents are handled 24 hours after submission and after disinfection.</i></p>				
<p>Set an appointment with the HO</p>	<p>Arrange the schedule of HO/CMO inspection of the</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Draftsman III/Engineer</i></p>



<p>through phone or email for the assessment of submitted house repair plan.</p>	<p>housing unit to assess the submitted house repair plan.</p> <p>2.1. Conduct on-site assessment and inspection of the housing unit to be repaired.</p> <p>2.2. Prepare Assessment / Inspection Report prior to the issuance of the permit</p> <p>Submit the report to HO Director for final review</p> <p>Prepare the Permit to Repair for the Director's approval</p> <p>Email the lessee his/her signed permit including permit conditions prior to start of repair.</p>		<p>4 Hours</p> <p>1 Day</p> <p>3 Hours</p> <p>1 Hour</p>	<p>HO</p> <p><i>Draftsman III/Engineer/</i> Director HO</p>
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			30 Minutes	Administrative Officer I/ Administrative Assistant II HO
Acknowledge receipt of the Permit to Repair via email and proceed with the repair/renovation of the housing unit, following stated restrictions in the issued permit, if any.	Upload approved permit in the office's Google drive for monitoring purposes	None	30 Minutes	Administrative Assistant II HO
TOTAL:		None	3 Days and 3 Hours	

4. Process and Endorse Request for Reimbursement through House Rental Credits of UP Housing Lessees

The University provides reimbursements through rental credits to a lessee-employee who is awarded lease of a housing unit, in order to recoup expenses incurred in renovation of the awarded unit, address issues relative to health and safety hazards, heavily dilapidated units due to force majeure and repair/replacement of plumbing or electrical services, roofing and basic structure as well as water and waste disposal systems and waterproofing or weatherization. Repairs eligible for reimbursement is subject to evaluation and recommendation of the Housing Office (HO).

Office or Section:	Housing Office (HO)
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Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, REPS, Staff (Qualified Lessee of UP-owned Housing Unit)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Requesting Party		
Summary of Expenses (1 original)		Requesting Party		
Supporting Receipts: Official Receipts, Cash/Sales Invoices (1 original Copy)		Requesting Party's choice of hardware store/contractor		
Photos of housing unit after repair (1 original)		Requesting Party		
Issued Permit to Repair & Renewal (if any) (1 photocopy)		HO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Email letter of request and required supporting documents to housing.updiliman@up.edu.ph</p> <p><u><i>For manual submissions:</i></u></p> <p>Please put the documents inside the designated drop box outside of HO together with your full name and contact details.</p> <p><i>*Emails are checked regularly during</i></p>	<p>Evaluate submitted letter of request and supporting documents</p> <p>Call the requesting party and schedule an appointment for unit inspection</p> <p>Inspect and take photos of the repaired area/housing unit</p> <p>Check requesting party's compliance with submitted scope of work and</p>	<p>None</p>	<p>1 Day</p> <p>10 Minutes</p> <p>30 Minutes</p>	<p><i>Draftsman III/ Engineer/ Administrative Assistant II</i></p> <p>HO</p>



<p><i>the following periods: 9:00 A.M. and 4:00 P.M. on office days.</i></p> <p><i>For safety measures, submitted physical documents are handled 24 hours after submission and after disinfection.</i></p>	<p>approved house plan</p>			
	<p>Remeasure the housing unit's area</p>		1 Day	
	<p>Prepare assessment report of the completed repair (with photos). Report may include observed housing violations, if any</p>			
	<p>Review Final Report and forward recommendation to OC for the Chancellor's action</p>		1 Day	<p><i>Draftsman III/ Engineer</i></p> <p>HO</p>
	<p>Approve/ Disapprove request based on HO's recommendation</p>		1 Day	
	<p>Email the requesting party a copy of his/her request with the Chancellor's action</p>			
	<p>Prepare updated billing statements reflecting approved amount of reimbursement</p>		1 Day	<p><i>Director</i></p> <p>HO</p>



	thru house rental credits		5 Days	Chancellor OC
			1 Day	HHRO II / Administrative Aide IV HO
			1 Day	
Acknowledge receipt of the Chancellor's approved request for reimbursement via email.	Upload request and Chancellor's approval in the HO's Google drive	None	1 Hour	HHRO II / Administrative Aide IV HO
TOTAL:		None	12 Days, 1 Hour and	



		40 Minutes	
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5. Process of Request for Refunds of Posted Housing Bonds, Security Deposits and/or Overpayment

For separated/retired lessee who opted to avail of the six (6) months extension of stay or grace period in the leased housing unit, he/she will be required to post an amount as housing bond and security deposit. The same amount is refundable in full upon return of the keys and surrender of the leased housing unit back to the University, provided this is done within the period of the approved extension to stay.

Office or Section:	Housing Office (HO)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	UP Faculty, REPS, Staff (For lessees who vacated their leased housing unit on or before the lapse or expiration of the extension period)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Request	Requesting Party		
Death Certificate (in case lessee is deceased)	PSA		
Designation of Next-of-Kin and Identification Card (1 photocopy)	Requesting Party's choice of lawyer		
Receipt of paid Housing Bond (1 original) / or validated deposit slip (if paid in bank)	UP Cash Office/Bank		
Issued Permit to Repair & Renewal (if any) (1 photocopy)	UP Cash Office/Bank		
Affidavit of Loss Official Receipts, if applicable (1 original)	Requesting Party's choice of lawyer		
Clearance of No House Rental Arrears (1 photocopy)	HO		
Certificate of No Arrears Left from Meralco and MWCI	Meralco and MWCI		
Disconnection of services from Meralco and MWCI	Meralco and MWCI		



Approved Notice of Moving-Out (1photocopy)		HO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Submit letter of request and complete supporting requirements to HO (thru the designated drop box outside the HO)</p> <p><i>*Emails are checked regularly during the following periods: 9:00 A.M. and 4:00 P.M. on office days.</i></p> <p><i>For safety measures, submitted physical documents are handled 24 hours after submission and after disinfection.</i></p>	Acknowledge receipt of submitted documents and evaluate completeness	None	1 Day	<i>Administrative Aide IV</i> HO
	Prepare disbursement voucher		1 Hour	<i>Housing and Homesite Regulations Officer II</i> HO
	Forward voucher to authorized personnel for signatures		1 Hour	
	Forward signed voucher to UPD Accounting Office (UP DAO) for processing.		30 Minutes	
	UP DAO forwards voucher to UPD Cash Office for check preparation.		18 Days	<i>Account Specialist</i> UPD Accounting Office



Follow-up with HO on the release of voucher for refund	Inform the requesting party when the voucher was submitted to UP DAO for processing	None	10 Minutes	<i>Housing and Homesite Regulations Officer II</i> HO
	Upload request and Chancellor's approval in the HO's Google drive		1 Hour	<i>Administrative Aide IV</i> HO
TOTAL:		None	19 Days, 3 Hours and 40 Minutes	

6. Processing of Unit Clearances for Separated Employees with No Housing Accountabilities and Pending Obligations

The University Clearance is a requirement for UP employees who signified their intention of retiring, separating or terminating their services from the University. The clearance is routed to various offices / units to ensure that the retiree-employee has no unsettled accountabilities and pending obligations (e.g., contractual, financial, property, specifically the return of leased housing units, etc.) from these offices/ units.

University Clearances are processed in batches. Once processed by the Housing Office, the clearances are emailed to the UP Diliman Human Resource Development Office.

Office or Section:	Housing Office (HO)
Classification:	Complex



Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, REPS, Staff (Housing Unit Lessees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unit Clearance Form		HRDO		
Accomplished Unit Turn-Over and Moving-Out Form (if applicable)		HO		
Certification of No Outstanding Arrearages / Official Receipt of Payment of Arrearages (if applicable)		HO		
<i>One (1) Duplicate Copy of the following:</i>				
Clearance of accountability from Meralco and MWCI as of the date the unit is turned-over to HO (if applicable)		Requesting Party		
Proof of Disconnection of Meralco and MWCI Services (if applicable)		Requesting Party		
Death Certificate, Designation of Next-of Kin and ID (in case the original lessee is deceased)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call/Email HO for instructions on how to secure a Unit Clearance	Address concerns and discuss HO clearance requirements to Requesting Party	None	1 Hour	College Business Manager II/ Administrative Assistant II HO



<p>Email required HO clearance documents to housing_clearance.upd@up.edu.ph</p> <p><i>*Emails are regularly checked during the following periods: 9:00 A.M. and 4:00 P.M. during office days.</i></p> <p><i>For safety considerations, physical documents submitted are handled after 24 hours from submission and after disinfection.</i></p>	<p>Evaluate received documents for completeness and acknowledge receipt</p>	None	1 Day	<p><i>Administrative Assistant II</i></p> <p>HO</p>
	<p>Verify if retiree-employee has pending accountabilities</p>		1 Day	
	<p>Print and endorse Unit Clearance Form for the Director's signature</p>		1 Day	<p><i>Administrative Assistant II</i></p> <p><i>Director</i></p> <p>HO</p>
	<p>Scan and email signed Unit Clearance Form to HRDO</p> <p><i>*A hard copy of the same Unit Clearance Form shall be forwarded to the HRDO as well.</i></p>		1 Hour	<p><i>Administrative Assistant II</i></p> <p>HO</p>
TOTAL:		None	3 Days and 2 Hours	



7. Processing of Unit Clearances for Separated Employees with Housing Accountabilities and Pending Obligations

The University Clearance is a requirement for UP employees who signified their intention of retiring, separating or terminating their services from the University. The clearance is routed to various offices / units to ensure that the retiree-employee has no unsettled accountabilities and pending obligations (e.g., contractual, financial, property, specifically the return of leased housing unit, etc.) from these offices/ units.

University Clearances are processed in batches. Once processed by the Housing Office, the clearances are emailed to the UP Diliman Human Resource Development Office.

Office or Section:	Housing Office (HO)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	UP Faculty, REPS, Staff (Housing Unit Lessees and Former Lessees)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Unit Clearance Form		HRDO
Accomplished Unit Turn-Over and Moving-Out Form (if applicable)		HO
Certification of No Outstanding Arrearages / Official Receipt of Payment of Arrearages (if applicable)		HO
<i>One (1) Duplicate Copy of the following:</i>		
Approved Extension of Stay (if applicable)		HO
Appointment with Extension Beyond Compulsory Retirement (if applicable)		HRDO
Clearance of accountability from Meralco and MWCI as of the date the unit is turned-over to HO (if applicable)		Requesting Party
Proof of Disconnection of Meralco and MWCI Services (if applicable)		Requesting Party



Death Certificate, Designation of Next-of-Kin and ID (in case the original lessee is deceased)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call/Email HO for instructions on how to secure a Unit Clearance (Email: housing_clearance.upd.@up.edu.ph)	Address concerns and discuss HO clearance requirements to Requesting Party	None	1 Hour	College Business Manager II/ Administrative Assistant II HO
<p>Email required HO clearance documents to housing_clearance.upd@up.edu.ph</p> <p><u>For manual submissions:</u></p> <p>Please put the documents inside the designated drop box outside of HO together with your full name and contact details</p> <p><i>*Emails are regularly checked during the following periods: 9:00 A.M. and 4:00</i></p>	<p>Evaluate received documents for completeness and acknowledge receipt</p> <p>Verify if retiree-employee has pending accountabilities</p> <p>Prepare Statement of Account (SOA) for arrears (i.e. uncollected fines, rental and/or garbage fees)</p> <p>Compute housing bond and security deposits</p> <p>to be charged against employee's SRP/FSL; or</p>	None	<p>1 Day</p> <p>4 Hours</p> <p>4 Hours</p>	Administrative Assistant II HO



<p>Pay prescribed fees at the UPD Cash Office or thru bank deposit (whichever is applicable) and email proof of payment to HO</p>	<p>Verify proof of payment received</p> <p>Prepare the Undertaking and Authorization to Deduct and send it to the Requesting Party for execution and notarization</p>	<p>Fees vary depending on the services/ utilities and other charges</p>	<p>1 Day</p> <p>2 Days</p>	<p><i>Administrative Assistant II</i></p> <p>HO</p>
<p>Submit original notarized Undertaking and Authorization to Deduct to HO</p>	<p>Receive notarized Undertaking and Authorization to Deduct</p> <p>Print and endorse Unit Clearance Form for the Director's signature</p> <p>Scan and email signed Unit Clearance Form to HRDO</p>	<p>None</p>	<p>1 Day</p> <p>1 Day</p> <p>2 Hours</p>	<p><i>Administrative Assistant II</i></p> <p>HO</p>



Receive HO clearance through HRDO				
TOTAL:		None	8 Days and 3 Hours	

8. Processing of Unit Clearances for Separated Employees (Non-Lesseees)

The University Clearance is a requirement for UP employees who signified their intention of retiring, separating or terminating their services from the University. The clearance is routed to various offices / units to ensure that the retiree-employee has no unsettled accountabilities and pending obligations (e.g., contractual, financial, property, specifically the return of leased housing unit, etc.) from these offices/ units.

University Clearances are processed in batches. Once processed by the Housing Office, the clearances are emailed to the UP Diliman Human Resource Development Office.

Office or Section:	Housing Office (HO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, REPS, Staff (Non-Lesseees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unit Clearance Form		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
HRDO, in behalf to the requesting party (retiring personnel) emails Unit Clearance Form to HO: housing_clearanc	Receive and acknowledge receipt of email. Verify if employee has pending accountabilities	None	30 Minutes	<i>Administrative Officer I/ Administrative Asst. II</i> HO



<p>e.upd@up.edu.ph</p> <p><i>Emails will be regularly checked during the following periods: 9:00 A.M. and 4:00 P.M. during office days.</i></p>	<p>with the Housing Office</p> <p>Fill up the remaining information in the Unit Clearance Form; indicate "Cleared" or "Not Cleared."</p> <p>Endorse clearance to the Director for signature.</p>		<p>4 Hours</p> <p>4 Hours</p> <p>1 Day</p>	<p><i>Director</i> HO</p>
<p>Receive Unit Clearance from the HRDO</p>	<p>Scan and email signed Unit Clearance Form to HRDO</p> <p>Submit a hardcopy of the signed clearance to HRDO</p>	<p>None</p>	<p>1 Hour</p> <p>2 Hours</p>	<p><i>Administrative Officer I / Administrative Assistant II</i> HO</p> <p><i>Administrative Assistant II</i> HO</p>
<p>TOTAL:</p>		<p>None</p>	<p>2 Days, 3 Hours and 30 Minutes</p>	



9. Processing of Requests for Extension of Stay (Grace Period) in the Leased Premises for Retiring Lessees

At least three (3) months before separation from service, the retiree-lessee must signify and request in writing his/her desire to avail of the six (6) months extension of stay after retirement from service. The revised housing rules and regulations provide for extension of stay of retiring lessees subject to the evaluation and recommendation of the Diliman Housing Committee (DHC) and the approval of the Chancellor.

Office or Section:	Housing Office (HO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, REPS, Staff (Retiring Lessees of the UP Housing Units)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Extension of Stay beyond the date of separation from the University; stating the plan for transfer after the extension period (supporting documents may be attached to the letter)		Requesting Party		
One (1) Duplicate Copy of the following:				
Updated Service Record		HRDO		
Latest Payslip		Requesting Party		
HRDO's computation of the (a) SRP (for Admin & REPS) or (b) FSLB (for Faculty)		HRDO		
Paid Meralco Bills for the last 2 months		Requesting Party		
Paid MWCI Bills for the last 2 months		Requesting Party		
Death Certificate, Designation of Next-of Kin and ID (in case the original lessee is deceased)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email letter of request for extension of stay at least	Evaluate received documents for completeness and	None		



<p>2-3 months before the end of the active service, including other pertinent documents to housing.updili man@up.edu.ph</p> <p><u><i>For manual submissions:</i></u></p> <p>Please put the documents inside the designated drop box outside of HO together with your full name and contact details</p> <p><i>*Emails are regularly checked during the following periods: 9:00 A.M. and 4:00 P.M. during office days.</i></p> <p><i>For safety considerations, physical documents submitted are handled after 24 hours from submission</i></p>	<p>acknowledge receipt of email</p> <p>Prepare preliminary evaluation and include the request in the agenda of the scheduled next Diliman Housing Committee (DHC) meeting for their endorsement</p> <p><i>There is an estimated two (2)-month gap between the endorsement of the members of the DHC and the Chancellor's action. During this time, the DHC meeting is held to discuss the request which was included in the agenda.</i></p> <p>Forward request to the Chancellor for final action</p> <p>Chancellor acts on the request</p>		<p>1 Day</p> <p>10 Days</p>	<p><i>Administrative Officer // Administrative Asst // HO</i></p> <p><i>Administrative Officer // HO</i></p>
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<i>and after disinfection.</i>			1 Day	<i>Administrative Officer I/</i> HO
			5 Days	<i>Chancellor</i> OC
Receive action on the request through email	Email request with action from the Chancellor	None	1 Hour	<i>Administrative Asst II</i> HO
TOTAL:		None	17 Days and 1 Hour	



Office of Community Relations (OCR)

Internal Services



1. Issuance of Permit to Repair for Self-Built Units and Informal Structures owned by UP Employees

All residents occupying Self-Built Units (SBUs) and Informal Structures (IS) in UP need to secure a permit to repair from the Office of the Vice Chancellor for Community Affairs through the Office of Community Relations prior to conducting house repairs.

Office or Division:	Office of Community Relations (OCR)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Employees who are enlisted as owner/co-owner in the 2011 UP Census for SBUs and IS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter signed by the Pook Coordinator and Punong Barangay (1 original)		Pook Coordinator		
Early accomplished Permit to Repair Form		OCR		
Government issued photo ID (1 photocopy)		BIR, COMELEC, SSS, GSIS, DFA, POST OFFICE, LTO, PHILHEALTH, PRC		
Other applicable supporting documents (i.e. Birth Certificate/ Death Certificate/ Marriage Contract) (1 photocopy)		PSA, BIR, COMELEC, SSS, GSIS, DFA, NBI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client must secure/request endorsement letter from the Pook Coordinator and Punong Barangay	Release endorsement paper	None	15 Minutes	<i>Barangay Personnel</i> Barangay
Submit endorsement letter (signed by the Pook Coordinator and Punong Barangay), valid ID and other supporting documents to OCR <u>For online submissions:</u> Email requirements to ocr.updiliman@up.edu.ph	Evaluate submitted documents Verify the requesting party's status in the 2011 UP Census on SBUs	None	5 Minutes 5 Minutes	<i>Receiving Personnel</i> OCR



<p><u><i>For manual submissions:</i></u> Please put the documents inside the designated drop box outside of OCR together with your full name and contact details.</p>				
<p>Wait for the scheduled ocular inspection</p> <p>If an ocular inspection is not feasible, requesting party may submit photographs of the parts of the house that needs to be repaired.</p> <p><u><i>For online submissions:</i></u> Email requirements to ocr.updiliman@up.edu.ph</p> <p><u><i>For manual submissions:</i></u> Please put the documents inside the designated drop box outside of OCR together with your full name and contact details.</p>	<p>Conduct ocular inspection on the SBU/IS and check the following:</p> <p>Specifications of the repair; Measurement of the total floor area and height of the structure; Photo documentation of the structure prior to the repair</p>	None	3 Days	Community Relations Officer OCR
		None	5 Minutes	Administrative Aide VI OCR



<p>Claim Order of Payment for the Permit to Repair from OCR</p> <p><i>Due to the current pandemic, payment for the Permit to Repair is on hold.</i></p>	<p>Issue Order of Payment for the Permit to Repair</p>			
<p>Pay corresponding fee at the UP Cash Office</p> <p><i>Due to the current pandemic, payment for the Permit to Repair is on hold.</i></p>	<p>Collect prescribed fee based on the Order of Payment</p> <p>Issue Official Receipt (OR)</p>	<p>PHP 115.0 0</p>	<p>25 Minutes</p>	<p>Collecting Officer UP Cash Office</p>
<p>Submit OR to OCR as proof of payment</p> <p><i>Due to the current pandemic, payment for the Permit to Repair is on hold.</i></p>	<p>Receive OR and photocopy for records purposes</p> <p>Ask requesting party to fill up Permit to Repair form</p>	<p>None</p>	<p>5 Minutes</p> <p>10 Minutes</p>	<p>Administrative Aide VI OCR</p>
<p>Fill up and submit Permit to Repair form to OCR</p>	<p>Evaluate requesting party-filled Permit to Repair form for completeness</p> <p>Take requesting party's photo and attach it to the Permit to Repair form</p> <p>Recommend approval/disapproval to the Director for the Permit to Repair</p>	<p>None</p>	<p>15 Minutes</p> <p>5 Minutes</p> <p>1 Day</p>	<p>Administrative Aide VI OCR</p> <p>Community Relations Officer OCR</p>



	<p>based on the ocular inspection</p> <p>Forward Permit to Repair to the Office of the Vice Chancellor for Community Affairs for the VCCA's signature</p> <p>Invite requesting party to claim approved Permit to Repair from OCR</p>		<p>3 Days</p> <p>15 Minutes</p>	<p><i>Community Relations Officer/ Administrative Aide VI</i> OCR</p>
Claim approved Permit to Repair from OCR	<p>Release approved Permit to Repair</p> <p>Ask requesting party to sign Permit to Repair's receiving copy</p>	None	<p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Releasing Personnel</i> OCR</p>
TOTAL:		PHP 115.00	7 Days, 1 Hour and 55 Minutes	

2. Issuance of UP Certification for water and electricity line connection of Self-Built Units (SBUs) and Informal Structures (IS) owned by UP Employees

To apply for a water and/or electricity connection, applicants who reside in SBUs and IS are required to submit a Certification from the University to the utility providers, specifically MERALCO and the Manila Water Company, Inc. (MWCI). Residents will request the said certification from the OCR which they will submit to MERALCO or MWCI.

Office or Division:	Office of Community Relations (OCR)
Classification:	Highly Technical



Type of Transaction:	Government to Government			
Who may avail:	UP Employees who are enlisted as owner/co-owner in the 1992 and 2001 UP Census for SBUs and IS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter signed by the Pook Coordinator and Punong Barangay (1 original)		Pook Coordinator		
Properly accomplished Application Form for Water and Electricity Connection Certification		OCR		
Valid government issued photo ID (1 photocopy)		BIR, COMELEC, SSS, GSIS, DFA, POST OFFICE, LTO, PHILHEALTH, PRC		
Other applicable supporting documents (i.e. Birth Certificate/ Death Certificate/ Marriage Contract) (1 photocopy)		PSA, BIR, COMELEC, SSS, GSIS, DFA, NBI		
Old Electricity and/or Water Bill (for line reconnection requests) (1 photocopy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Client must secure/request endorsement letter from the Pook Coordinator and Punong Barangay	Release endorsement paper	None	15 Minutes	<i>Barangay Personnel</i> Barangay
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<p>Submit endorsement letter (signed by the Pook Coordinator and Punong Barangay), valid ID and other supporting documents to OCR</p> <p><u>For online submissions:</u> Email requirements to ocr.updiliman@up.edu.ph</p> <p><u>For manual submissions:</u> Please put the documents inside the designated drop box outside of OCR together with your full name and contact details.</p>	<p>Evaluate submitted documents</p> <p>Verify the requesting party's status in the 1992 and 2001 UP Census on SBUs and IS</p>	<p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p>	<p>Receiving Personnel OCR</p>
<p>Wait for the scheduled ocular inspection</p>	<p>Conduct ocular inspection on the SBU/IS</p> <p>Verify that the request is not for an additional electricity or water connection</p> <p>Invite requesting party to OCR to fill up Application Form for Water and Electricity Connection Certification</p>	<p>None</p>	<p>3 Days</p> <p>10 Minutes</p>	<p>Community Relations Officer OCR</p>



Fill up the Application Form for Water and Electricity Connection Certification	Evaluate requesting party-filled Permit to Repair form for completeness	None	10 Minutes	<i>Administrative Aide VI</i> OCR
	Take requesting party's photo and attach it to the Permit to Repair form		5 Minutes	
	Recommend approval/ disapproval to the Director for the Certification based on the ocular inspection		1 Day	<i>Community Relations Officer</i> OCR
	Forward Application form and Certification to the Office of the Vice Chancellor for Community Affairs for the VCCA's signature		3 Days	<i>Administrative Aide VI</i> OCR
	Invite the requesting to OCR to claim the Certification for the Water and/or Electricity connection		15 Minutes	<i>Administrative Aide VI/ Community Relations Officer</i> OCR
Claim Certification from OCR	Release Certification to the requesting party	None	5 Minutes	<i>Releasing Personnel</i> OCR



	Ask requesting party to sign Certification's receiving copy		5 Minutes	
TOTAL:		None	7 Days and 1 Hour and 10 Minutes	

3. Signing of Clearance for Retiring UP Employees with No Self-Built Unit/s (SBUs) or Informal Structure/s (IS)

All retiring University employees are required to have their clearances signed by different offices within the University to ensure that they do not have any pending obligations prior to their permanent separation from the University.

Office or Division:	Office of Community Relations (OCR)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All retiring UP Employees with No SBU or IS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clearance Form (3 original)		Human Resources Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



The HRDO, on behalf of the Requesting Party, emails the UP Clearance Form to OCR.	Accept clearance form from HRO	None	10 Minutes	Receiving Personnel OCR
	Check the database for the following under the employee's name:		1 Day	Administrative Aide VI/ Community Relations Officer OCR
	SBU or IS Livestock Record of violation of University's policies on SBUs and IS		1 Day	
	Endorse the UP Clearance Form for the Director's signature		1 Day	Administrative Aide VI OCR
	Email signed clearances to HRDO			
Receive email with signed clearance form from HRDO				
TOTAL:		None	3 Days and 10 Minutes	

4. Signing of Clearance for Retiring UP Employees with Self-Built Unit/s (SBUs) or Informal Structure/s (IS)

All retiring University employees are required to have their clearances signed by different offices within the University to ensure that they do not have any pending obligations prior to their permanent separation from the University.

Office or Division:	Office of Community Relations (OCR)
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Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All retiring UP Employees with SBUs and IS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clearance Form (3 original)		Human Resources Development Office (HRDO)		
Undertaking with Irrevocable Special Power of Attorney (employees with Self-Built Units (SBUs) or Informal Structures (IS) (1 original)		OCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The HRDO, on behalf of the Requesting Party, emails the UP Clearance Form to OCR.	Accept clearance form from HRO	None	10 Minutes	<i>Receiving Personnel</i> OCR
	Check the database for the following under the employee's name:		1 Day	<i>Administrative Aide VI/</i> <i>Community Relations Officer</i> OCR
	SBU or IS Livestock Record of violation of University's policies on SBUs and IS		1 Day	<i>Administrative Aide VI</i> OCR
	Request for additional and relevant information regarding the SBU/IS from the requesting party			



<p>Submit to OCR additional and relevant details regarding the SBU/IS</p> <p>This information shall be used for the drafting of the Undertaking with Irrevocable Special Power of Attorney.</p> <p><u>For online submissions:</u> Email requirements to ocr.updiliman@up.edu.ph</p> <p><u>For manual submissions:</u> Please put the documents inside the designated drop box outside of OCR together with your full name and contact details.</p>	<p>Accept provided information and update the Undertaking with Irrevocable Special Power of Attorney template</p> <p>Conduct ocular inspection to measure the total area of the SBU/IS (data to be included in the Undertaking)</p> <p>Provide three (3) copies of the Undertaking to the requesting party</p>	<p>None</p>	<p>30 Minutes</p> <p>3 Days</p> <p>15 Minutes</p>	<p><i>Administrative Aide VI</i> OCR</p> <p><i>Community Relations Officer</i> OCR</p> <p><i>Administrative Aide VI</i> OCR</p>
<p>Submit notarized Undertaking with Irrevocable Special Power of Attorney to OCR</p>	<p>Receive notarized Undertaking</p> <p>Endorse clearance for the Director's signature</p> <p>Email signed clearance to HRDO</p>	<p>None</p>	<p>2 Days</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Administrative Aide VI</i> OCR</p>
<p>Receive email with signed clearance form from HRDO</p>				



TOTAL:	None	7 Days and inutes	
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5. Signing of Clearance for Retiring UP Employees with Self-Built Unit/s (SBUs) or Informal Structure/s (IS) and Livestock

All retiring University employees are required to have their clearances signed by different offices within the University to ensure that they do not have any pending obligations prior to their permanent separation from the University.

Office or Division:	Office of Community Relations			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All retiring UP Employees with SBUs/IS and livestock			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clearance Form (3 original)		Human Resources Development Office (HRDO)		
Undertaking with Irrevocable Special Power of Attorney (employees with Self-Built Units (SBUs) or Informal Structures (IS) (1 original)		OCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The HRDO, on behalf of the Requesting Party, emails the UP Clearance Form to OCR.	Accept clearance form from HRO	None	10 Minutes	<i>Receiving Personnel</i> OCR
	Check the database for the following under the employee's name:		1 Day	<i>Administrative Aide VI/</i> <i>Community Relations Officer</i> OCR
	SBU or IS Livestock Record of violation of University's policies on SBUs and IS		1 Day	



	Ask requesting party to remove livestock and self-demolish any structure related to the same			<i>Administrative Aide VI</i> OCR
Remove livestock and related structures	<p>Conduct an ocular inspection to verify that all livestock and related structures have been removed</p> <p>Inform requesting party about the Undertaking with Irrevocable Special Power of Attorney once all livestock and related structures have been removed</p>	None	<p>7 Days</p> <p>15 Minutes</p>	<i>Community Relations Officer</i> OCR
<p>Submit to OCR additional and relevant details regarding the SBU/IS</p> <p>This information shall be used for the drafting of the Undertaking with Irrevocable Special Power of Attorney.</p> <p><u>For online submissions:</u> Email requirements to ocr.updiliman@up.edu.ph</p>	<p>Accept provided information and update the Undertaking with Irrevocable Special Power of Attorney template</p> <p>Conduct ocular inspection to measure the total area of the SBU/IS (data to be</p>	None	<p>30 Minutes</p> <p>3 Days</p>	<p><i>Administrative Aide VI</i> OCR</p> <p><i>Community Relations Officer</i> OCR</p>



<p><u>For manual submissions:</u></p> <p>Please put the documents inside the designated drop box outside of OCR together with your full name and contact details.</p>	<p>included in the Undertaking)</p> <p>Provide three (3) copies of the Undertaking to the requesting party</p>		<p>15 Minutes</p>	<p>Administrative Aide VI OCR</p>
<p>Submit notarized Undertaking with Irrevocable Special Power of Attorney to OCR</p>	<p>Receive notarized Undertaking</p> <p>Endorse clearance for the Director's signature</p> <p>Email signed clearance to HRDO</p>	<p>None</p>	<p>1 Day</p> <p>1 Day</p> <p>1 Day</p>	<p>Administrative Aide VI OCR</p>
<p>Receive email with signed clearance form from HRDO</p>				
TOTAL:		<p>None</p>	<p>15 Days, 1 Hour and 10 Minutes</p>	

6. Signing of Clearance for Retiring UP Employees with Self-Built Unit/s (SBUs) or Informal Structure/s (IS) and Recorded Violation/s of the University's Policies SBUs and IS

All retiring University employees are required to have their clearances signed by different offices within the University to ensure that they do not have any pending obligations prior to their permanent separation from the University.

<p>Office or Division:</p>	<p>Office of Community Relations (OCR)</p>
<p>Classification:</p>	<p>Highly Technical</p>



Type of Transaction:	Government to Government			
Who may avail:	All retiring UP Employees with SBUs/IS and recorded violation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unit Clearance Form		HRDO		
Undertaking with Irrevocable Special Power of Attorney (employees with Self-Built Units (SBUs) or Informal Structures (IS) (1 original)		OCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The HRDO, on behalf of the Requesting Party, emails the UP Clearance Form to OCR.	Accept clearance form from HRO	None	10 Minutes	<i>Receiving Personnel</i> OCR
	Check the database for the following under the employee's name: SBU or IS Livestock Record of violation of University's policies on SBUs and IS		1 Day	<i>Administrative Aide VI/ Community Relations Officer</i> OCR
	Ask requesting party to resolve violations		1 Day	<i>Administrative Aide VI</i> OCR
Rectify all violations committed against the University's policies on SBUs/IS	Conduct ocular inspection to verify if violations have been resolved	None	7 Days	<i>Community Relations Officer</i> OCR
			15 Minutes	



	Inform requesting party about the Undertaking with Irrevocable Special Power of Attorney once all violations have been resolved			
<p>Submit to OCR additional and relevant details regarding the SBU/IS</p> <p>This information shall be used for the drafting of the Undertaking with Irrevocable Special Power of Attorney.</p> <p><u>For online submissions:</u> Email requirements to ocr.updiliman@up.edu.ph</p> <p><u>For manual submissions:</u> Please put the documents inside the designated drop box outside of OCR together with your full name and contact details.</p>	<p>Accept provided information and update the Undertaking with Irrevocable Special Power of Attorney template</p> <p>Conduct ocular inspection to measure the total area of the SBU/IS (data to be included in the Undertaking)</p> <p>Provide three (3) copies of the Undertaking to the requesting party</p>	None	<p>30 Minutes</p> <p>3 Days</p> <p>15 Minutes</p>	<p><i>Administrative Aide VI</i> OCR</p> <p><i>Community Relations Officer</i> OCR</p> <p><i>Administrative Aide VI</i> OCR</p>
Submit notarized Undertaking with Irrevocable Special Power of Attorney to OCR	<p>Receive notarized Undertaking</p> <p>Endorse clearance for</p>	None	<p>1 Day</p> <p>1 Day</p>	<i>Administrative Aide VI</i> OCR



	the Director's signature			
	Email signed clearance to HRDO		1 Day	
Receive email with signed clearance form from HRDO				
TOTAL:		None	15 Days, 1 Hour and 10 Minutes	

7. Signing of Clearance for Retiring UP Employees with Self-Built Unit/s (SBUs) and Informal Structure/s (IS) recorded under their names but do not reside at the same

All retiring University employees are required to have their clearances signed by different offices within the University to ensure that they do not have any pending obligations prior to their permanent separation from the University.

Office or Division:	Office of Community Relations (OCR)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All retiring UP Employees with SBUs/IS recorded under their names but do not reside in the SBUs/IS anymore			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unit Clearance Form		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>The HRDO, on behalf of the Requesting Party, emails the UP Clearance Form to OCR.</p>	<p>Accept clearance form from HRO</p> <p>Check the database for the following under the employee's name:</p> <p>SBU or IS Livestock Record of violation of University's policies on SBUs and IS</p> <p>Ask requesting party to turn over his/her SBU or IS to the University</p>	<p>None</p>	<p>10 Minutes</p> <p>1 Day</p> <p>14 Days</p>	<p><i>Receiving Personnel</i> OCR</p> <p><i>Administrative Aide VI/ Community Relations Officer</i> OCR</p> <p><i>Administrative Aide VI</i> OCR</p>
<p>Turn over the SBU/IS by surrendering the keys to the University</p>	<p>Accept the keys of the SBU/IS</p> <p>Ask the requesting party to sign document confirming that he/she willfully turned over the structure to the University</p> <p>Install new padlock and signage to the structure</p> <p>Endorse UP Clearance Form for the Director's signature</p>	<p>None</p>	<p>2 Days</p> <p>15 Minutes</p> <p>1 Day</p> <p>1 Day</p> <p>15 Minutes</p>	<p><i>Community Relations Officer</i> OCR</p> <p><i>Administrative Aide VI</i> OCR</p>



	Email signed clearance form to HRDO			
Receive email with signed clearance form from HRDO				
TOTAL:		None	19 Days and 40 Minutes	



**University Health Service
(UHS)
Internal Services**



1. Outpatient Medical Consultation (In-Person)

This service refers to non-emergency consultations for minor illnesses that can be handled at the outpatient clinic. It also includes check-ups for the issuance of medical clearances or certificates for returning to classes or duty. During the COVID-19 pandemic, this service is limited to patients who cannot be assessed and diagnosed through online consultation, to minimize contact and possible transmission of infection.

Office or Division:	General Out-patient Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C -Government to Citizen			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Employee ID PWD, Senior Citizen's ID when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request for Consultation Slip located at the table outside the Records Section's Window	1. Receive the accomplished Consultation Slip and check ID	None	10 Minutes (Starts from the presentation of consultation slip)	<i>Records staff</i> UPHS
1.1 Queue and present accomplished consultation slip and ID at the Records Section's Window	1.1 If the patient is included in the database, place in the queue (through the Electronic Health Record [EHR]) and provide a queuing number. If the patient is a senior citizen, PWD, or pregnant, give a priority number instead			
1.2 Get queuing number/priority number, and medical chart (if needed) from the Records Section Window, then proceed to the Triage area	1.2 If the patient is not yet included in the database, encode patient data, place in queue, and issue a queuing number or a priority number (whichever is applicable)			
	1.3 Retrieve old record if requested, and release to the patient		10 Minutes	



	1.4 Give instruction to leave the record with the attending doctor after consultation			
2.Wait for the queuing number / priority number to be called. Proceed to Triage once called 2.1 Provide Triage Nurse with the requested information 2.2 Get queuing number / priority number from the Triage Nurse	2. Ask the patient's reason for consultation and encode it in the patient's EHR 2.1 Check the appropriate vital signs; measure the patient's height and weight; and conduct a Visual Acuity Test (as needed); and encode the information in the EHR 2.2 Deck patient to a staff physician and issue another queuing number	None	15 Minutes (Starts when the patient's queuing number is called)	<i>Triage Nurse</i> UPHS
3. Proceed to Clinic Room of assigned staff physician and wait for queuing number to be called	3. Interview patient for relevant medical history and complaints 3.1 Perform the appropriate physical examination 3.2 Record relevant findings on the EHR/OPD Chart 3.3 Make final disposition and advice patient as to the working diagnosis, diagnostic workups deemed necessary, plans, medications needed, supportive measures, and referral to specialty clinic if needed 3.4. Print and issue a prescription, laboratory	None	1 Hour (Starts when the patient enters Doctor's Room)	<i>Staff Physician</i> UPHS



	requests, and medical clearance/certificate/referrals once the assessment is complete			
TOTAL:		None	1 Hour 35 Minutes	

2. Medical Consultation through Telemedicine

This service refers to the remote assessment and diagnosis of non-urgent consultations for minor illnesses, which may be handled through the use of telecommunications technology (teleconsultation). This also includes the issuance of medical clearances or certificates (i.e., return to work, field work, leave of absence, scholarships).

*Teleconsultation procedure is only available during the time of COVID-19 pandemic or until such time when the OPD will be opened for regular services and is accepting physical consults—after which the regular charter or procedure for non-emergency cases in the OPD will be followed.

Office or Division:	Records Section and General Out-patient Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C -Government to Citizen			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Confirmed appointment booking through uphs.appointlet.com			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for telemedicine consultation with a UP Health Service physician through Appointlet (web-based appointment scheduler) or email (uhs.updiliman@up.edu.ph)	1. Receive telemedicine consultation appointment through Appointlet or email	None	15 Minutes	<i>Records Section Staff</i> UPHS
1.1 Accomplish the booking form at uphs.appointlet.com (input patient's personal information,	1.1 Following the guidelines for telemedicine consultation, decide			



<p>select a physician, and time slot)</p> <p>1.2 Wait for confirmation or cancellation (received through email) of appointment</p>	<p>whether the patient's booking should push through or not.</p> <p><i>Note: All bookings are automatically confirmed. However, bookings for emergency cases, those made by patients with symptoms that are difficult to assess through telemedicine, and those made by patients not entitled to this service, will be cancelled</i></p> <p>CANCELLATION: Cancel the booking and inform the patient why it was cancelled</p> <p>1.2 If the patient has an existing EHR, place the patient in queue on the date of the appointment</p> <p>1.3 For patients without an EHR, create an electronic record then place in queue</p> <p>1.4 Assign patient to their chosen physician for teleconsultation</p>		<p>10 Minutes</p>	
<p>2. On the date and time of appointment, wait for the physician to initiate consultation through email, text/Viber message, or call</p> <p>2.1 Ensure the readiness of the resources needed for online consultation (e.g., strong internet connection, signal,</p>	<p>2. Preferred physician will inform the patient about the scheduled consultation through one of the following means: email, Viber/text messages, or call</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Telemedicine MD</i></p>



<p>enough mobile load for call, phone battery charge), as well as the availability of a quiet and private room where the consultation may proceed without interruptions</p>				
<p>3. Provide doctor with the needed information during online consultation</p>	<p>3. Interview patient and ask for reason for consultation, relevant medical history, and complaints</p> <p>3.1 Assist patient/caregiver in doing a virtual physical examination (if applicable)</p> <p>3.2 Record relevant virtual finding on the EHR/OPD chart</p> <p>3.3 Make final disposition and advice patient as to the working diagnosis, diagnostic work-ups deemed necessary, plans, medications needed, supportive measures and referral to specialty clinic if needed</p> <p>3.4 Issue prescription, laboratory requests, and medical clearance/certificate/ referrals once assessment is complete</p> <p>3.5 Send PDF file of issued prescription through email or Viber</p>	<p>None</p>	<p>30 Minutes</p> <p>20 Minutes</p>	<p><i>Telemedicine MD</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>1 Hour 30 Minutes</p>	



3. Annual Physical Examination (APE)

University faculty and employees are encouraged to undergo an annual physical examination to determine the presence of an illness or risk factors predisposing to an illness, so that early medical interventions can be done. This service is a health-promotive step to ensure the staff's optimal performance in the workplace.

During the COVID-19 pandemic, this service is not available due to the limitations in the UPHS infrastructure, which is not designed to prevent COVID-19 transmission (Dental Clinic). Also, only one X-ray machine is working, and is designated for COVID suspect/positive cases, and for emergency cases. UP faculty and employees, however, may consult the UPHS doctors and have their APE tests at the UPHS for free.

Office or Division:	General Out-patient Clinic			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	UP Faculty and Employees (including UP Contractuals)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Employee ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Request for Consultation Slip located at the table outside the Records Section Window; signify intention to have an APE	1. Receive accomplished Consultation Slip and check ID	None	5 Minutes	<i>Records Staff</i> UPHS
1.1 Queue and present accomplished consultation slip and ID at Records Section's Window	1.1 Issue chart and laboratory requests for routine PE Stamp (APE on requests) and put one's initials; offer Package 2 as necessary* 1.2 Instruct client to accomplish the following in any order: chest X-ray, dental exam, ECG, and required lab exams		10 Minutes	
2. Proceed to Billing/Cashier for assessment of fees and payment, if any	2. Accept payment and issue Official Receipt	None	5 Minutes	<i>Billing/Cashier</i> UPHS



3. Proceed to Dental Section with Chart	3. Deck patient to Dentist on PE duty 3.1 Conduct dental examination, write findings and recommendations on chart	None	5 Minutes	<i>Dental Receptionist</i> UPHS <i>Dentist on PE duty</i> UPHS
4. Proceed to ECG Room and present request	4. Conduct ECG examination on the patient 4.1 Instruct patient when to get results 4.2 Process ECG test	None	10 Minutes 1 day	<i>ECG Technician</i> UPHS <i>Cardiologist-in charge</i>
5. Proceed to Radiology Section and present request	5. Perform Chest X-ray exam on patient and instruct patient when the result will be released 5.1 Process X-ray result	None	20 Minutes 3 Days	<i>Radiologic Technologist</i> UPHS <i>Radiologist</i> UPHS
6. Proceed to Medical Laboratory and present requests 6.1 Submit urine and stool specimen 6.2 Do fasting as instructed for some tests	6. Receive and check the correctness of specimen collection and preparation of patient (fasting time) 6.1 Perform routine tests as requested, and instruct patient when to get results 6.2 Process lab results	For routine tests – Package 1*None Package 2 – P700 w/ HbA1c, SGPT. Lipid profile and creatinine	10 Minutes 1 day	<i>Receptionist</i> Lab, UPHS <i>Medical Technologist</i> UPHS
7. Return with chart and results of all diagnostic exams requested and queue at Records Section's Window	7. Issue queuing or Priority No. for Triage Nurse	None	5 Minutes	<i>Records staff</i> UPHS



8. Wait for queue number to be called and proceed to Triage Nurse	8. Check on patient's vital signs, measure height and weight, perform Visual Acuity test, and record findings on the medical chart 8.1 Deck patient to an OPD doctor and issue queuing no. to doctor's clinic	None	10 Minutes	Triage Nurse UPHS
9. Wait for one's turn outside the assigned clinic	9. Perform PE, evaluate laboratory results, and instruct patient as to further recommendations 9.1 Issue medical certificate if the assessment is complete	None	15 Minutes 10 Minutes	OPD Doctor UPHS
TOTAL:		P700 (if with additional tests) None (routine tests)	5 Days 1 Hour 45 Minutes	

*Package 1 – consists of routine tests which are free of charge

Package 2 – preferred if with a previous history of Diabetes, Hypertension, Kidney or Liver problem

4. Psychiatric Teleconsultation – Mental Health Clinic

This service refers to the process of providing a range of mental health services including psychiatric evaluations, therapy, patient education, and medication management using telecommunications technology.

Office or Division:	Records Section and Mental Health Clinic
Classification:	Simple
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen
Who may avail:	UP Faculty and Employees



	1.4 Assign the patient to the psychiatrist for teleconsultation			
2. On the date and time of appointment, wait for the psychiatrist to initiate consultation through email, SMS, Viber, or Google Meet/Hangouts 2.1 Ensure the readiness of the resources needed for online consultation	2. Psychiatrist will initiate consultation through email, SMS, Viber, or Google Meet/Hangouts	None	15 Minutes	<i>Psychiatrist</i> UPHS



(strong internet connection, signal, enough mobile load for call, phone battery charge), and the availability of a quiet and private room where consultation can proceed without interruptions				
3. Provide psychiatrist with the needed information during online consultation	<p>3. Perform psychiatric evaluation, instruct patient as to medications, if any; and give appropriate advice</p> <p>3.1 Issue medical certificate / psychiatric clearance as appropriate</p> <p>3.2 Record relevant virtual finding on the EHR/OPD chart</p> <p>3.3 Send PDF file of issued prescription through email or Viber</p>	None	<p>1 Hour</p> <p>20 Minutes</p>	<i>Psychiatrist</i> UPHS
TOTAL:		None	2 Hours	



5. Psychiatric Consultation/ Psychiatric Clearance

The UPHS provides outpatient consultation to diagnose and treat psychiatric illnesses among mandated clients, as well as to assess mental fitness prior to enrollment, work, and other endeavors.

To avoid the transmission of infection, in-person psychiatric consultation is not available during the COVID-19 pandemic. Please refer to the psychiatric teleconsultation service.

Office or Division	General Out-patient Clinic			
Classification	Simple			
Type of transaction	G2G - Government to Government, G2C - Government to Citizen			
Who may avail	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue at the Records Section Window to get an appointment for a consultation	1. Log client on the date requested if available in the appointment logbook or on the earliest available slot	None	5 Minutes	<i>Records staff</i> UPHS
2. Return to Records Section's Window on the date of the appointment	2. Verify appointment and issue previous medical records 2.1 Give queuing number for Triage	None	10 Minutes	<i>Records staff</i> UPHS
3. Wait for queue number to be called and proceed to Triage for vital signs and initial assessment	3. Check vital signs (BP, CR, and weight) and record on the outpatient chart 3.1 Give queuing number for the psychiatrist	None	15 Minutes	<i>Triage Nurse</i> UPHS
4. Proceed to the clinic and wait for the queue number to be called	4. Perform psychiatric evaluation, instruct patient as to medications, if any; and give appropriate advice 4.1 Issue medical certificate / psychiatric clearance as appropriate	None	1 Hour 15 Minutes	<i>Psychiatrist</i> UPHS
TOTAL:		None	1 Hour 45 Minutes	



6. Emergency Medical Consultation

The UPHS provides emergency medical services 24 hours a day, from Monday to Sunday.

Office or Division:	Emergency Room			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Identification Card* <i>*NOTE: The identification card is only to verify the category of patients and is not a requirement to avail of emergency treatment</i>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ER. Provide ER Staff on Duty with the requested information (if possible)	Life-threatening Cases			
	1. Assess and administer immediate treatment	See Table of Rates	24 hours (Maximum)	<i>ER Staff on Duty (Physician/Nurse, Nursing Attendants) UPHS</i>
	1.1 Coordinate patient to appropriate hospital if needed	None	24 hours (Maximum)	<i>Physician-on-duty</i>
	1.2 Transfer patient as appropriate, thru ambulance conduction	See Table of Rates	Travel time depends on the hospital of destination	<i>Ambulance Driver with EMT and Institutional worker, if needed UPHS</i>
	Non-life-threatening Cases		24 hours (Maximum)	<i>ER Nurse UPHS</i>
	1.3 Chart and queue to Physician on Duty	None	<i>Note: Beyond 24 hours, Physician on Duty must decide whether to discharge, admit, or transfer patient</i>	<i>ER Physician</i>
	1.4 Administer treatment	See Table of Rates		<i>ER Nurse UPHS</i>
	1.5 Carry out doctor's orders	None		



	1.6 Issue charge slip or Statement for Service Value (SSV) form (on weekends and holidays), if patient is for discharge or transfer	None	15 Minutes	ER Nurse UPHS
2. Recovered patient or companion pay to Cashier / Collecting Officer, or to the ER Nurse in the absence of both	2. Collect payment; If ER Nurse collects, log payment and remit to Cashier on the first following working day	None	3 Minutes	Cashier Collecting Officer ER Nurse UPHS
	2.1. Discharge patient		3 Minutes	Physician-on-duty UPHS
TOTAL:		See Table of Rates	48 Hours (Maximum)	

Table of Emergency Room Rates for UP Faculty and Employees

Item	Description	Amount (PHP)
Dressing	small	6.00
	medium	9.00
	large	12.00
Removal of suture		12.00
Urinalysis		39.00
Fecalalysis		30.00
CBC		99.00
Platelet		99.00
CBG		72.60
Stat fee		18.00
ECG with strip		54.00
Ambulance (on)	pick-up	12.00
	conduction	6.00
Ambulance (off)	within UP	45.00
	within Metro Manila	120.00
Incision and drainage		45.00
Nebulization		10.00
Dressing tray		15.00
Catheterization		None
Debridement		45.00
OS Pack		5.00
Cotton applicator pack		5.00
Cotton balls pack		2.00
Facility fee		None
Pool		None
Oxygen (per lb)	first 150 lbs	0.60
	succeeding lbs	0.20



7. Specialty Medical Consultation (Teleconsultation)

This refers to the remote assessment and diagnosis of non-urgent consultations with medical specialists (e.g., Cardiologist, ENT, Pulmonologist, etc.) using telecommunication technologies.

Office or Division:	Specialty Outpatient Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C -Government to Citizen			
Who may avail:	UP Faculty and Employees (including UP Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Confirmed appointment booking through uphs-specialist.appointlet.com		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request for a telemedicine consultation with a UP Health Service Consultant through uphs-specialist.appointlet.com</p> <p>1.1 Accomplish the booking form at uphs.appointlet.com (input patient's personal information, select a physician, and time slot)</p> <p>1.2 Wait for confirmation and payment instructions (received through email)</p>	<p>1. Receive telemedicine consultation appointment through Appointlet or email</p> <p>1.1 Following the guidelines for telemedicine consultation, decide whether the patient's booking should push through or not</p> <p><i>Note: All bookings are automatically confirmed. However, bookings for emergency cases, those made by patients with symptoms that are difficult to assess through telemedicine, and those made by patients who are not entitled to this service, will be cancelled</i></p>	None	15 Minutes	Secretary of the Specialty Clinics



	<p>CANCELLATION/ RESCHEDULING: Cancel the booking and inform the patient why it was cancelled AND/OR when it will be rescheduled</p>			
<p>2. Receive booking confirmation and payment instructions; Facilitate payment to proceed with scheduled consult</p> <p><i>Payment methods are: GCash, PayMaya, Online Bank Transfer, and Bank Deposit</i></p>	<p>2. Notify the patient via email or SMS that the booking has been received, and give payment instructions</p> <p>Option A - If consultant's bank details are available, send it to the patient</p> <p>Option B - If the consultant's bank details are NOT available, redirect the booking to patient's preferred consultant; consultant will be the one to give payment instructions</p> <p>2.1 Receive payment then notify the consultant about confirmed bookings and schedule</p>	PHP 350	30 Minutes	<i>Secretary of the Specialty Clinics OR Consultant</i>
<p>3. On the date and time of appointment, wait for the consultant to initiate consultation (Zoom, Viber, Google Meet/Hangouts, Doxy.me, Telegram, and Call)</p> <p>3.1 Ensure the readiness of the resources needed for online consultation</p>	<p>3. On the day of the patient's appointment:</p> <p>A. If the patient has an existing EHR, place the patient in queue</p> <p>B. Create an EHR if the patient does not have one, then place in queue</p> <p>3.1 Assign the patient to chosen consultant for teleconsultation</p>	None	15 Minutes	<i>Secretary of the Specialty Clinics</i>



<p>(strong internet connection, signal, enough mobile load for call, phone battery charge), and the availability of a quiet and private room where consultation can proceed without interruptions</p>				
<p>4. Provide the doctor the needed information during online consultation</p>	<p>4. Preferred consultant will initiate consultation through email, SMS/call, Viber, or Google Meet/Hangouts</p> <p>4.1 Interview patient and ask for reason for consultation, relevant medical history, and other information focusing on the patient's complaint</p> <p>4.2 Record findings and treatment/medical management on the patient's EHR</p> <p>4.3 Issue any or all of the following to the patient: request for diagnostic tests/ procedures, prescription, medical certificate, referrals</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Consultant</i></p>
<p>TOTAL:</p>		<p>PHP 350</p>	<p>2 Hours</p>	



8. Specialty Medical Consultation (In-Person)

Provide a wide array of medical specialty outpatient services, with emphasis on accessibility and affordability. The Specialty Clinic is manned by highly qualified visiting consultants who charge discounted professional fees for mandated or UP connected clients. During the COVID-19 pandemic, this service is limited to patients who cannot be assessed and diagnosed through online consultation, to minimize contact and possible transmission of infection.

Office or Division:	Specialty Outpatient Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	UP Faculty and Employees (including UP Contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Employee ID (only to categorize clients as UP-connected) 2. Referral letter, if any		Requesting Party Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit or call secretary of Consultant to make an appointment (8981-8500 local 2703) 1.1 Proceed to the Specialty Clinic during clinic hours of desired consultant and approach h secretary 1.2 Stay at the waiting area to await secretary's queue	1. Create chart and place patient on queue 1.1 Instruct patient to pay Facility fee at UHS Billing/Cashier	None	10 Minutes	<i>Medical Secretary</i> UPHS Specialty Clinic
2. Present referral letter to Consultant, if any	2. Examine and assess patient, and treat accordingly 2.1 Give feedback to referring physician	Professional Fee - 30% Discounts from PF	1 Hour (Start counting time when patient enters clinic)	<i>Visiting Consultant</i> UPHS
3. Pay fees to Secretary	3. Collect payment and issue OR	None	5 Minutes	<i>Medical Secretary</i> UPHS Specialty Clinic



TOTAL:	Professional Fee - Discount	1 Hour 15 Minutes	
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9. X-ray Services

UPHS provides imaging services relevant to a primary care setting (e.g., routine Chest X-rays for enrollment and pre-employment purposes, X-ray of extremities to rule out fractures); makes use of a computed radiography system which captures X-ray images on photo-luminescent screens instead of the traditional X-ray film.

Office or Division:	Radiology Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizens			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request form		Attending physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area	1. Evaluate patient to determine COVID-19 status 1.1 Prepare the request form and indicate proper clinical history of patient 1.2 Contact the X-ray Section for proper scheduling or queuing	None	20 Minutes	<i>Triage Nurse and Doctor</i> UPHS
2. Proceed to Radiology Section Window and present X-ray request	2. Receive and verify patient's x-ray requests 2.1 Encode patient data 2.2 Issue order of payment	None	5 Minutes	<i>Radiologic Technologist/ Receptionist</i> UPHS



	2.3 Ask patient to go to the X-ray room			
3. Proceed to X-ray Room for the examination	3. Position patient properly 3.1 Take radiograph image	None	15 Minutes	<i>Radiologic Technologist</i> UPHS
4. Await further instructions	4.1 Process image and present to radiologist for interpretation 4.2 Instruct patient on the availability of results 4.3 Interpret examination	None	15 Minutes 3 Days	<i>Radiologic Technologist</i> UPHS <i>Radiologist</i> UPHS
5. Pay prescribed fee at the cashier	5. Collect payment based on prescribed fees	See Table of Rates	10 Minutes	<i>Cashier</i> UPHS
6. To claim results present ID / O.R. / Authorization Letter (as needed) 6.1 Receive results at the Triage Area	6. Verify OR and ID or authorization letter (as needed) 6.1 Release results to client or authorized representative	None	5 Minutes	<i>Radiologic Technologist</i> <i>Receptionist</i> UPHS Triage Area
TOTAL:		See Table of Rates	3 Days 1 Hour 10 Minutes	

Table of Rates for UP Faculty and Employees

X-RAY EXAMINATION	FEE	X-RAY EXAMINATION	FEE
CHEST PA-7+ y/o	PHP 90	THORACIC (P/L/O)	PHP180
CHEST P/L-7+ y/o	PHP126	THORACIC (P/L)	PHP300
RIBS	PHP120	LUMBO-SACRAL(P/L)	PHP168
ABDOMEN/K.U.B.	PHP120	LUMBO-SACRAL(P/L/O)	PHP210
Additional View	PHP 42	SACRO-COCCYX/ILIAC	PHP150
PELVIS	PHP120	SHOULDER	PHP102
HIP JOINTS	PHP120	CLAVICLE/STERNUM	PHP102



SKULL	PHP132	SCAPULA	PHP102
FACIAL BONES	PHP150	ARM/FOREARM	PHP120
MANDIBLE	PHP150	ELBOW JOINT	PHP102
MASTOIDS	PHP150	WRIST JOINT	PHP102
NASAL BONE	PHiP132	FEMUR	PHP120
ORBITS	PHP150	HAND/FINGERS	PHP102
PARANASAL SINUSES	PHP150	KNEE JOINT	PHP102
TMJ	PHP150	TIBIA FIBULA	PHP120
SCOLIOSIS	PHP342	ANKLE JOINT -	PHP102
CERVICAL (P/L)	PHP132	FOOT / HEEL	PHP102
CERVICAL (P/L/O)	PHP192		
Additional Service Fees:			
Bedside Radiography	PHP150	Private Rm Patients	20%
VLP Patients	30% additional	Ward Patients	10%

10. Request for Duplicate (Radiology)

The UPHS Radiology Section provides duplicate or soft copy of X-ray tests upon request.

Office or Division:	Radiology Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Employee ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Radiology Section (8981-8500 local 2710) and signify request for duplicate	1. Receive request and verify details 1.1 Instruct client to pay fee	None	5 Minutes	<i>Radiologic Technologist Receptionist UPHS</i>
2. Pay duplication fee at Cashier	2. Accept payment and issue OR	Duplication Fee- PHP15.00 hard copy PHP50.00 soft copy	5 Minutes	<i>Billing/Cashier UPHS</i>
3. Present OR and UP ID to the Radiologic Technologist / Household Attendant at the	3. Retrieve files 3.1 Re-print results or burn CDs	None	30 Minutes	<i>Radiologic Technologist / Household Attendant UPHS Triage Area</i>



UPHS Triage Area	3.2 Release Duplicate Copy			
3.1 Claim duplicate copy				
TOTAL:		PHP15.00 hard copy	40 Minutes	
		PHP50.00 soft copy		

11. Ultrasound Services

UPHS offers various ultrasound (sonology) tests—from detection of early pregnancy, fetal status, the presence of a mass, differentiating solid from cystic masses, and other examinations.

This service is currently unavailable because the current infrastructure does not meet the standards to prevent COVID-19 transmission.

Office or Division:	Radiology Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form Proper Patient Preparation		Attending Physician Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request form for ultrasound at Radiology Section Window to get an appointment	1. Assess request and schedule appointment for client 1.1 Instruct client on proper preparation	None	10 Minutes	<i>Radiologic Technologist</i> <i>Receptionist</i> UPHS
2. Return on appointed date	2. Issue charge slip	None	5 Minutes	<i>Radiologic Technologist</i> UPHS
3. Pay fee at the Cashier	3. Collect payment and issue Official Receipt	See Table of Rates below	5 Minutes	<i>Cashier</i> UPHS



4. Present Official receipt at X-ray Window	4. Verify OR and ask patient to go to the ultrasound room	None	5 Minutes	Radiologic Technologist UPHS
5. Proceed to the ultrasound room 5.1 Make necessary preparation for the ultrasound exam	5. Encode patient data 5.1 Prepare and position patient 5.2 Determine technical factors 5.3 Scan patient 5.4 Tell patient to wait for further instructions regarding the ultrasound process	None	30 Minute	Radiologic Technologist UPHS Radiologist-Sonologist UPHS
6. Await further instructions	6. Process image 6.1 Instruct patient on the availability of results 6.2 Interpret examination	None	20 Minutes	Radiologist/ Sonologist UPHS
7. To claim results, present ID / OR / authorization letter as needed 7.1 Sign in releasing logbook	7. Verify receipt and ID or authorization letter as needed 7.1 Release results	None	10 Minutes	Radiologic Technologist UPHS
TOTAL:		See Table of Rates	1 Hour 30 Minutes	

Rates for UP Faculty and Employees

ULTRASOUND TEST	Cost	Reader's Fee	ULTRASOUND TEST	Cost
One Abdominal Organ	PHP175	PHP140	Pelvis (Trans Vaginal/Trans Rectal)	PHP280
Two Abdominal Organs	PHP280	PHP140	Pelvis (Trans-Abdominal)	PHP175
Three Abdominal Organs	PHP315	PHP175	Fetal Aging	PHP210
Four Abdominal Organs	PHP385	PHP175	Biophysical Profile	PHP210



Five Abdominal Organs	PHP455	PHP1'75	Thyroid	PHP210
Kidney-Urinary Bladder	PHP280	PHP140	Breast	PHP245
Kidney-Urinary Bladder/Prostate	PHP315	PHP175	Superficial Mass Scan	PHP210
Urinary Bladder/Prostate	PHP175	PHP	Fluid Mapping	PHP245
Prostate Gland (Trans rectal)	PHP280	PHP	Testes	PHP210
Additional Service Fees:				
Duplicate of results	PHP15.00		Private Patients:	+ 20%
VLP Patients:	+ 30%		Ward Patients	+ 10%

12. Ambulance Services

Provides emergency transport services for UP clients living within UP Diliman who need to be brought to UP Health Service or a nearby hospital due to a medical emergency.

Office or Division:	Emergency Room			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	UP Staff and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call UPHS emergency contact numbers ER – 8981-8500 local 111 or Ambulance Service - local 110	1. Receive call, briefly obtain necessary information, and refer/notify ER Physician-on-duty (POD)	None	3 Minutes	<i>ER Nurse Ambulance driver</i>
	1.2 Nurse-on-duty (NOD) notifies the ER POD; if ambulance driver, to notify NOD first	None	1 Minute	<i>ER Nurse Ambulance driver</i>
	1.3 POD signs trip ticket	None	1 Minute	<i>Physician-on-duty</i>



2. Expect arrival of ambulance (<i>patient must be accompanied by reliable informant</i>)	2. Fetch patient and bring to UHS ER or another health facility, when appropriate	None	3 minutes for life-threatening cases 10 minutes for urgent cases	<i>Ambulance driver/ Emergency medical technician</i>
	2.1 Give Charge slip to companion	None	2 Minutes	<i>Ambulance driver/ Emergency medical technician</i>
3. Present charge slip and pay to Cashier	3. Receive charge slip and payment	Ambulance transport Fee - PHP 12.00*	5 minutes	<i>Cashier Collecting Officer UPHS</i>
TOTAL:		PHP12.00*	19 Minutes	

13. Standby Ambulance Service

Organizers of events inside UP Diliman campus request for ambulance on standby as contingency for possible medical emergencies.

Office or Division:	Nursing Service/Ambulance Service			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government / G2G – Government to Citizen / G2B – Government to Business			
Who may avail:	UP Diliman Units and officially recognized organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request – to be given at least 2 weeks before event		Client's organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter of request to the Director's Office	1. Receive request and check availability of the ambulance and EMS personnel on the specified date	Fee for Ambulance Use – None	1 day	<i>Director's secretary / EMS Coordinator UPHS</i>
	1.1 Coordinate with EMS staff	Honoraria for Ambulance Personnel (on overtime pay as per Magna Carta for	1 day	<i>EMS Coordinator UPHS</i>



		Public Health Workers): <ul style="list-style-type: none"> ▪ Driver – Php 500 per 8 hours ▪ EMT* (nurse) – Php 1,500 per 8 hours ▪ EMT* (doctor) – Php 2,000 per 8 hours 		
2. Await approval of requested schedule and obtain charge slip from EMS Coordinator	2. Relay approval of standby ambulance duty and names of EMS** staff	None	1 Day	<i>EMS Coordinator</i> UPHS
3. Present charge slip and pay to Cashier	3. Accept payment and issue OR	None	3 Minutes	<i>Billing Clerk/ Cashier</i> UPHS
4. Present OR with EMS Coordinator	4. Confirm date and schedule of standby duty and personnel involved	None	2 Minutes	<i>EMS Coordinator</i> UPHS
TOTAL:		Driver – Php 500 per 8 hours EMT* (nurse) – Php 1,500 per 8 hours EMT* (doctor) – Php 2,000	3 Days 5 Minutes	



	per 8 hours		
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*EMT – Health personnel who has undergone special training (usually 2 months) in Disaster Response as an Emergency Medical Technician

**EMS – Emergency Medical Services – Services that pertain to responding to Medical Contingencies internally and outside UPHS, but within the UP Diliman Campus

14. Electrocardiographic (ECG) Services

The UPHS provides for this very important but relatively inexpensive diagnostic tool used in medical emergencies as well as for routine physical examination of persons forty (40) years old and above. It can show the presence of cardiac arrhythmias, coronary artery disease, and even electrolyte imbalances.

During the COVID-19 pandemic, this service is limited to emergency cases to minimize contact and possible transmission of infection.

Office or Division:	Nursing Service
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen/ G2G - Government to Government
Who may avail:	UP Faculty and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-up ECG request: <ul style="list-style-type: none"> duly signed by requesting physician (for consults) with initials of Records personnel if for annual P.E./Pre-employment/Medical Clearance 		Attending Physician Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present request to Billing and pay to Cashier	1. Accept payment and issue Official Receipt	ECG – PHP 42.00 Rhythm Strip – PHP 14.00	3 Minutes	<i>Billing /Cashier</i> UPHS
2. Proceed to ECG Room and present request and proof of payment (OR)	2. Accept documents and log patient's details in logbook 2.1 Give pre-ECG instructions	None	5 Minutes	<i>ECG Technician</i> UPHS
3. Follow instructions until end of procedure	3. Be sure the electrodes are in place 3.1 Take enough strip of ECG paper for accurate reading 3.2 Instruct patient when to get the results 3.4 Submit to reader (Cardiology Consultant) and properly document all ECG tracings for the day	None	10 Minutes	<i>ECG Technician</i> UPHS
4. Await result as instructed	4. Interpret ECG and releases results	None	2 days	<i>Cardiology Consultant</i> UPHS
5. Claim result as instructed	5. Release result and ask patient to sign in the releasing logbook	None	5 Minutes	<i>ECG Technician</i> UPHS
TOTAL:		ECG – PHP 42.00 Rhythm Strip – PHP 14.00	2 Days 23 Minutes	



15. Ambulatory Surgery

Provide minor surgical services on an out-patient basis. The facility provides for the conduct of minor surgeries that do not necessitate any hospital admission. Examples are circumcision, excision biopsy of a small superficial mass and debridement of infected wounds.

Office or Division:	Operating Room (OR) Services			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's orders		Attending Surgeon		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's orders for surgery	1. Check details of doctor's orders 1.1 Schedule for surgery 1.2. Give outpatient record and secure consent form	None	10 Minutes	<i>OR Nurse/ Nurse attendant</i> UPHS
2. Sign consent form	2. Collect outpatient record and signed consent form	None	5 Minutes	<i>OR Nurse/ Nurse attendant</i> UPHS
3. Present negative antigen test or RT-PCR result	3. Check result of RT-PCR and present to surgeon	None	3 minutes	<i>OR Nurse</i> <i>Surgeon</i>
4. Proceed to operating room on scheduled date at least 30 minutes before scheduled time	4. Prepare client for operative procedure 4.1 Perform procedure 4.2 Give discharge instructions (including possible histopath for excision biopsy)	Based on case rates	1 hour	<i>OR Nurse</i> <i>Surgeon</i> UPHS
5. If with specimen for histopathological examination, proceed to Medical Laboratory to get Charge Slip	5. Evaluate specimen and issue Charge Slip	Fees for Histopath. exam Small-sized	5 Minutes	<i>Receptionist/ Medical Technologist</i> UPHS



		specimen – PHP 600 Medium- sized specimen – PHP 1000 Large- sized specimen – PHP2000		
6. Proceed to Billing/Cashier for payment	6. Accept payment and issue OR	None	5 Minutes	<i>Billing/Cashier</i> UPHS
TOTAL:		[(Surgical fee + Operating Room Fee)- Discount for UP employees/ faculty] + Cost of Supplies + Fee for Histopathological Examination	1 Hour 28 Minutes	

*1. **Surgical Fee** – goes to the account of the Surgeon; varies depending on extent of surgery, with discounts for UP clients

2. **Operating Room Fee** – or facility fee. PHP1000 for non-UP clients (60% and 30% discount for Students and Staff Dependents, respectively, subject to BOR approval)

3. **Cost of Supplies**

4. **Fee for Histopathological Examination**, as needed for some tissue specimen



16. Pharmaceutical Services

This service pertains to the presence of a pharmacy, duly licensed by the Department of Health to dispense medicine used in a primary care setting. The medicines are usually procured from UP-PGH and their efficacy has been evaluated by a Therapeutics Committee.

Office or Division:	Pharmacy Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Prescription 2. Senior citizen or PWD ID (for discount)		Attending physician Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription (present Senior Citizen ID, PWD ID for discount, if applicable)	1. Receive prescription and determine total cost of medicines to be dispensed	None	10 Minutes	<i>Pharmacist on Duty</i> UPHS
2. Await prescription medications	2. Dispense medicine and provide instructions to patients	May vary depending on prevailing market price of the medicines prescribed	10 Minutes	<i>Pharmacist on Duty</i> UPHS
TOTAL:		Price of the medicine prescribed	20 Minutes	

17. Dental Consultation through Phone Call (Teledentistry)

Teledentistry is a contingency action of the Dental Section to be able to provide dental consultation to clients during COVID-19 pandemic. Cases handled through Teledentistry are non-emergency and minor.

Office or Division:	UPHS, Dental clinic
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who may avail:	UP Faculty and Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Employee ID PWD, Senior Citizen's ID when applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Dental Clinic's designated numbers (8981-8500 local 2704 or +63 953 309 7072)	1. Receive call and ask reason for consultation 1.1 Deck patient to the Dentist for consultation	None	5 Minutes	<i>Dental Aide</i> UPHS
2. Provide necessary information such as good photos and/or videos for case diagnosis	2. Assess patient's dental problem if it could be managed through Teledentistry or needs face-to-face consultation with a dentist 2.1 If case can be managed through teledentistry, give patient homecare advise, medicine prescription, and schedule of follow-up consultation. 2.2 If patient needs face-to-face consultation, deck patient for an appointment 2.3 Refer to diagnostic clinic and /or specialty clinic if needed.	None	30 Minutes	<i>Dentist</i> UPHS
TOTAL:		None	35 Minutes	



18. Dental Services (In-Person Consultation)

A Dental Clinic provides basic to secondary dental procedures as well as routine dental check-ups for elementary students, college entrants, for pre-employment purposes, and APE (annual physical examination).

During the COVID-19 pandemic, face-to-face dental consultation is limited to emergency cases and for patients who cannot be managed through Teledentistry. The UPHS Dental Clinic is undergoing renovation to become better equipped to control transmission of infection among patients and UPHS staff during dental procedures.

Office or Division:	UPHS, Dental clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Booked appointment through Teledentistry Health Screening UP Employee ID OPD Chart Referral, if any PWD, Senior Citizen's ID when applicable		Dental Section UPHS guard Requesting Party Records Section, UPHS Attending Physician Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Face-to-face consultation: 1.1 Ensure appointment through Teledentistry. Call the Dental Section (8981-8500 local 2704 or +63 961 620 7293) 1.2 Provide the necessary information for the COVID screening questionnaire, and subject oneself to physical examination such as temperature and symptoms check	1. Face-to-face consultation: 1.1 Deck patient to the dentist in charge 1.2 Have the patient accomplish the COVID screening questionnaire, get the patient's temperature	None	30 Minutes	<i>Dentist</i> UPHS



1.3 Sign a consent form	1.3 Have patient sign a consent form			
1.4 Present the necessary requirements	1.4 Check completeness of requirements provided by the patient			
2. Provide the necessary information during dental consultation	2. Assess and manage the patient's dental problem, give advice, home care instructions, medicine prescription, refer to a diagnostic and /or specialty clinic 2.1 Assess if patient needs to undergo a palliative dental procedure	See Table of Rates	1 Hour	<i>Dentist</i> UPHS
TOTAL:		See Table of Rates	1 Hour 30 Minutes	

Rates for UP Faculty and Employees

PROCEDURE	COST
1. ORAL PROPHYLAXIS	180.00
2. TOPICAL FLUORIDE APP	120.00
3. PIT AND FISSURE SEALANT	240.00
4. PREVENTIVE RESIN RESTORATION	240.00
5. DENTAL RADIOGRAPH	120.00
6. TEMPORARY FILLING	240.00
7. GLASS IONOMER	240.00
8. VLC FILLING	240.00
9. EXTRACTION	220.00

* additional fees may be charged, like cost of PPE as per patient's request



19. Emergency Dental Procedures at the Emergency Room

This service refers to emergency dental procedures done at the emergency room. The Dentist on Duty co-manage with the physician-on-duty and performs the necessary emergency dental treatment.

During the COVID-19 pandemic, face-to-face dental consultation is limited to emergency cases and for patients who cannot be managed through Teledentistry. The UPHS Dental Clinic is undergoing renovation to become better equipped to control transmission of infection among patients and UPHS staff during dental procedures.

Office or Division:	UPHS, Dental clinic
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who may avail:	UP Faculty and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Health Screening (if possible) UP Employee ID <i>*NOTE: The identification card is only to verify the category of patients and is not a requirement to avail of emergency treatment</i>	UPHS guard Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Emergency Room 1.1 Patient / Guardian / Companion fills out the COVID screening questionnaire and signs the consent form 1.2 Provide Dentist with the requested information (if possible)	1. Dentist on Duty co-manage with the physician-on-duty and performs the necessary emergency dental treatment	None	2 Hours (Maximum)	<i>Dentist</i> UPHS
TOTAL:		None	2 Hours (Maximum)	

20. Laboratory Diagnostic Examinations

A Medical Laboratory provides diagnostic examinations relevant to a primary care setting. Clients avail of its services for pre-employment, obtaining a medical clearance, during annual physical examinations and for diagnostic purposes.



Office or Division:	Medical Laboratory Department, UP Health Service (UPHS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	UP Faculty and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Completely filled-up laboratory request <ul style="list-style-type: none"> d. duly signed by requesting physician (for consults) e. computer print-out of laboratory request or soft copy of laboratory request (text message/picture) for on-line consults f. with initials of Records personnel for annual P.E./Pre-employment / Medical Clearance 	Attending Physician/Specialist Records Section
4. Specimen for examination, if any, properly labelled and collected Proper collection: Urine – at least 60 ml Stool – Thumb or pea-sized sample for formed stools and at least 10 ml for watery stools Instruction: a. Place urine and stool samples in a plastic, screw-capped container (available at the lab) b. submit specimen within two (2) hours after collection. NOTE: a. Required: 10 hours fasting for Fasting Blood Sugar (FBS), Triglycerides, and Lipid Profile b. No fasting required for other blood chemistry examinations c. Cut off time: 11 AM for blood chemistry	Requesting Party
3. For claiming results: Proof of payment or Official receipt (OR) For soft copy of results (paid): email, Messenger account or Viber account	Requesting Party
4. When claiming results for another person: <ul style="list-style-type: none"> ▪ Proof of payment (OR) ▪ ID of client/patient 	Requesting Party



<ul style="list-style-type: none"> ▪ Authorization Letter ▪ ID of authorized person 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hard copy of request: Present laboratory request form to Billing Clerk/Cashier for payment 1.1 For soft copy of request: Present soft copy of request to Triage staff for preparation of hard copy of request before paying	1. Accept payment and issue OR 1.1 Prepare hard copy of laboratory request	See Below for Table of Rates None	10 Minutes	<i>Billing Clerk/Cashier</i> UPHS <i>Triage Staff</i> UPHS
2. Proceed to Laboratory and secure queuing number for regular patients and queuing letter for priority clients (PWD, senior, and pregnant)	2. Call on priority and regular clients alternately	None	5 Minutes	<i>Lab Receptionist</i> UPHS
3. Submit the following to the receptionist: a. Properly labelled specimen (e.g. urine, stool) b. Accomplished laboratory request c. Proof of Payment 3.1 Signify request for on-line release of result (if preferred); provide necessary information	3. Receive and evaluate specimen, (if any) and documents submitted 3.1 Encode/record patient data on Entry logbook 3.2 Take note of information needed for online release of results	None	10 Minutes	<i>Lab Receptionist</i> UPHS



4. Proceed to specimen collection area	4. Extract blood or collect the needed specimen (e.g., Skin scrapings, etc.) 4.1 Instruct patient/client when to claim results	None	10 Minutes	Medical Technologist UPHS
5. Claim results on designated date with requirements 5.1 Sign in the releasing logbook prior to receipt of results 5.2 For online release of results: check email or Messenger account	5. Verify validity of requirements 5.1 Log in the releasing logbook and release results 5.2 Send the results online	None	15 Minutes	Lab Receptionist UPHS
TOTAL:		See Below for Table of Rates	50 Minutes	

Table of Rates for UP Faculty & Staff

DIAGNOSTIC EXAMINATION	FEES
VI. BLOOD CHEMISTRY	
Fasting Blood Sugar (FBS)	PHP 84.00
Random Blood Sugar (RBS)	PHP 72.00
Post prandial Blood Sugar (PPBS)	PHP 84.00
Uric Acid	PHP 87.00
Cholesterol	PHP 87.00
Blood Urea Nitrogen	PHP 87.00
Creatinine	PHP 87.00
Triglycerides	PHP 120.00
Lipid Profile	PHP 348.00
OGTT 2 HRS	PHP 168.00
OGTT 3 HRS	PHP 336.00
SGPT (ALT)	PHP 87.00
SGPT (AST)	PHP 87.00
HbA1c	PHP 540.00
VII. BLOOD COUNTS	
Complete Blood Count	PHP 99.00
Platelet Count	PHP 99.00
Hemoglobin and Hematocrit	PHP 99.00



White Blood Cell and Differential Count		PHP 99.00
Red Cell Indices		PHP 99.00
Peripheral Blood Smear	Processing Fee	PHP 99.00
	Reader's Fee	PHP 150.00
Clotting Time/Bleeding Time		PHP 42.00
Malarial Smear	Processing Fee	PHP 60.00
	Reader's Fee	PHP 120.00
ESR		PHP 63.00
Blood Typing with RH		PHP 60.00
VIII. MICROSCOPY		
Urinalysis		PHP 39.00
Fecalysis		PHP 30.00
Occult Blood		PHP 45.00
IX. OTHERS		
TMG	Processing Fee	PHP 84.00
	Reader's Fee	PHP 180.00
KOH	Processing Fee	PHP 48.00
	Reader's Fee	PHP 120.00
Gram Stain	Processing Fee	PHP 60.00
	Reader's Fee	PHP 120.00
AFB single specimen	Processing Fee	PHP 51.00
	Reader's Fee	PHP 120.00
AFB – 3 specimen	Processing Fee	PHP 144.00
	Reader's Fee	PHP 120.00
Pap's Smear	Processing Fee	PHP 72.00
	Reader's Fee	PHP 90.00
Histopath Exam	Small-sized specimen	PHP 600
	Medium-sized specimen	PHP 1000
	Large-sized specimen	PHP2000

21. Request for Duplicate (Laboratory Test Result)

The UPHS Laboratory provides duplicate of laboratory test results upon request.

Office or Division:	Medical Laboratory Department, UP Health Service (UPHS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	UP Faculty and Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ul style="list-style-type: none"> ▪ Proof of payment (OR) ▪ ID of client/patient 		Requesting Party		
When claiming results for another person: <ul style="list-style-type: none"> ▪ Authorization Letter ▪ ID of authorized person 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If requesting for a duplicate of lab results, signify request to secure Charge Slip	1. Issue Charge Slip	None	5 Minutes	<i>Lab Receptionist</i> UPHS
2. Proceed to Billing/Cashier to pay for duplication fee	2. Collect payment	Duplicati on Fee PHP 8.00	3 Minutes	<i>Billing/Cashier</i> UPHS
3. Present proof of payment to Lab Receptionist to claim duplicate and sign in releasing logbook	3. Print duplicate and log in releasing logbook	None	10 Minutes	<i>Medical Technologist</i> UPHS
4. Claim results	4. Release results upon receipt of OR	None	5 Minutes	<i>Lab Receptionist</i> UPHS
TOTAL:		Duplicati on Fee PHP 8.00	23 Minutes	

22. Drug Testing Laboratory Services

This service is temporarily unavailable due to the ongoing UPHS renovation.

The Laboratory screens for Methamphetamine (Shabu) and Tetra hydro Cannabinoids (Marijuana). UP Faculty and Employees may avail of such tests for random drug testing, pre-employment, and medical clearance

Office or Division:	University Health Service Drug Testing Laboratory (DTL), UP Health Service (UPHS)
Classification:	Simple



Type of Transaction:	Government to Citizens			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-up laboratory request		Attending Physician/Specialist Records Section (For Annual P.E./Pre-employment and Medical Clearance)		
2. Client's Valid ID (e.g., Voter's ID, Driver's License, UMID ID, TIN Card, PhilHealth ID, Passport and Senior Citizen ID, Company ID)		Requesting Party		
3. For claiming results: Proof of payment or Official Receipt (OR)		Requesting Party		
4. When claiming results for another person: <ul style="list-style-type: none"> • Proof of payment (OR) • ID of client/patient • Authorization Letter • ID of authorized person 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the laboratory with accomplished lab request and valid ID; queue for verification	1. Verify donor/client for previous DTL records 1.1 If client/donor has no POSITIVE result for the last 6 months, issue Charge Slip	None	5 Minutes	<i>Receptionist</i> DTL, UPHS
2. Proceed to Billing/Cashier for payment	2. Accept payment and issue OR	PHP 250	10 Minutes	<i>Billing Clerk/Cashier</i> UPHS
3. Proceed to Laboratory, fill-up necessary DTL forms and secure queuing number	3. Give DTL forms 3.1 Call on priority and regular clients alternately	None	5 Minutes	<i>Receptionist</i> DTL, UPHS
4. Submit the ff: a. completely filled-up DTL forms b. Proof of payment 4.1 Undergo biometrics/finger scanning and picture taking	4. Receive and verify documents submitted 4.1 Take the client/donor's biometrics and picture	None	5 Minutes	<i>Encoder</i> UPHS



	4.2 Encode client/donor's details in the DTL program			
5. Proceed to specimen collection area and follow pre- and post- collection protocols for urine	5.1 Follow DTL protocol of "observed" urine collection 5.2 Assist client in labelling specimen 5.3 Instruct donor/client when to claim results	None	5 Minutes	<i>Authorized Specimen Collector (ASC)</i> UPHS
6. Claim results on designated date with required documents 6.1 Sign in the releasing logbook prior to receipt of results	6. Verify validity of documents 6.1 Log in the releasing logbook and release results	None	5 Minutes	<i>DTL Receptionist</i> UPHS
TOTAL:		Drug test- PHP 250	35 Minutes	

23. Request for Duplicate (Drug Test Result)

The UPHS Drug Testing Laboratory provides duplicate of drug test results upon request.

Office or Division:	University Health Service Drug Testing Laboratory (DTL), UP Health Service (UPHS)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Proof of payment (OR) • ID of client/patient When claiming results for another person: <ul style="list-style-type: none"> • Authorization Letter • ID of authorized person 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If requesting for a duplicate of drug	1. Issue Charge Slip	None	2 Minutes	<i>DTL Receptionist</i> UPHS



testing results, signify request to secure Charge Slip				
2. Proceed to Billing/Cashier for payment	2. Collect payment	PHP 8.00	15 Minutes	<i>Billing/Cashier</i> UPHS
	2.1 Print duplicate and log into releasing logbook	None	5 Minutes	<i>DTL Analyst</i> UPHS
3. Present proof of payment to claim duplicate and sign in releasing logbook	3. Release results upon receipt of OR	None	2 Minutes	<i>DTL receptionist</i> UPHS
TOTAL:		PHP 8.00	24 Minutes	

24. Immunizations under the National Program of Immunization

Provide immunization services for children and adults, as directed by the Department of Health. Routine vaccination is essential and preventive, and should not be delayed because of the COVID-19 pandemic. Parents shall communicate with the PHU nurse for in-person appointment. Newborns and infants up to 24 months of age who have missed recommended vaccinations shall be prioritized.

Office or Division:	Public Health Unit (PHU), UP Health Service			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	UP faculty and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Immunization Record (i.e., Baby book)		Requesting Party		
COVID-19 Health screening Order for immunization		UPHS Security Guard Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Set an appointment for vaccination through phone (8981-8500 local 2719 or +639474279281)	1. Conduct Health Screening prior to the appointment date 1.1 Book the appointment	None	5 Minutes	Midwife/Nurse PHU
2. Submit requirement(s) to the assigned staff	2. Accept the requirements and evaluate the vaccinee's need for immunization	None	5 Minutes	Midwife/Nurse PHU
	2.1 Log the patient's basic personal information on the immunization monitoring sheet 2.2 Instruct patient to sign consent form	None	5 Minutes	Midwife/Nurse PHU
3. Sign the consent form for vaccination	3. Collect the signed consent form and ask client to proceed to the treatment area	None	2 Minutes	Midwife/Nurse PHU
4. Proceed to the treatment area	4. Administer the vaccine	None	5 Minutes	Nurse/Physician PHU
5. Get back the immunization record, or if there is none, ask for one from the vaccinator	5. Sign the immunization record and give brief health teaching on the vaccine and/or home instructions	None	3 Minutes	Nurse/Physician PHU
TOTAL:		None	25 Minutes	



25. Issuance of Health Certificate to Food Handlers

The Public Health Unit issues health certificates to food handlers, working in food establishments or as ambulant vendors inside UP Dilliman, to attest to their good health and their being free from any communicable illness at the time of examination.

Office or Division:	Public Health Unit (PHU), UP Health Service			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business, G2C- Government to Citizen, G2G – Government to Government			
Who may avail:	UP faculty and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID One 1"x1" ID picture Chest X-ray and Complete blood count Physical Examination by outside physician Telemedicine appointment Barangay Clearance		Requesting Party		
Proof of employment/order to obtain Health Certificate		Employer		
COVID-19 Health screening		UPHS guard		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage and signify intent to get health certificate for food handlers	1. Issue request for Stool exam and Chest-X-ray to client 1.1 Instruct client to pay the necessary fees at the cashier	None	5 Minutes	<i>Triage nurse</i> UPHS
2. Pay to Cashier	2. Accept payment and issue Official Receipt	Stool exam – PHP30 Chest PA – PHP90	5 Minutes	<i>Billing Clerk</i> <i>Cashier</i> UPHS



		Health Certificate – P20		
3. Accomplish the required laboratory and x-ray exams (Undergo physical examination by non-UHS physician)	3. Await results	None	3 Days	Medical Lab/ Radiology Staff UPHS
4. Book an appointment for telemedicine via uphs.appointlet.com and wait for confirmation	4. Book patient for appointment with telemedicine physician	None	15 Minutes	Records Section PHU
5. Submit requirements to Physician through telemedicine and receive the health certificate via email	5. Issue Health Certificate via email 5.1 Prescribe routine deworming of client and provide proper advice	None	15 minutes	Telemedicine Physician/PHU physician
TOTAL:		PHP 140	3 Days 40 Minutes	

26. Health Lectures, Site Inspection, Investigation of Disease Outbreaks

The Public Health Unit is the hospital section that is primarily responsible for carrying out the programs of the Department of Health. It is also mandated to provide accurate and timely health information to the public on health and disease prevention. The staff may conduct inspection visits related to health events and carry out investigations of disease outbreaks which are of public health concern.

Office or Division:	Public Health Unit, UP Health Service
Classification:	Complex
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C- Government to Client
Who may avail:	UP Diliman Units
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Letter of Request/Invitation (for lecture requests, at least 1 month prior the activity)		Head of Requesting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Director's Office for urgent requests (8981-8500 local 2701); otherwise, client may send a letter of request or invitation addressed to the Director of the UP Health Service, signed by the Head of the requesting unit	1 Classify whether urgent or non-urgent and notify PHU Head	None	Urgent - 3 Minutes Non-urgent - 1 Day	<i>Medical Director</i> UPHS
2. Await or follow-up on reply	2.Reply to requesting unit 2.1 Coordinate with other health professionals or agencies	None	Urgent - 3 Minutes Non-urgent- 1 Day	<i>PHU Head or designated representative</i> UPHS
3. Coordinate with Public Health Unit for whatever is needed for timely and adequate response	3. Instruct representative of requesting unit regarding possible expenses and other needs (e.g., PPE) 3.1 Carry out requested activity 3.2 Document or submit a written report as necessary	No service fees, except if experts outside UP are needed	Urgent - 3 Minutes Non-urgent- 1 Day	<i>PHU Head or designated representative</i> UPHS
4. Provide proof of accomplishment (e.g., Certificate of appearance)	4. Update the Director's Office and liaise with the LGU, and other agencies, university officials as necessary	None	1 Day	<i>PHU Head or designated representative</i> UPHS



TOTAL:	Service Fee-None	4 Days	
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27. Request for Occupational, Physical, and Speech Therapy Service

This is an extension program of the College of Allied Medical Professions, UP Manila, offering rehabilitation services to the UP Dilliman Community. The clinic staff consists of Occupational Therapy, Physical Therapy, and Speech Therapy Consultants and Student Clinicians.

This service is currently not available due to the ongoing UPHS renovation and the COVID-19 pandemic.

Office or Division:	University Health Service Therapy Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizen G2G – Government to Government			
Who may avail:	UP Faculty and Employees, including Contractual staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Employee ID 2. Senior Citizen or PWD ID, as applicable 3. Referral Letter (issued within the last 6 months, and contains at least one of the following statements: "for physical therapy", "for occupational therapy" or "for speech therapy"		Requesting Party Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's referral and applicable IDs	1. Check submitted documents	None	5 Minutes	<i>Clinic staff</i> UPHS Therapy Clinic
2. Set an appointment with preferred therapist, either a consultant (licensed OT, PT or accredited ST) or a student clinician (intern)	2. Confirm availability of preferred therapist	None	5 Minutes	<i>Clinic staff</i> UPHS Therapy Clinic
3. Proceed to Therapy clinic on scheduled date of appointment	3. Bring client to the treatment area and conduct therapy 3.1 Give Charge slip	None	1 Hour	<i>OT/PT/SP Consultant</i> UPHS Therapy Clinic <i>Clinic Staff</i>
4. Pay for therapy services	4. Accept payment and give acknowledgement receipt	Consultant's Fee - PHP500	5 Minutes	<i>Clinic staff</i> UPHS Therapy Clinic



	4.1 Remit fees to UPHS Cashier, (except PF of Consultant) to obtain Official Receipt 4.2 Give OR to client on next visit or attach to patient chart	or Intern's Fee - PHP300	5 Minutes	
TOTAL:		Consultant's Fee - PHP500 or Intern's Fee - PHP300	1 Hour 20 Minutes	

28. Request for Wellness Lecture

UPHS Occupational, Physical, and Speech Therapy Clinic offers free wellness lectures to the UP Diliman community. Interested offices and departments request to schedule their preferred date(s) and choice of topic(s).

This service is currently not available due to the ongoing UPHS renovation and the COVID-19 pandemic.

Office or Division:	University Health Service Therapy Clinic			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C – Government to Citizens			
Who may avail:	UP Diliman Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request signed by the head of requesting unit, given at least one (1) month prior to event		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students, community organizations check postings of free lecture offerings	1. Post lecture offerings for lay people at the Office of the Vice-Chancellor for Community Affairs (OVCCA) Facebook page, memorandum email/announcements	None	15 Minutes	<i>Clinic Staff</i> Therapy Clinic UPHS



2. Visit Therapy Clinic and give letter of request for lectures on selected topics and availability of schedule	2. Answer requests and confirm preferred schedule	None	1 day	Clinic Staff Therapy Clinic UPHS
3. Await confirmation and ask preparations for lecture proper	3. Facilitate the lecture together with their supervisors	None	1 hour	OPST interns and supervisors CAMP
TOTAL:		None	1 Day and 1 Hour 15 Minutes	

29. Nutrition Counseling (In-Person)

The Nutrition Clinic provides nutrition counseling for underweight, obese, and overweight individuals and those who have to be placed on a special diet due to chronic illnesses (e.g., diabetes, hypertension). During the COVID-19 pandemic, this service is limited to patients who cannot be properly and sufficiently counseled online, to minimize contact and possible transmission of infection.

Office or Division	Dietary Section, UPHS			
Classification	Simple			
Type of transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Referral (if available) 2. UPHS Medical Records 3. UP Employee ID for UP staff		Attending Physician Records Section, UPHS Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment with the Nutrition Clinic through uphs.appointlet.com or via phone call (8981-8500 local 2718)	1. Assess if the patient can be counseled online to decrease exposure and prevent transmission of COVID-19; If not, schedule appointment 1.1 Log details in the appointment logbook 1.2 Instruct the patient to bring the requirements and	None	15 minutes	<i>Nutritionist-Dietitian</i> UPHS



	three-day food record on the scheduled date			
2. Visit the Nutrition Clinic upon securing the necessary requirements	2. Proceed with Nutrition assessment and counseling 2.1 Schedule patient's follow-up	None	1 Hour 10 Minutes	<i>Nutritionist-Dietitian</i> UPHS
TOTAL:		None	1 Hour 25 Minutes	

30. Nutrition Counseling (Online)

Online nutrition consultation is a contingency action of the UPHS Nutrition Clinic to deliver nutrition counseling to clients during the COVID-19 pandemic. An online platform is used to decrease viral exposure and transmission.

Office or Division	Dietary Section, UPHS			
Classification	Simple			
Type of transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration through uphs.appointlet.com 2. Doctor's Referral (if available)		Requesting Party Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register for UPHS telehealth consultation via uphs.appointlet.com	1. Send an email to the patient providing instructions for teleconsultation and confirming appointment	None	5 Minutes	<i>Appointlet System</i> UPHS
2. Prepare and submit the requested personal information, lab results, and three-day food record via email 2.1 Prior the consultation, ensure the readiness of the device as well as the resources needed for	2. Request patient to submit weight, height, lab results (softcopy), and three-day food record via email before the appointment	None	5 Minutes	<i>Nutritionist-Dietitian</i> UPHS



<p>online consultation (strong internet connection, signal, enough mobile load for call, phone battery charge); ensure the availability of a quiet and private room where consultation with the Nutritionist-Dietitian can proceed without interruption</p>				
<p>3. If the chosen platform is via:</p> <p>a. Call: Contact the Nutritionist-Dietitian through the provided number</p> <p>b. Google Meet/Hangouts: Check email for the meeting link</p> <p>c. Viber: Wait for the call</p>	<p>3. Contact the patient via the preferred platform. If the preferred platform is via:</p> <p>a. Call: Inform the patient on what number to call</p> <p>b. Google Meet/Hangouts: Send the meeting link (via email) to the patient</p> <p>c. Viber: Ask patient if they are ready to proceed with the consultation; call via Viber once confirmed</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Nutritionist-Dietitian</i> UPHS</p>
	<p>3.1 Proceed with nutrition assessment and counseling</p> <p>3.2 Schedule patient's follow-up</p> <p>3.3 Send the patient their diet plan and the needed nutrition materials via email</p>	<p>None</p>	<p>1 Hour 15 Minutes</p> <p>15 Minutes</p>	<p><i>Nutritionist-Dietitian</i> UPHS</p>
TOTAL:		<p>None</p>	<p>1 Hour 45 Minutes</p>	



**Office of the Vice Chancellor for Planning and
Development
(OVCPD)
Internal Services**



1. Process Request of Various Academic Units for Food Concessions inside the Unit

The service is being facilitated for those Academic Units who have strongly signified their intent to place a Food Concession inside the Unit as a food service for faculty, students and staff

Office or Division:	Office of the Vice Chancellor for Planning and Development (OVCPD)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Academic Units

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request from the Dean of the Academic Unit Unit's Detailed Terms of Reference on Food Services indicating: Menu Pattern/Type of Food to be served Proposed Operating Hours Sanitation Concerns List of Unit's Food Committee Members (members includes Faculty, Students and Staff) Unit's Population Data Picture of the area/location for the proposed food service		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request via email	Checks the completeness of the documents/requirements Receive and record the request Acknowledge receipt of email	None	10 Minutes	Senior Office Assistant OVCPD
	Review and submit for Vice Chancellor's appropriate action	None	1 Hour	College Business Manager I OVCPD
	Review and evaluate viability of the Unit's request for food concession	None	3 Days	Vice Chancellor for Planning & Development



				OVCPCD
	If NOT Approved			
Unit receive notification of the action via email	Notifies in writing the Unit of the Vice Chancellor's final action	None	1 Day	<i>College Business Manager I</i> OVCPCD
	If APPROVED			
	Set Meeting with the Unit and the preferred concessionaire, if any	None	10 Minutes	<i>Administrative Officer IV</i> OVCPCD
Unit's Dean and Food Committee Members attends the Meeting	Conduct Meeting with the Unit's Dean and the Units Food Committee Members	None	4 Hours	<i>Vice Chancellor for Planning & Development</i> OVCPCD
	OVCPCD Endorse the request with the recommendation to the Office of the President through Channels for approval	None	15 Days	<i>College Business Manager 1</i> OVCPCD
Unit receives the notification of approval via email	Notifies Unit of the Approval via email	None	1 Hour	<i>College Business Manager I</i> OVCPCD
	Total :	None	19 Days, 6 Hours, 20 Minutes	

2. Process Request from Various Units/Departments (Academic and Non-Academic Units) on Minor and Major Office/ Building Repairs and Renovations and/or Constructions

The service is being facilitated for the various Units of UP Diliman who proposed to have a minor/major renovation of their respective buildings and offices which includes request for technical assessment, inspections, initial drawings, designs, floor plan/layout, electrical plan and other related documents required for procurement of goods and services such as: technical specifications, costing of supplies, labor, materials and installations and other related infrastructure concerns.

Office or Division:	Office of the Vice Chancellor for Planning and Development (OVCPCD)
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Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Academic and Non-Academic Units

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request from the Dean/Director/ Head of the Academic and Non-Academic Units		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request addressed to the Vice Chancellor for Planning and Development (via email or walk-in)	Checks the submitted request Receive and record the request Acknowledge receipt of email	None	10 Minutes	<i>Senior Office Assistant OVCPD</i>
	Review and provide notation on the submitted request and submit for Vice Chancellor's appropriate action	None	5 Minutes	<i>Administrative Officer IV OVCPD</i>
	For Vice Chancellor for Planning and Development's appropriate action Review and evaluate viability of the request	None	1 Day	<i>Vice Chancellor for Planning & Development OVCPD</i>
	OVCPD endorse the Unit's request to the Office of the Campus Architect (OCA) for appropriate action	None	30 Minutes	<i>Administrative Officer IV OVCPD</i>
Unit receive notification via email	Notifies in writing the Unit of the Vice	None	30 Minutes	<i>Administrative Officer IV</i>



of the Vice Chancellor's action	Chancellor's final action			OVCPD
	OCA facilitates the requests as endorsed/ recommended by the Vice Chancellor for Planning and Development	None	15 Days	Assigne Architects/ Engineers (Technical Team) OCA
Unit receives the notification of OCA's technical recommendation	Notifies Unit of OCA's technical recommendation	None	30 Minutes	<i>Administrative Officer IV</i> OVCPD
	Total :	None	16 Days, 1 Hour, 30 Minutes	



Balay Internasyonal

Internal Services



1. Process Request for Reservation of Balay Kalinaw Function Rooms

This service may be availed only by All UP Offices who will hold an official academic, civic, cultural and other related events

Office or Division	Balay Internasyonal
Classification:	Highly Technical
Type of transaction:	Government to Government
Who may avail:	All UP Offices/ Units (UP System and Diliman Wide)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Vice Chancellor for Planning and Development Duly Accomplished Balay Kalinaw Reservation Form		Requesting Party Balay Internasyonal's Front Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request to OVCPD (via email /walk-in)	Acknowledge receipt of email and receive the submitted letter of request	None	5 Minutes	<i>Senior Office Assistant</i> Balay Internasyonal
Accomplish pre-numbered reservation form and review & accept the prescribed Terms & Conditions	Provide copy of the pre-numbered reservation form (via email /walk-in) Present the quotation including the equipment to be used (either physical or via phone call/ email)	Refer to table below for breakdown	10 Minutes	<i>Administrative Assistant II</i> Balay Internasyonal
Submit the pre-numbered reservation form along with all the supporting documents including the detailed list of equipment to be used during the event including the	Receive the submitted reservation form and other documentary requirements. (duplicate copy to be provided to client).	None	30 Minutes	<i>Administrative Assistant II</i> Balay Internasyonal



number of pieces and wattage of each equipment (via email /walk-in)	<p>Checks the completeness of documents</p> <p>Coordinate UMT on the computation of equipment to be used during the event</p> <p>Submit the filled-up reservation form and the equipment computation to OVCPD for approval and preparation of Statement of Account</p>			
Requesting party receives the SOA	<p>OVCPD Prepares the Statement of Account (SOA) for the reservation</p> <p>Issue the Statement of Account (SOA) to the requesting party via email for processing of payment</p>	(refer to table below)	2 Days	<i>Administrative Aide VI, OVCPD</i>
Requesting party prepares the Disbursement Voucher for Payment		(refer to table below)	7 Days	Requesting Unit
Requesting Party submits the approved Disbursement Vouchers with it supporting documents to UPD Accounting Officer	UPD Accounting Office process the Disbursement Voucher submitted by the Requesting Party	None	14 days	UPD Accounting Office



for check preparation of UPD Cash Office	Cash Office release checks			UPD Cash Office
Requesting Party submits the check to Balay Kalinaw (via email /walk-in)	<p>Check payment details and received</p> <p>Send check to OVCPD for endorsement of the Vice Chancellor</p> <p>Deposit the check to the respective UPD Trust Fund</p> <p>Record Payment</p>	(refer to table below)	2 days	Administrative Aide VI, OVCPD
	Total :	Refer to the table of fees	25 Days and 55 Minutes	

OFFICIAL UNIVERSITY EVENTS RATES			
Conference Hall and Seminar Rooms A & B			
		NON AC	with AC
1	First 3 Hours	PHP 3,080.00	PHP 6,160.00
2	Succeeding Hour	PHP 616.00	PHP 1,232.00
3	8AM – 5PM	PHP 6,160.00	PHP 12,320.00
Conference Hall			
		NON AC	with AC
1	First 3 Hours	PHP 1,760.00	PHP 3,520.00
2	Succeeding Hour	PHP 352.00	PHP 704.00
3	8AM – 5PM	PHP 3,520.00	PHP 7,040.00
Dining Room (Non-Aircon)			
		NON AC	with AC
1	First 3 Hours	PHP 1,584.00	PHP 3,960.00
2	Succeeding Hour	PHP 317.00	PHP 792.00
3	8AM – 5PM	PHP 3,170.00	PHP 7,920.00
Seminar Rooms A & B Combined			
		NON AC	with AC



1	First 3 Hours	PHP 1,408.00	PHP 2,640.00
2	Succeeding Hour	PHP 282.00	PHP 528.00
3	8AM – 5PM	PHP 2,820.00	PHP 5,280.00
Seminar Rooms C			
		NON AC	with AC
1	First 3 Hours	PHP 1,408.00	PHP 1,760.00
2	Succeeding Hour	PHP 282.00	PHP 352.00
3	8AM – 5PM	PHP 2,820.00	PHP 3,520.00
Seminar Rooms A or B			
		NON AC	with AC
1	First 3 Hours	PHP 704.00	PHP 1,320.00
2	Succeeding Hour	PHP 141.00	PHP 264.00
3	8AM – 5PM	PHP 1,410.00	PHP 2,640.00

2. Process Request for Reservation of Kapit-Balay Serviced Apartments

This process may be availed by Official University Guests, such as visiting professors, researchers, exchange students, national artists, enrolled students, active employees and faculty members

Office or Division		Balay Internasyonal		
Classification:		Simple		
Type of transaction:		Government to Government		
Who may avail:		Official University Guests, Students, Employees and Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Kapit-Balay Reservation Form Letter of request to Vice Chancellor for Planning and Development, if necessary		Kapit-Balay Front Office Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request addressed to the Vice Chancellor for Planning and Development (via email /walk-in)	Acknowledge receipt of email and receive the submitted letter of request Checks date and the room availability	None	15 Minutes	Senior Office Assistant Balay Internasyonal



Accomplish pre-numbered reservation form and review & accept the prescribed Terms & Conditions	Provide copy of the pre-numbered reservation form (via email /walk-in) 2 Present the quotation including the amenities and utilities to be used (either physical or via phone call/ email)	None	30 Minutes	<i>Administrative Assistant II</i> Balay Internasyonal
Submit the pre-numbered reservation form along with all the supporting documents and the Provide detailed list of required amenities for the room (via email /walk-in)	3.1 Receive the submitted reservation form and other documentary requirements. (duplicate copy to be provided to client). Checks the completeness of the reservation form and documents	None	15 Minutes	<i>Administrative Assistant II</i> Balay Internasyonal
Requesting party receives the SOA	OVCPD Prepares the Statement of Account (SOA) for the reservation Issue the Statement of Account (SOA) to the requesting party via email for payment at Landbank	(refer to table below)	2 Days	<i>Administrative Aide VI</i> OVCPD
Requesting party pays the reservation fee at Landbank (walk-in/ bank transfer)	Landbank to facilitate the payment	(refer to table below)	1 Hour	<i>Bank Teller</i> Landbank, UP Diliman/Online Transaction
Requesting party provides a copy of the proof of payment (validated bank deposit) to Balay Kalinaw (via email /walk-in)	Check and received the proof of payment, (via email /walk-in) Record payment	None	10 Minutes	<i>Senior Office Assistant</i> Balay Internasyonal



	Total :	Refer to the table of fees	2 Days, 2 Hours, 10 Minutes	
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UNIVERSITY GUESTS			
1	SMALL STUDIO UNIT <i>(Single to Double Occupancy)</i>	PHP 940.00	Daily
		PHP 5,110.00	Weekly
		PHP 15,930.00	Monthly
2	BIG STUDIO UNIT <i>(Twin-Sharing)</i>	PHP 1,210.00	Daily
		PHP 6,600.00	Weekly
		PHP 20,590.00	Monthly
3	FAMILY SUITE <i>(2 Bedroom Apartment 4 Persons Maximum Capacity)</i>	PHP 1,530.00	Daily
		PHP 8,350.00	Weekly
		PHP 26,050.00	Monthly
4	EXECUTIVE ROOM <i>(Single to Double Occupancy)</i>	PHP 1,530.00	Daily
		PHP 8,350.00	Weekly
		PHP 26,050.00	Monthly

*MONTHLY RENTALS DOES NOT INCLUDE
CHARGES FOR UTILITIES AND LINEN SERVICE



Office of the Campus Architect (OCA)

Internal Services



1. Provide Architectural, Landscape Architectural, Interior Design and Engineering Design Services and Construction Supervision

This service is being provided once the End-Users submitted a written request for their minor/major office/building renovations and/or constructions. The Project is then assigned to a team who will proceed to the project delivery process—Architectural, Landscape Architectural, Interior Design & Engineering Design Services until the construction implementation.

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Offices and Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request from the Dean/Director of the Unit/Department			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the letter of request to Office of the Vice Chancellor for Planning and Development (OVCPD) or via OVCPD email	Acknowledge receipt of email Receive request letter for appropriate action of Vice Chancellor for Planning	None	1 Hour	Senior Office Aide (OVCPD)
	Receive endorsement from OVCPD	None	2 Hours	Senior Office Assistant (OCA)
	Assign and distribute project assignment to technical staff	None	4 Hours	Administrative Officer IV / Director (OCA)
	Conducts site visit and interviews with End-users	None	5 Days	Assigned Project Team (OCA)
	Preparation of design programming	None	5 Days	Assigned Project Team (OCA)
	Preparation of preliminary schematic designs	None	7 Days**	Assigned Project Team (OCA)
	Preparation of Outline Specification and	None	7 Days**	Assigned Project Team (OCA)



	Design Brief, if applicable			
	Checks design conformance with End-user requirements	None	2 Days	Assigned Project Team (OCA)
	Preparation of the Budgetary Estimate	None	3 Days	Assigned Project Team (OCA)
	Preparation and Presentation of Conceptual Design as approved by the President and the Chancellor	None	5 Days***	Assigned Project Team (OCA)
Requesting Party (End-User) submits the approved Purchase Request to OCA (funds available)	Transmits to End-user to request for Funding Conduct detailed Site surveys and inspection	None	3 Days	Assigned Project Team (OCA)
	Preparation of detailed Design Plans (Engineering and Architectural)	None	7 Days***	Assigned Project Team (OCA)
	Preparation of Technical Specifications	None	3 Days	Assigned Project Team (OCA)
	Preparation of Detailed Estimate and Bill of Quantities	None	7 Days***	Assigned Project Team (OCA)
	Approval of Architectural, Landscape Architecture, Interior Design and Engineering Plans and Drawings (OCA Director, OVCPD, End-User and Chancellor)	None	7 Days	TL, Dir, (OCA), End User, OVCPD, HOPE (OC)
	Submission of Bid Documents (Approved Plans, Drawings, Technical Specifications, Bill of Quantities, Approved	None	1 Day	Assigned Project Team/Administrative Staff (OCA)



	budget for the contract, Program of Works, List of Required Equipment and Manpower) to the Procurement Office			
	OCA attends the Pre-Procurement Conference	None	1 Day	Assigned Project Team (OCA)
	OCA attends the Pre-bid Conference	None	1 Day	Assigned Project Team (OCA)
	Preparation of Bid Bulletin, if necessary	None	3 Days	Assigned Project Team (OCA)
	Conduct Post-Qualification and Preparation of Post-Qualification Report	None	5 Days	Technical Working Group (TWG) (OCA)
	Pre-construction meeting with the contractor and end-user and coordinates with Contractor the location of Temporary Facilities, schedule of Construction meetings, submittals, Permits, and other necessities	None	4 hours	Assigned Project Team (OCA, Contractor & End-user)
	Recommends approval of Construction Permits / Temporary Facilities to OVCCA	None	4 hours	Assigned Project Team (OCA)
	Monitoring of construction progress of infrastructure projects ensuring compliance of Contractor with the contract documents (approval of pouring permit, approval of materials in accordance with specifications, etc.)	None	Based on the duration of project	Assigned Project Team (OCA)
	Evaluation of all Contractor's billings	None	3 Days	Assigned Project Team



	and Preparation of Certificate of Work Accomplished			(OCA)
	Processing of Contractors billing	None	3 Days	Senior Office Assistant (OCA)
Requesting Party (End-User) submits request for variation order with justifications	Processing and Evaluation of End-user's request of Contractor's claims for Variation Orders	None	6 Days	Assigned Project Team (OCA)
Requesting Party (Contractor) submits request for Time Extension/ Suspension/ Resumption	Preparation of Notice of Time Extension / Suspension / Resumption	None	2 Days	Assigned Project Team (OCA), OVCPD
	Approval of Notice of Time Extension	None	3 Days	OCA, OVCPD, OC
	Issuance of Notice of Time Extension / Suspension / Resumption	None	1 Day	Senior Office Assistant / Senior Utility Worker (OCA), OVCPD
Requesting Party request for Certificate of Completion/ Acceptance and submit closeout documents	Preparation of Certificate of Completion and Acceptance	None	4 Hours	Assigned Project Team (OCA)
Receive Certificate of Completion / Acceptance for concurrence	Issuance of Certificate of Completion and Acceptance and via email / hardcopy	None	10 Minutes	Senior Office Assistant, OCA
TOTAL:			90 Days, 19 Hours, 10 Minutes	

Note:

** Subject to the category and scope of the type of design required (eg. Renov, New Const, Repair, Scale/Sqm, etc)

*** Subject to completion of pre-design, site assessment, etc



2. Provide Rapid Structural Assessment, Preliminary Investigation, and Evaluation of Buildings

This service may be availed by all UP Diliman Offices and Units. OCA provides site survey and inspection of buildings and areas within the UP Property.

Office or Division:	Office of the Campus Architect			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request from the Unit/Department		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter to Office of the Vice Chancellor for Planning and Development (OVCPD) or via OVCPD email	Acknowledge receipt of email Receive request letter for appropriate action of the Vice Chancellor for Planning and Development	None	30 Minutes	Office of the Vice Chancellor for Planning and Development OVCPD
	Receive endorsement from OVCPD	None	5 Minutes	Senior Office Assistant OCA
	Assign and distribute project assignment to technical staff	None	2 Hours	Administrative Officer IV / Director OCA
	Coordinate with requesting unit for schedule of site inspection	None	1 Day	Office of the Campus (OCA) Architect Technical Division
	Conduct actual site inspection	None	1 Day	Assigned Project Team (OCA)
	Prepare Evaluation Report for final action of OCA Director	None	3 Days	Assigned Project Team (OCA)
Receive Evaluation Report	Submit Evaluation Report to	None	2 Hours	Office of the Campus OCA



	requesting unit via email			Architect Admin/Technical Division
TOTAL:		None	5 Days, 4 Hours, 35 Minutes	



**Office of the Vice Chancellor for Research and
Development
(OVCRD)**

Internal Services



1. Processing of Extension Service-related Agreement

Description: The Office of Extension Coordination is mandated to coordinate, promote and monitor local and international extension services and initiatives of various academic and non-academic units in UP Diliman. One of its support functions is to facilitate processing of formal agreements for extension programs between UP Diliman units and external organizations/agencies.

Office or Division:	Office of Extension Coordination (OEC)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unit Head endorsement		Requesting party		
Draft MOA/MOU		Requesting party		
Implementation Plan		Requesting party		
Line Item Budget with provision on Administrative Overhead Cost		Requesting party		
Certification on requirement of budgetary outlay from the University issued by the Unit and Diliman Budget Office (DBO)		Diliman Budget Office (DBO) and Requesting party		
Certificate of Availability of Funds		Partner agency of Requesting party		
Board Resolution (for MOA/MOU with Local Government Units)		Partner agency of Requesting party		
Secretary's Certificate (for MOA/MOU with Private Institutions)		Partner agency of Requesting party		
Document Tracking System (DTS)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to OEC the endorsement letter and draft Agreement with complete requirements	1.1 Receive and encode submitted requirements	None	3days	<i>Receiving Personnel</i> OEC



	1.2 General review of the provisions of Agreement and all necessary requirements	None	5 days	<i>University Researcher II</i> OEC
	1.3 Review Intellectual Property Rights (IPR) provisions and possible disclosures and accountability of Project Leader on TTBDO Grants	None	2 days	<i>Technology Transfer Personnel</i> TTBDO
	1.4 Check the accountability of the Project Leader on RMO Grants	None	2days	<i>Research Personnel</i> RMO
	1.5 Review the percentage of the Administrative Overhead Cost	None	2days	<i>Administrative Officer</i> OVCRD
	1.6 Endorse to Diliman Legal Office (DLO) for initials/revisions/recommendations	None	3days (paused-clock)	<i>University Researcher II, Director</i> OEC
	1.7 Receive and encode DLO Memo with required revision/action	None	2days	<i>Admin Staff</i> OEC
2. Receive DLO Memo and comply with recommendations	Forward DLO Memo to Requesting Party for required action	None	3days	<i>OEC University Researcher II, Implementing Unit</i>
3. Comply with DLO Recommendations		None	5 Days (paused-clock)	<i>OEC University Researcher II, Implementing Unit</i>



4. Submit revised Agreement incorporating DLO recommendations	4.1 Receive and encode revised Agreement	None	2days	<i>Receiving Personnel</i> OEC
	4.2 Endorse to DLO for 2 nd review	None	1 Day (paused-clock)	<i>University Researcher II,</i> <i>Director</i> OEC
	4.3 Receive and encode DLO Memo with required action	None	2days	<i>OEC Admin Staff</i>
	4.4 Forward to Requesting Party for required signature of parties	None	2days	<i>University Researcher II</i> <i>/Admin Personnel</i> OEC
5. Receive DLO-reviewed Agreement and secure required signature of parties		None	7days (paused-clock)	<i>Implementing Unit</i>
6. Submit Agreement with complete signatures	6.1 Receive and encode signed Agreement	None	2days	<i>Receiving Personnel</i> OEC
	6.2 Endorse to the Office of the Chancellor (OC) for signature	None	3days	<i>University Researcher,</i> <i>OEC Director,</i>
	6.3 Sign Agreement	None	(paused-clock)	<i>Chancellor</i> UP Diliman
	6.4 Receive and encode Agreement signed by the Chancellor	None	1 day	<i>Receiving Personnel</i> OEC
7. Receive Agreement signed by the Chancellor	7.1 Forward Agreement with the Chancellor's signature to	None	3 days	<i>University Researcher</i> OEC



	Implementing Unit for Notarization			
8. Notarize signed Agreement		None	(paused-clock)	<i>Requesting Party</i>
9. Submit original copy of Notarized Agreement	9.1 Receive and encode Notarized Agreement	None	2 days	<i>Receiving Personnel</i> OEC
	9.2 Endorse to the Office of the Chancellor (OC) for approval of the Board of Regents	None	3days	<i>University Researcher,</i> <i>OEC Director, VCRD</i> OVCRD
TOTAL:		None	55 Days	

2. Processing of Faculty Extension Load Credit (ELC) Application

Description: The granting of Extension Load Credit (ELC) encourages UP faculty members to undertake public service as mandated by the UP Charter of 2008 by reducing the required total teaching load of 12 units per semester or 24 units per academic year. The ELC of a faculty member is part of his/her total load credit assignment for the semester.

Office or Division:	Office of Extension Coordination			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Academic Units/Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ELC application form		Requesting Party		
ELC report form (if applicable)		Requesting Party		
Unit Detailed ELC Guidelines		Requesting Party's Academic Unit		
Unit Updated Extension Agenda		Requesting Party's Academic Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit complete and correct ELC application form with Unit Head Endorsement/signature	1.1 Receive ELC application with other attachments	None	5 Days	<i>Receiving Personnel</i> OEC
	1.2 Review ELC application	None	20 Days	<i>University Extension Associate,</i> <i>Director</i> OEC
	Prepare and sign Endorsement Slip to the Office of the Chancellor (OC) for approval/signature	None	5 Days	<i>University Extension Associate,</i> <i>OEC Director,</i> <i>VCRD</i> OVCRD
	1.4 Sign ELC Applications	None	10 Days (paused-clock)	<i>Chancellor</i>
	1.5 Receive approved ELC Applications from OC	None	1 Day	<i>Receiving Personnel</i> OEC
2. Receive approved ELC application	2.1 Return approved ELC application to Faculty through Unit Head	None	5 Days	<i>University Extension Associate,</i> <i>Director</i> OEC
TOTAL:			46 Days	



3. Processing of Extension Grant proposals

Description: The UP Diliman Extension Grant is an OVCRD-administered Outright grant to support extension projects of faculty and staff that receive minimal or no funding support from any organization. It aims to promote and encourage faculty and staff to contribute to achieving excellence in social and public service, specially to the underserved sectors and communities.

Office or Division:	Office of Extension Coordination			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Extension Grant (EG) proposal		Requesting Party		
CV of Proponent(s)		Requesting Party		
Unit-level updated Extension Agenda		Requesting Party's Home Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit EG proposal, CV and Unit-level updated Extension Agenda	1.1 Receive and encode EG proposal and other attachments	None	2 Days	<i>Receiving Personnel</i> OEC
	1.2 Review completeness of proposal	None	3 Days	<i>University Extension Associate,</i> <i>Director</i> OEC
	1.3 Send to external reviewer for Technical Evaluation	None	2 Days	<i>University Extension Associate,</i> <i>Director</i> OEC
	1.4 Technical Evaluation	None	20 Days (paused-clock)	External Reviewers



	1.5 Receive and review technical review results	None	2 Days	<i>University Extension Associate, Director OEC</i>
	1.6 Provide feedback on results of technical review to Requesting Party	None	5 Days	<i>University Extension Associate, Director OEC</i>
2. Receive comments and recommendations from technical review; Revise EG Proposal		None	10 Days (paused-clock)	Requesting Party
3. Submit revised EG proposal	3.1 Receive revised EG proposal	None	2 Days	<i>Receiving Personnel OEC</i>
	3.2 Evaluate revised proposal	None	2 Days	<i>University Extension Associate, Director OEC</i>
	3.3 Prepare and process Grant Agreement (GA) and Approved Budget	None	2 Days	<i>University Extension Associate, Director OEC</i>
	3.4 Forward GA to Requesting Party for signature	None	1 Day	<i>University Extension Associate OEC</i>
4. Receive and sign Grant Agreement		None	2 Days (paused-clock)	<i>Requesting Party</i>
5. Submit signed Grant Agreement	5.1 Receive and encode signed GA from Requesting Party	None	1 Day	<i>Receiving Personnel OEC</i>



	5.2 Endorse GA to DLO for legal review and stamp	None	5 Days (paused-clock)	<i>University Extension Associate</i> OEC
	5.3 Receive and encode GA with DLO stamp	None	1 Day	<i>Receiving Personnel</i> OEC
	5.4 Prepare and sign Endorsement Slip to the Office of the Chancellor (OC) for approval/ signature	None	5 Days	<i>University Extension Associate,</i> <i>OEC Director, VCRD</i> OVCRD
	5.5 Sign Grant Agreement	None	5 Days (paused-clock)	<i>Chancellor</i>
	5.6 Receive and encode GA signed by the Chancellor	None	1 Day	<i>Receiving Personnel</i> OEC
6. Receive Agreement signed by the Chancellor	6.1 Receive and encode Agreement signed by the Chancellor	None	1 Day	<i>Receiving Personnel</i> OEC
	6.2 Forward Agreement with the Chancellor's signature to Notary Public for notarization	None	2 Days	<i>University Extension Associate</i> OEC
7. Notarize signed Agreement	7.1 Receive and encode Notarized Grant Agreement	None	1 Day	<i>Receiving Personnel</i> OEC
8. Submit original copy of Notarized Grant Agreement		None	1 Day	<i>Receiving Personnel</i> OEC



TOTAL:		76 days	
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4. Processing of Extension Grant-related requests

Description: Recipients of Extension Grant funding are required to submit a written request for approval/ authorization of the Vice Chancellor for Research and Development for any of the following changes:

- Change in project period (e.g., project extension)
- Line-Item-Budget realignment
- Change of project leader/grantee

Office or Division:	Office of Extension Coordination			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Office			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter of Request with Justification addressed to the Vice Chancellor for Research and Development and any of the following attachment/s	Requesting Party			
Approved and Revised Line-Item-Budget (for Budget Restructuring)	Requesting Party			
Revised Project Workplan/Schedule of Activities and Time Frame (for Project Extension)	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1.1 Receive and encode Letter of Request	None	2 Days	<i>Receiving Personnel</i> OEC
	Evaluate nature of request	None	5 Days	<i>University Extension Associate, Director</i> OEC



	1.3 Endorse to VCRD for action	None	2 Days	Director OEC
	1.4 Sign request	None	2 Days	Vice Chancellor for Research and Development OVCRD
	1.5 Forward result of request to Project Leader	None	1 Day	University Extension Associate OEC
TOTAL:			ays	

5. Endorsement of Application for International Publication Award (Journal)

International Publication Award (IPA) encourages faculty, REPS, and students to publish in peer-reviewed journals from internationally reputable publishers.

Online Process

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD Personnel (Faculty members, Research faculty, REPS, Admin staff); UP Affiliated (Student, Project personnel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements OVPA Form 4.1		OVPA website (IPA Guidelines and Forms section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish IPA Form 4.1.	1.1. Receive the IPA application through email.	None	1 Day	RDO Personnel RDO



<p>2. Issue a corresponding DTS number.</p> <p>3. Email rdo.ovcrd@up.edu.ph.</p> <p>with the following attachments:</p> <p>a. IPA application form 4.1</p> <p>b. DTS barcode number</p>	<p>1.2. Check its corresponding DTS barcode number.</p>			
	<p>1.3 Enter relevant data into the master list.</p> <p>1.4 Check journal's indexing.</p> <p>1.5. Verify journal and publisher's information.</p> <p>1.6. Verify whether the publisher or journal is either predatory or hijacked.</p> <p>1.7. Collate findings.</p> <p>1.8. Deliberate whether to recommend application for</p>	<p>None</p>	<p>1-2 Days</p>	<p><i>RDO Personnel</i> RDO</p>



	<p>endorsement or not.</p> <p>1.9. Forward verified IPA application to RDO Director</p>			
	<p>1.10 Read through findings.</p> <p>1.11 Deliberate whether to recommend the publication for endorsement or not.</p> <p>1.12. Send the recommendation to the staff.</p> <p>(The staff sends the Director's recommendation to VCRD.)</p>	None	1 Day	<p><i>RDO Director</i></p> <p>OVCRD</p>
	<p>1.13 Read through findings and recommendations.</p> <p>1.14. Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing</p>	None	1 Day	<p><i>Vice Chancellor for Research and Development</i></p> <p>OVCRD</p>



	<p>application to OVPA.</p> <p>1.15. Send the endorsement / rejection/remarks to the staff.</p>			
	<p>1.16. Issue a reference slip with the vetting result of the application.</p> <p>1.17 Send VCRD's signed reference slip to the applicant/sender.</p> <p>1.18. Release the document's corresponding barcode on the DTS platform.</p>	None	1 Day	<i>RDO Personnel</i> RDO
TOTAL:			5-6 Days	

Regular Process

Office or Division:	Research Dissemination Office, OVCRD
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UPD Personnel (Faculty members, Research faculty, REPS, Admin staff); UP Affiliated (Student, Project personnel)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements OVPAA Form 4.1		From OVPAA website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish IPA Form 4.1; Submit to OVCRD	1.1 Receive IPA application from the unit and checks its corresponding DTS number Enter relevant data into the master list Check journal's indexing Verify journal and publisher's information Verify whether the publisher or journal is either predatory or hijacked Collate findings Deliberate whether to recommend application for endorsement or not 1.8 Forward verified IPA application to RDO Director	None	3 Days	<i>RDO Personnel</i> RDO
	Read through findings 1.10 Deliberate whether to recommend the publication for endorsement or not	None	1 Day	<i>RDO Director</i> RDO



	1.11 Return the application to RDO staff 1.12 Forward to VCRD for endorsement			
	Read through findings and recommendations. Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVPA	None	1 Day	<i>Vice Chancellor for Research and Development</i> OVCRD
	1.15 Transmit endorsed or noted IPA application to the originating unit or department. 1.16 Release document in DTS	None	1 Day	<i>Liason Officer, RDO Personnel</i> Admin Unit, RDO
TOTAL:		None	6 Days	

6. Endorsement of Application for International Publication Award (Book Chapter)

International Publication Award (IPA) encourages faculty, REPS, and students to reinforce scholarly publications from internationally reputable publishers.

A. Online Process

Office or Division:	Research Dissemination Office, OVCRD
Classification:	Complex



Type of Transaction:	Government to Citizen			
Who may avail:	UPD Personnel (Faculty members, Research faculty, REPS, Admin staff); UP Affiliated (Student, Project personnel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements OVPAA Form 4.4		From OVPAA website (IPA Guidelines and Forms section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Secure and accomplish IPA Form 4.4. 2. Issue a corresponding DTS number. 3. Email rdo.ovcrd@up.edu.ph. with the following attachments: <ol style="list-style-type: none"> a. IPA application form 4.4 b. DTS barcode number 	<ol style="list-style-type: none"> 1.1 Receive the IPA application through email. 1.2 Check its corresponding DTS barcode number. 	None	1 Day	<i>RDO Personnel</i> RDO
	<ol style="list-style-type: none"> 1.3 Enter relevant data into the masterlist. 1.4 Verify publisher's information and 	None	1-2 days	<i>RDO Personnel</i> RDO



	<p>WASS-SENSE listing.</p> <p>1.5 Collate findings.</p> <p>1.6 Deliberate whether to recommend application for endorsement or not.</p> <p>1.7 Forward verified IPA application to VCRD</p>			
	<p>1.8 Read through findings and recommendation.</p> <p>1.9 Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVPA.</p> <p>1.10. Send the endorsement/rejection/remarks to the staff.</p>	None	1 Day	<p><i>Vice Chancellor for Research and Development</i></p> <p>OVCRD</p>
	<p>1.11 Issue a reference slip with the vetting result of the application.</p> <p>1.12 Send VCRD's signed reference slip to the applicant/sender.</p> <p>1.13 Release the document's</p>	None	1 Day	<p><i>RDO Personnel</i></p> <p>RDO</p>



	corresponding barcode on the DTS platform.			
TOTAL:			5 Days	

Regular Process

Office or Division:	Research Dissemination Office, OVCRD
Classification:	Complex
Type of Transaction:	Government to Citizen

Who may avail:	UP Students and Project personnel
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of requirements OVPAA Form 4.4	From OVPAA website (IPA Guidelines and Forms section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish IPA Form 4.4; Submit to OVCRD	Receive IPA application from the unit and checks its corresponding DTS number. Enter relevant data into the master list. Verify publisher's information and WASS-SENSE listing. Collate findings. Deliberate whether to recommend application for	None	3 Days	<i>RDO Personnel</i> RDO



	endorsement or not. Forward verified IPA application to VCRD			
	Read through findings and recommendation 1.8 Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVPA	None	1 Day	<i>Vice Chancellor for Research and Development</i> OVCRD
	1.9 Transmit the endorsed or noted IPA application to the originating unit or department 1.10 Release document in DTS	None	1 Day	<i>Liaison Officer, RDO Personnel</i> Admin Unit, RDO
TOTAL:			5 Days	

7. Request for Certification

Issuance of Certifications

Office or Division:	Research Dissemination Office, OVCRD
Classification:	Simple
Type of Transaction:	Government to Citizen



Who may avail:	Students, Researchers, Editorial Board Members, Authors, Reviewers, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements Letter/email requesting for certification		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails /sends letter of request to OVCRD	1.1 Acknowledge request Prepare Certification for the Director's/VCRD's signature	None	3 Days	<i>RDO Personnel, RDO Director, Vice Chancellor for Research and Development RDO, Admin Unit</i>
TOTAL:		None	3 Days	

8. Application for Office of the Vice Chancellor for Research and Development-UP Diliman Research Dissemination Grant (RDG)

The UP Diliman RDG from OVCRD is used for purposes of allowing faculty members to present research papers at international and local conferences.

Online Process

Office or Division:	Research Dissemination Office (RDO)		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
List of requirements Request cover letter addressed to the Chancellor			



	Requesting Party			
RDG application form	From OVCRD or from the OVCRD Website			
Invitation/ Acceptance letter Copy of Abstract Line Item Budget for domestic Conferences	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit RDG application to HRDO via email (hrdo.updiliman@up.edu.ph) for personnel clearance; HRDO to forward RDG application to OVCRD via email	Receive RDG application from HRDO via email Enter info in the database; Check availability of funds; Completeness / Correctness of the documentary attachments Check legitimacy of the conference	None	4 hours	<i>RDO Personnel</i> RDO
	Review of accountability	None	4 hours	<i>Research Personnel, Extension Personnel, Technology Transfer Personnel</i> RMO, OEC, TTBDO
	Endorse and forward RDG	None	2 Days	<i>VCRD, Liaison Officer</i>



	application to OC			Administrative Unit
TOTAL:		None	3 Days	

Regular Process

Office or Division:	Research Dissemination Office (RDO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements		Requesting Party		
Request cover letter addressed to the Chancellor				
RDG application form		From OVCRD or from the OVCRD Website		
Invitation/ Acceptance letter Copy of Abstract Line Item Budget for domestic Conferences		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submit RDG application to HRDO for personnel clearance; HRDO to forward RDG application to OVCRD	Receive RDG application from HRDO 1.2 Enter info in the database; Check availability of funds; Completeness/Correctness of the document-tary attachments Check legitimacy of the conference	None	4 hours	<i>RDO Personnel</i> RDO
	Review of accountability	None	4 hours	<i>Research Personnel, Extension Personnel, Technology Transfer Personnel</i> RMO, OEC, TTBD0
	Endorse and forward RDG application to OC	None	2 Days	<i>VCRD, Liaison Officer</i> Administrative Unit
TOTAL:		None	Days	

9. Application for Office of the Chancellor- UP Diliman Research Dissemination Grant (RDG)

The UP Diliman RDG from the Office of the Chancellor is used for purposes of allowing Deans and Unit Directors to present research papers at international and local conferences.

Online Process



Office or Division:	Research Dissemination Office (RDO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Deans and Unit Directors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements				
Request cover letter addressed to the Chancellor		Requesting Party		
RDG application form		From OVCRD or from the OVCRD Website		
Invitation/ Acceptance letter Copy of Abstract Line Item Budget for domestic Conferences		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit RDG application to HRDO via email (hrdo.updiliman@up.edu.ph) for personnel clearance; HRDO to forward RDG application to OVCRD	Receive RDG application from HRDO via email Enter info in the database; Check availability of funds; Completeness/ correctness of the documentary attachments Check legitimacy of the	None	4 hours	<i>RDO Personnel</i> RDO



	conference			
	Review of accountability	None	4 hours	<i>Research Personnel, Extension Personnel, Technology Transfer Personnel</i> RMO, OEC, TTBDO
	Endorse and forward RDG application to OC	None	2 Days	<i>VCRD, Liaison Officer</i> Administrative Unit
TOTAL:		None	3 Days	

Regular Process

Office or Division:	Research Dissemination Office (RDO)		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Deans and Unit Directors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. List of requirements			
Request cover letter addressed to the Chancellor		Requesting Party	
RDG application form		From OVCRD or from the OVCRD Website	
Invitation/ Acceptance letter Copy of Abstract Line Item Budget for domestic Conferences		Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit RDG application to HRDO for personnel clearance; HRDO to forward RDG application to OVCRD	Receive RDG application from HRDO 1.2 Enter info in the database; Check availability of funds; Completeness/correctness of the documentary attachments 1.3 Check legitimacy of the conference	None	4 hours	<i>RDO Personnel</i> RDO
	Review of accountability	None	4 hours	<i>Research Personnel, Extension Personnel, Technology Transfer Personnel</i> RMO, OEC, TTBD0
	Endorse and forward RDG application to OC	None	2 Days	<i>VCRD, Liaison Officer</i> Administrative Unit
TOTAL:		None	3 Days	



10. Application for Office of the Vice Chancellor for Research and Development-UP Diliman Research Dissemination Grant (RDG) for Conference Hosting

OVCRD-UP Diliman RDG that allow Faculty and REPs to support the international conference hosted by their unit.

Online Process

Office or Division:	Research Dissemination Office (RDO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty and REPs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements				
OVCRD Conference RDG		From OVCRD or from the OVCRD Website		
Application Form		Requesting Party		
Conference Proposal		Requesting Party		
Estimated Line Item Budget		Requesting Party		
Tentative Schedule of Activities		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OVCRD Conference RDG Application form to OVCRD via email	Receive application from unit Enter info in the database; Check availability of funds; Completeness/Correctness of the documentary attachments Check legitimacy of the conference	None	4 hours	<i>RDO Personnel</i> RDO



	Review of accountability	None	4 hours	<i>Research Personnel, Extension Personnel, Technology Transfer Personnel</i> RMO, OEC, TTBDO
	Endorse and forward RDG application to OC	None	2 Days	<i>VCRD, Liaison Officer</i> Administrative Unit
TOTAL:		None	3 Days	

Regular Process

Office or Division:	Research Dissemination Office (RDO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty and REPs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements				
OVCRD Conference RDG Application Form		From OVCRD or from the OVCRD Website		
Conference Proposal		Requesting Party		
Estimated Line Item Budget		Requesting Party		
Tentative Schedule of Activities		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OVCRD Conference RDG Application form to OVCRD	Receive application from unit Enter info in the database; Check availability of funds; Completeness/	None	4 hours	<i>RDO Personnel</i> RDO



	Correctness of the documentary attachments Check legitimacy of the conference			
	Review of accountability	None	4 hours	<i>Research Personnel, Extension Personnel, Technology Transfer Personnel</i> RMO, OEC, TTBDO
	Endorse and forward RDG application to OC	None	2 Days	<i>VCRD, Liaison Officer</i> Administrative Unit
TOTAL:		None	Days	

11. Endorsement of request for financial assistance for attendance to conferences, trainings, workshops, etc. through the REPS Development Fund (RDF)

REPS may avail of financial assistance for attendance to conferences, trainings, workshops, etc. (local or international) through the RDF. Applications will be evaluated by the UPD REPS Committee for the RDF for endorsement to the Office of the Chancellor.

Office or Division:	OVCRD – RDO	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	REPS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of request endorsed by the immediate supervisor, unit/office head and Dean/Director		Requesting Party
2. OVCRD RDF Form 2		OVCRD/HRDO
3. For REPS with temporary or contractual status, certification of unit head that the expiring appointment will		Requesting Party's Unit Head



be renewed (if the activity is not within the appointment period)				
4. Letter of invitation or announcement indicating title of the conference/training/workshop, place and time, sponsoring agency, and event/course description		Conference Organizer		
5. Copy of program		Conference Organizer		
6. Proposed itinerary of travel, endorsed by the immediate supervisor and approved by the unit head, with itemized budget for travel		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for personnel clearance; HRDO forwards application to OVCRD	1.1 Receive application with complete supporting documents	None	4 Hours	<i>Receiving Personnel</i> RDO
	1.2 Review application and supporting documents if complete and in order	None	4 Hours	<i>Administrative Personnel</i> RDO
	1.3 Wait for schedule of monthly RDF Committee meeting	None	25 Days (paused-clock)	<i>Administrative Personnel</i> RDO
	1.4 Evaluate application	None	4 Hours	RDF Committee
	1.5 Prepare endorsement of application for signature of RDF Committee Chair	None	3 Days	<i>Administrative Personnel,</i> VCRD RDO, Administrative Unit



	<p>1.6 <i>Application endorsed by the RDF Committee:</i></p> <p>Forward to the Office of the Chancellor</p> <p><i>Application not endorsed by the RDF Committee:</i></p> <p>Forward to the HRDO</p>	None	4 Hours	<p><i>Liaison Officer</i></p> <p>Administrative Unit</p>
TOTAL:		None	30 Days	

12. Endorsement of request for financial assistance for Research Dissemination Grant through the REPS Development Fund

REPS may avail of financial assistance for paper/poster presentations (local or international) through the RDF. Applications will be evaluated by the UPD REPS Committee for the RDF for endorsement to the Office of the Chancellor.

Office or Division:	OVCRD – RDO		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of request endorsed by the immediate supervisor, unit/office head, and Dean/Director		Requesting Party	
2. OVCRD RDF Form 1		OVCRD/HRDO	
3. For REPS with temporary or contractual status, certification of unit head that the expiring appointment will be renewed (if the activity is not within the appointment period)		Requesting Party's Unit Head	



4. Letter of invitation	Conference Organizer
5. Notice of acceptance of paper/poster	Conference Organizer
6. Copy of accepted abstract	Requesting Party
7. Copy of program	Conference Organizer
8. Information about the conference and the conference organizers	Conference Organizer
9. Proposed itinerary of travel, endorsed by the immediate supervisor and approved by the unit head, with itemized budget for travel	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for personnel clearance; HRDO forwards application to OVCRD	1.1 Receive application with complete supporting documents	None	4 Hours	<i>Receiving Personnel</i> RDO
	1.2 Review application and supporting documents if complete and in order	None	4 Hours	<i>Administrative Personnel</i> RDO
	1.3 Wait for schedule of monthly RDF Committee meeting	None	25 Days (paused-clock)	<i>Administrative Personnel</i> RDO
	1.4 Evaluate application	None	4 Hours	RDF Committee
	1.5 Prepare endorsement of application for signature of RDF Committee Chair	None	3 Days	<i>Administrative Personnel,</i> VCRD RDO, Administrative Unit



	<p>1.6 <i>Application endorsed by the RDF Committee:</i></p> <p>Forward to the Office of the Chancellor</p> <p><i>Application not endorsed by the RDF Committee:</i></p> <p>Forward to the HRDO</p>	None	4 Hours	<p><i>Liaison Officer</i></p> <p>Administrative Unit</p>
TOTAL:		None	30days	

13. Endorsement of request for financial assistance for Unit-initiated Training through the REPS Development Fund

UPD units who organize in-house training may avail of financial assistance through the RDF, for REPS who are attending the said training. Applications will be evaluated by the UPD REPS Committee for the RDF for endorsement to the Office of the Chancellor.

Office or Division:	OVCRD – RDO			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from the Unit Head		Requesting Party's Unit Head		
2. List of REPS who will attend the training		Requesting Party		
3. Proposal from the training provider		Training Provider		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for personnel	1.1 Receive application with complete	None	4 Hours	<i>Receiving Personnel</i> RDO



clearance; HRDO forwards application to OVCRD	supporting documents			
	1.2 Review application and supporting documents if complete and in order	None	4 Hours	<i>Administrative Personnel</i> RDO
	1.3 Wait for schedule of monthly RDF Committee meeting	None	25 Days (paused-clock)	<i>Administrative Personnel</i> RDO
	1.4 Evaluate application	None	4 Hours	RDF Committee
	1.5 Prepare endorsement of application for signature of RDF Committee Chair	None	3 Days	<i>Administrative Personnel,</i> <i>VCRD</i> RDO, Administrative Unit
	1.6 <i>Application endorsed by the RDF Committee:</i> Forward to the Office of the Chancellor <i>Application not endorsed by the RDF Committee:</i> Forward to the HRDO	None	4 Hours	<i>Liaison Officer</i> Administrative Unit
TOTAL:		None	30days	



14. Endorsement of request for financial assistance for UPD-Organized conferences/trainings/workshops, etc. through the REPS Development Fund

REPS may avail of financial assistance through the RDF for attendance to conferences/trainings/workshops, etc. organized by UPD units. Applications will be evaluated by the UPD REPS Committee for the RDF for endorsement to the Office of the Chancellor.

Office or Division:	OVCRD – RDO			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for funding endorsed by the immediate supervisor, unit/office head, and Dean/Director		Requesting Party		
2. OVCRD RDF Form 2		OVCRD/HRDO		
3. For REPS with temporary or contractual status, certification of unit head that the expiring appointment will be renewed (if the activity is not within the appointment period)		Requesting Party's Unit Head		
4. Letter of invitation or announcement indicating title of the conference/training/workshop, place and time, sponsoring agency, and event/course description		Conference Organizer		
5. Copy of program		Conference Organizer		
6. Itemized budget		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application to HRDO for personnel clearance; HRDO forwards	1.1 Receive application with complete supporting documents	None	4 Hours	<i>Receiving Personnel</i> RDO



application to OVCRD				
	1.2 Review application and supporting documents if complete and in order	None	4 Hours	<i>Administrative Personnel</i> RDO
	1.3 Wait for schedule of monthly RDF Committee meeting	None	25 Days (paused-clock)	<i>Administrative Personnel</i> RDO
	1.4 Evaluate application	None	4 Hours	RDF Committee
	1.5 Prepare endorsement of application for signature of RDF Committee Chair	None	3 Days	<i>Administrative Personnel,</i> <i>VCRD</i> RDO, Administrative Unit
	1.6 <i>Application endorsed by the RDF Committee:</i> Forward to the Office of the Chancellor <i>Application not endorsed by the RDF Committee:</i> Forward to the HRDO	None	4 Hours	<i>Liaison Officer</i> Administrative Unit
TOTAL:		None	30days	



15. Endorsement of UP System Research and Dissemination Grant (RDG) for Faculty and REPs

The UP System RDG is used for purposes of allowing faculty members and REPs to present research papers at international conferences.

A. Online Process

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty and REPs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements		From OVPAA or the OVPAA Website Requesting Party Requesting Party		
OVPAA-RDG application form				
Invitation/ Acceptance letter Copy of abstract				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OVPAA RDG Application form to OVCRD via email	Receive application from unit Enter info in the database; Check availability of funds; Completeness/ Correctness of the documentary attachments	None	4 hours	<i>RDO Personnel</i> RDO



	1.3 Check legitimacy of the conference			
	Review of accountability (For Faculty Only)	None	4 hours	<i>Research Personnel, Extension Personnel, Technology Transfer Personnel</i> RMO, OEC, TTBDO
	1.5 Endorse and forward RDG application to OC	None	2 Days	<i>VCRD, Liaison Officer</i> Administrative Unit
TOTAL:		None	3 Days	

B. Regular Process

Office or Division:	Research Dissemination Office, OVCRD		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Faculty and REPs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. List of requirements			
1. OVPAA-RDG application form		From OVPAA or the OVPAA Website	
2. Invitation/ Acceptance letter		Requesting Party	
3. Copy of abstract		Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OVPAA RDG Application form to OVCRD	1.1 Receive application from unit	None	4 hours	<i>RDO Personnel</i> RDO
	1.2 Enter info in the database; Check availability of funds; Completeness/ Correctness of the documentary attachments			
	1.3 Check legitimacy of the conference			
	1.4 Review of accountability (For Faculty Only)	None	4 hours	<i>Research Personnel, Extension Personnel, Technology Transfer Personnel</i> RMO, OEC, TTBDO
	1.5 Endorse and forward RDG application to OC	None	2 Days	<i>VCRD, Liaison Officer</i> Administrative Unit
TOTAL:		None	3 Days	

16. OVCRD Journal Sales (Walk-in)

Selling of Humanities, Science Diliman and Social Science Diliman Journals

Office or Division:	Research Dissemination Office, OVCRD
Classification:	Simple
Type of Transaction:	Government to Government



Who may avail:	UP Personnel (Faculty members, Research faculty, REPS, Admin staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit OVCRD and pay for the journals	Accept order(s) Prepare Original Receipt/ Acknowledgement Receipt Issue available copy/copies and OR/AR	Depends on the journals bought PHP325.00/issue	30 Minutes	<i>Publication Circulation Officer</i> RDO
TOTAL:		Depends on the journals bought PHP325.00/issue	30 Minutes	

17. UP Diliman Journals Online (UPDJOL) Hosting

Inclusion of UP Diliman Journals in the UPDJOL Website

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Journals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements Letter of intent to be include in the UP Diliman Journals Online		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Send letter of intent to OVCRD via email	Receive letter for review of the RDO Director and VCRD	None	2 Days	<i>RDO Director, Vice Chancellor for Research and Development</i> RDO, Admin Unit
	Send the Journal Agreement Form to the client	None	1 Day (paused-clock)	<i>RDO Personnel</i> RDO
Accomplish the Journal Agreement Form	Receive the accomplished Agreement Form from the unit for signature of the VCRD Return the duly signed Agreement to the unit	None	1 Day	<i>RDO Personnel, Vice Chancellor for Research and Development</i> RDO, Admin Unit
TOTAL:		None	4 Days	

18. UP Diliman Journals Online Uploading/Tutorial Request

Uploading of journal contents online as requested by the Journals or request for tutorials on how to upload contents in the UPDJOL Website

Office or Division:	Research Dissemination Office, OVCRD	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Journals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
List of requirements Individual PDF file of articles JPEG file of Journal Cover		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send to OVCRD via email the individual PDF file of articles and the JPEG file of Journal cover	Accommodate request of uploading/tutorial Create Account in UPDJOL (if new journal user) Teach (the Journal representative)/Follow the step-by-step procedure of uploading Publish online	None	4 Hours	<i>RDO Personnel</i> RDO
TOTAL:		None	4 Hours	

19. OVCRD Journal Submission

Manuscript submission to the OVCRD Journals (Humanities Diliman, Science Diliman, Social Science Diliman)

Office or Division:	Research Dissemination Office, OVCRD	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	UP Personnel (Faculty members, Research faculty, REPs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
List of requirements		
Manuscript	Manuscript from the author	



Manuscript Submission Form (MSF)		From OVCRD or from the OVCRD Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email Manuscript/ MSF to OVCRD	1.1 Acknowledge submission, prepare letter; Enter info in the database; Forward to the Editor in Chief	None	5 Days	<i>Editorial Assistant</i> RDO
	Do preliminary review Return to Author for revision if needed	None	30 Days (paused-clock)	<i>Editor in Chief, Associate Editor</i> RDO
	1.4 Double-blind Peer Review 1.5 Collate review 1.6 Return to Author for Revision	None	40 Days (paused-clock)	<i>External Reviewer, Editorial Assistant</i> RDO
2. Author's revision	2.1 Receive revised manuscript 2.2 Post Refereeing Review 2.3 Return to Author if needed; Send Acceptance and Publication Agreement to author	None	40 Days (paused-clock)	<i>Editor in Chief, Associate Editor, Editorial Assistant</i> RDO



3. Author to accomplish Publication Agreement (PA); return to OVCRD	3.1 Receive PA 3.2 Process manuscript for copyediting 3.3 Return to Author for revision if needed	None	30 Days (paused-clock)	<i>Editorial Assistant, Copyeditor</i> RDO
	3.4 Processing for publication	None	20 Days	<i>Editor in Chief, Editorial Assistant, Layout Artist</i> RDO
TOTAL:		None	165 Days	

20. Endorsement of electronically-submitted College in-house research/creative work grant contract to the Office of the Chancellor (OC)

The Research Management Office (RMO) facilitates the signing by the Vice Chancellor for Research and Development (VCRD) and endorsement to the Chancellor of College in-house contracts.

Office or Division:	Research Management Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and Research, Extension and Professional Staff (REPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grant contract signed by the Project Leader and witnesses		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Electronically submit signed contract	Electronically receive contract signed by the	None	10 Minutes	<i>Research Personnel</i> OVCRD



	Project Leader			<i>Research Personnel</i> RMO
	1.2 Review accountability of Project Leader on RMO, System, Office of Extension Coordination (OEC) and Technology Transfer and Business Development Office (TTBDO) Grants	None	1 Day	<i>Research Personnel</i> RMO <i>Extension Personnel</i> OEC <i>Technology Transfer Personnel</i> TTBDO
	1.3 Prepare and sign reference slip, and affix initials on contract	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.4 Email to OC a copy of the contract with reference slip	None	10 Minutes	<i>Research Personnel</i> RMO
	Review and sign contract <i>*OC shall return signed contract to the Project Leader/College</i>	None	Pause-Clock	<i>Chancellor</i> OC



TOTAL:		3 Days, 20 Minutes	
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21. Endorsement of manually-submitted College in-house or System research/creative work grant contract to the Office of the Chancellor (OC)

The Research Management Office (RMO) facilitates the signing by the Vice Chancellor for Research and Development (VCRD) and endorsement to the Chancellor of College in-house contracts, and signing by VCRD as witness of System grant contracts.

Office or Division:	Research Management Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and Research, Extension and Professional Staff (REPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grant contract signed by the Project Leader and witnesses		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manually submit signed contract	Manually receive contract signed by the Project Leader	None	10 Minutes	<i>Administrative Personnel</i> RMO
	1.2 Review accountability of Project Leader on RMO, System, Office of Extension Coordination (OEC) and Technology Transfer and Business Development Office	None	1 Day	<i>Research Personnel</i> RMO <i>Extension Personnel</i> OEC <i>Technology Transfer Personnel</i> TTBDO



	(TTBDO) Grants			
	1.3 Prepare and sign reference slip, and for in-house contract, affix initials	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.4 Send contract with reference slip to OC	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
	Review and sign contract *OC/OVPAA shall return signed contract to the Project Leader/College	None	Pause-Clock	<i>Chancellor</i> OC <i>Vice President for Academic Affairs</i> <i>(for System grant contract)</i> OVPAA
TOTAL:			3 Days, 4 Hours, 10 Minutes	

22. Endorsement of proposals for the Enhanced Creative Work and Research Grant (ECWRG) of the Office of the Vice President for Academic Affairs (OVPAA)

The Office of the Vice Chancellor for Research and Development (OVCRD) facilitates the administrative and technical review of proposals for ECWRG (System Grant), for endorsement to OVPAA. Endorsed proposals shall undergo another round of review by the ECWRG System Committee, for possible funding.

Office or Division:	Research Management Office, OVCRD
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Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and Research, Extension and Professional Staff (REPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online grant application form		OVCRD Projects Website: http://projects.ovcrd.upd.edu.ph/ovcrd/		
Endorsement by Chair/Director and Dean (in PDF for uploading in OVCRD Projects Website)		Requesting Party's Home Unit and College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Electronically submit the proposal with complete requirements <i>*Hard copy of the endorsed proposal should be submitted to OVCRD, as required by OVPAA</i>	Electronically receive proposal with complete requirements	None	10 Minutes	<i>Administrative Personnel</i> RMO
	1.2 Review proposal if in order and requirements complete, and check accountability of proponent (administrative review)	None	1 Day	<i>Research Personnel</i> RMO <i>Extension Personnel</i> Office of Extension Coordination (OEC) <i>Technology Transfer Personnel</i> Technology Transfer and Business Development Office (TTBDO)



	1.3 Request Department Chair/Institute Director through email to recommend experts who will review Science and Technology (S&T) proposal	None	30 Minutes	<i>Research Personnel</i> RMO
	1.4 Recommend experts	None	Pause-Clock	<i>Department Chair/ Institute Director</i> University of the Philippines Diliman (UP Diliman)
	1.5 Search for expert to review Arts and Letters/Management and Economics/Social Science and Law	None	1 Day	<i>Research Personnel</i> RMO
	1.6 Invite expert to review proposal	None	30 Minutes	<i>Research Personnel</i> RMO
	1.7 Wait for response of expert if he/she can or cannot review the proposal	None	Pause-Clock	Expert/Reviewer



	1.8 Prepare and email to expert a copy of the proposal, evaluation sheet, Conflict of Interest form and Non-Disclosure Agreement form	None	30 Minutes	<i>Research Personnel</i> RMO
	1.9 Review proposal	None	Pause-Clock	Expert/Reviewer
	1.10 Prepare notification letter to proponent regarding result of the review of proposal: (a) endorse for evaluation; (b) respond to comments; (c) revise and resubmit for the next cycle; and sign notification letter	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.11 Send notification letter to proponent	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
Prepare response to or revised	2.1 Wait for response of	None	Pause-Clock	Proponent



proposal based on comments of expert/ reviewer, if applicable	proponent to expert's/ reviewer's comments or for the revised proposal			
Electronically submit response to comments or revised proposal	3.1 Electronically receive response to comments or revised proposal	None	10 Minutes	<i>Research Personnel</i> RMO
	3.2 Organize reviewed proposals and cover letter, and sign	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	3.3 Send reviewed proposals with cover letter to OVPA, through the Office of the Chancellor	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
TOTAL:			7 Days, 1 Hour, 50 Minutes	



23. Organizing available data on research-/creative work-related activities in the University of the Philippines Diliman (UP Diliman), upon a request sent electronically

The Research Management Office (RMO) organizes available data on research-/creative work-related activities of UP Diliman faculty members and Research, Extension and Professional Staff (REPS), as needed.

Office or Division:	Research Management Office, OVCRD			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter citing purpose for the data		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email request letter	Electronically receive request letter	None	10 Minutes	<i>Administrative Personnel</i> RMO
	Review request	None	4 Hours	<i>Research Personnel and Director</i> RMO
	Prepare report	None	10 Days	<i>Research and Administrative Personnel</i> RMO
	Review report	None	4 Hours	<i>Director</i> RMO
	Email report to requesting party	None	10 Minutes	<i>Research Personnel</i> RMO
TOTAL:			11 Days, 20 Minutes	



24. Organizing available data on research-/creative work-related activities in the University of the Philippines Diliman (UP Diliman), upon a request submitted manually

The Research Management Office (RMO) organizes available data on research-/creative work-related activities of UP Diliman faculty members and Research, Extension and Professional Staff (REPS), as needed.

Office or Division:	Research Management Office, OVCRD			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter citing purpose for the data		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manually submit request letter	Manually receive request letter	None	10 Minutes	<i>Administrative Personnel</i> RMO
	Review request	None	4 Hours	<i>Research Personnel and Director</i> RMO
	Prepare report	None	10 Days	<i>Research and Administrative Personnel</i> RMO
	Review report	None	4 Hours	<i>Director</i> RMO
	Transmit report to requesting party	None	4 Hours	<i>Research and Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
TOTAL:			11 Days, 4 Hours, 10 Minutes	



25. Processing of Application for Research Load Credit/Creative Work Load Credit (RLC/CWLC)

The Research Management Office (RMO) of the Office of the Vice Chancellor for Research and Development (OVCRD) processes the RLC/CWLC applications of faculty members as part of their faculty service.

Office or Division:	Research Management Office, OVCRD			
Classification:	Highly Complex			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form		OVCRD Website: http://www.ovcrd.upd.edu.ph/grants/rcwlc/		
Endorsements of Chair/Director and Dean		Requesting Party's Home Unit and College		
Projects List		OVCRD Website: http://www.ovcrd.upd.edu.ph/grants/rcwlc/		
Copy of Project Contract/Memorandum of Agreement (MOA)/Notice of Approval, where applicable		Requesting Party		
Copy of proposal, where applicable		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Electronically submit application forms with complete requirements, c/o College	1.1 Electronically receive application forms with complete requirements	None	10 Minutes	<i>Research Personnel</i> RMO
	Review applications if in order and requirements complete, organize applications for transmittal/e	None	2 Days	<i>Research Personnel</i> RMO



	mailing to RMO Director			
	1.3 Review, approve and sign RLC/ CWLC applications of 3 units or less	None	3 Days	<i>Director</i> RMO <i>Vice Chancellor</i> OVCRD
	Prepare transmittal slip, sign and return to College, through email, the approved RLC/CWLC application of 3 units or less	None	4 Hours	<i>Research Personnel and Director</i> RMO
	1.5 For RLC/ CWLC applications of more than 3 units and those personally-funded, organize applications, prepare endorsement letter to the Chancellor, review and sign	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.6 Email to the Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	1 Hour	<i>Research Personnel</i> RMO



	applications of more than 3 units and those personally-funded, with endorsement letter to Chancellor			
	1.7 Review, approve, sign and email RLC/ CWLC applications of more than 3 units and those personally-funded, to the Office of the Chancellor (OC)	None	Pause-Clock	<i>Vice Chancellor</i> OVCAA
	1.8 Review, approve, sign and email RLC/ CWLC applications of more than 3 units and those personally-funded, to the College	None	Pause-Clock	<i>Chancellor</i> OC
TOTAL:			7 Days, 5 Hours, 10 Minutes	



26. Processing of Office of the Vice Chancellor for Research and Development (OVCRD) Research and Creative Work Grant proposals

The Research Management Office (RMO) facilitates funding of and administers OVCRD grants such as the Outright Research Grant (ORG), Thesis and Dissertation Grant (T&D), Ph.D. Incentive Award (PhDIA), Source of Solutions Grant (SOS) and Open Grant (OG).

Office or Division:	Research Management Office, OVCRD			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and Research, Extension and Professional Staff (REPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online grant application form		OVCRD Projects Website: http://projects.ovcrd.upd.edu.ph/ovcrd/		
Endorsement by Chair/Director and Dean (in PDF for uploading in OVCRD Projects Website)		Requesting Party's Home Unit and College		
Curriculum Vitae (in PDF for uploading in OVCRD Projects Website)		Requesting Party		
Transcript of Records or Certificate of Graduation, for PhDIA (in PDF for uploading in OVCRD Projects Website)		Office of the University Registrar, University of the Philippines Diliman (UP Diliman) or Requesting Party's Home College		
Approved thesis/dissertation proposal, for T&D (in PDF for uploading in OVCRD Projects Website)		Requesting Party		
Response to or revised proposal based on comments of the Technical Review Committee (TRC), if applicable, in hard copy		Requesting Party		
Details of government-issued ID		DFA, LTO, PRC, GSIS, SSS, BIR, etc.		
Official Grant Start Form		RMO, OVCRD		
Notarized Memorandum of Agreement (MOA)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Electronically submit proposal with	1.1 Electronically receive proposal with	None	10 Minutes	<i>Administrative Personnel</i> RMO



complete requirements	complete requirements			
	1.2 Review proposal if in order and requirements complete, and check accountability of proponent (administrative review)	None	1 Day	<i>Research Personnel</i> RMO <i>Extension Personnel</i> Office of Extension Coordination (OEC) <i>Technology Transfer Personnel</i> Technology Transfer and Business Development Office (TTBDO)
	1.3 Constitute TRC and set a meeting for review of proposal	None	10 Days	<i>Research Personnel</i> RMO
	1.4 Prepare and forward (email) proposal to TRC for review	None	4 Hours	<i>Research and Administrative Personnel</i> RMO
	1.5 Review proposal	None	Pause-Clock	TRC



	1.6 Prepare notification letter to proponent regarding result of the review of TRC: (a) approved for funding, (b) for revision (with comments), (c) resubmit next cycle; and sign notification letter	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.7 Send notification letter to proponent	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
Prepare response to or revised proposal based on comments of TRC, if applicable	2.1 Wait for response of proponent to TRC's comments or for the revised proposal	None	Pause-Clock	Proponent
Submit response to or revised proposal based on comments of TRC	3.1 Receive response to comments or revised proposal	None	10 Minutes	<i>Administrative and Research Personnel</i> RMO



	3.2 Forward response to comments or revised proposal to Director for his/her review and acceptance for funding	None	4 Hours	<i>Research Personnel and Director</i> RMO
	3.3 Prepare notification letter to proponent regarding acceptance/ approval of revised proposal for funding, and sign notification letter	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	3.4 Send notification letter to proponent	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD



	3.5 Ask (email) proponent whose proposal is accepted for funding, for details of government-issued ID, preferred grant start and revisions in the line-item budget (LIB), if applicable, for preparation of Memorandum of Agreement (MOA)	None	30 Minutes	<i>Research Personnel</i> RMO
Prepare details of government-issued ID, preferred grant start and revised LIB, if applicable	4.1 Wait from proponent details of government-issued ID, preferred grant start and revised LIB, if applicable	None	Pause-Clock	Proponent
Submit details of government-issued ID, preferred grant start and revised LIB, if applicable	5.1 Receive details then prepare MOA and LIB for grant implementation	None	4 Hours	<i>Research and Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
	5.2 Send MOA with attached LIB to grantee for review and signing	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i>



				OVCRD
Submit signed MOA with attached LIB	6.1 Receive signed MOA with attached LIB	None	10 Minutes	<i>Administrative Personnel</i> RMO
	6.2 Prepare transmittal slip to the Office of the Chancellor (OC) and sign MOA with attached LIB	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	6.3 Send signed MOA with attached LIB to OC through the Diliman Legal Office (DLO)	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
	6.4 Review and sign MOA with attached LIB	None	Pause-Clock	<i>Legal Officer</i> DLO <i>Chancellor</i> OC
	6.5 Receive MOA signed by the Chancellor, with attached LIB	None	10 Minutes	<i>Administrative Personnel</i> RMO
	6.6 Send to grantee the MOA signed by the Chancellor, for notarization	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD



Have the MOA notarized	7.1 Wait for notarized MOA	None	Pause-Clock	Grantee
Submit one set of notarized original MOA	8.1 Receive notarized MOA	None	10 Minutes	<i>Administrative Personnel</i> RMO
TOTAL:			21 Days, 1 Hour, 20 Minutes	

27. Processing of Office of the Vice Chancellor for Research and Development (OVCRD) Research and Creative Work Grant-related request (e.g., line-item budget (LIB) realignment, grant extension, change in project leadership, etc.), submitted electronically

The Research Management Office (RMO) of OVCRD monitors the progress and fund utilization of OVCRD Research and Creative Work grants. Part of RMO's services is the overall project management of internal grants for purposes of ensuring project accountability in terms of timely completion and proper fund management.

Office or Division:	Research Management Office, OVCRD
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Faculty members and Research, Extension and Professional Staff (REPS)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter <i>As needed:</i> Proposed revised LIB Workplan for extension period Conforme of new Project Leader	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Electronically submit request letter with complete requirements	1.1 Electronically receive request letter with complete requirements	None	10 Minutes	<i>Administrative Personnel</i> RMO



	1.2 Review and prepare background information for action of the Director	None	2 Hours	<i>Research Personnel</i> RMO
	Review and sign approval/ disapproval of request, and have the Director's action noted by the Vice Chancellor for Research and Development	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.4 Email a copy of the approved/ disapproved request to grantee	None	10 Minutes	<i>Research Personnel</i> OVCRD
TOTAL:			2 Days, 2 Hours, 20 Minutes	



28. Processing of Office of the Vice Chancellor for Research and Development (OVCRD) Research and Creative Work Grant-related request (e.g., line-item budget (LIB) realignment, grant extension, change in project leadership, etc.), submitted manually

The Research Management Office (RMO) of OVCRD monitors the progress and fund utilization of OVCRD Research and Creative Work grants. Part of RMO's services is the overall project management of internal grants for purposes of ensuring project accountability in terms of timely completion and proper fund management.

Office or Division:	Research Management Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and Research, Extension and Professional Staff (REPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter <i>As needed:</i> Proposed revised LIB Workplan for extension period Conforme of new Project Leader		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manually submit request letter with complete requirements	1.1 Manually receive request letter with complete requirements	None	10 Minutes	<i>Administrative Personnel</i> RMO
	1.2 Review and prepare background information for action of the Director	None	2 Hours	<i>Research Personnel</i> RMO
	Review and sign approval/disapproval of request, and have the Director's action noted by the Vice Chancellor for	None	2 Days	<i>Research Personnel and Director</i> RMO VCRD OVCRD



	Research and Development (VCRD)			
	1.4 Send a copy of the approved/ disapproved request to grantee	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
TOTAL:			2 Days, 6 Hours, 10 Minutes	



29. Transmittal of research and creative work proposal submitted electronically under the System Grants [Balik PhD Recruitment Program (Balik PhD) and Emerging Interdisciplinary Research Program (EIDR)]

The Research Management Office (RMO) transmits faculty member's or Research, Extension and Professional Staff's (REPS) electronically-submitted research and creative work proposal to the Office of the Vice President for Academic Affairs (OVPAA), as required, through the Office of the Chancellor (OC). The procedure also serves RMO's monitoring purposes for research-/creative work-related activities in the University of the Philippines Diliman.

Office or Division:	Research Management Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and Research, Extension and Professional Staff (REPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Forms Letter of Intent/Application Letter Curriculum Vitae		Requesting Party		
Faculty Appointment		College of requesting party/Human Resource Development Office of the University of the Philippines Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Electronically submit application forms and other required documents	1.1 Electronically receive application forms and other required documents	None	10 Minutes	<i>Research Personnel</i> RMO
	Make an administrative review of the application, prepare transmittal letter, and sign letter and forms	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.3 Email to OC the proposal application with OVCRD	None	10 Minutes	<i>Research Personnel</i> RMO



	transmittal letter			
	1.4 Electronically receive proposal application with OVCRD transmittal letter, sign forms, and return to OVCRD through email	None	Pause-Clock	<i>Administrative Personnel and Chancellor</i> OC
	1.5 Electronically receive from OC the proposal application signed by the Chancellor, and email to OVPA	None	10 Minutes	<i>Research Personnel</i> RMO
TOTAL:			2 Days, 30 Minutes	



30. Transmittal of research and creative work proposal submitted manually under the System Grants [Balik PhD Recruitment Program (Balik PhD) and Emerging Interdisciplinary Research Program (EIDR)]

The Research Management Office (RMO) transmits faculty member's or Research, Extension and Professional Staff's (REPS) manually-submitted research and creative work proposal to the Office of the Vice President for Academic Affairs (OVPA), as required, through the Office of the Chancellor (OC). The procedure also serves RMO's monitoring purposes for research-/creative work-related activities in the University of the Philippines Diliman.

Office or Division:	Research Management Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and Research, Extension and Professional Staff (REPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Forms Letter of Intent/Application Letter Curriculum Vitae		Requesting Party		
Faculty Appointment		College of requesting party/Human Resource Development Office of the University of the Philippines Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manually submit application forms and other required documents	1.1 Manually receive application forms and other required documents	None	10 Minutes	<i>Administrative Personnel</i> RMO
	Make an administrative review of the application, prepare transmittal letter, and sign letter and forms	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.3 Send proposal with OVCRD transmittal	None	4 Hours	<i>Administrative Personnel</i> RMO



	letter to OVPAA, through OC			<i>Administrative Personnel</i> OVCRD
TOTAL:			2 Days, 4 Hours, 10 Minutes	



31. Request for IP and/or Technology Transfer Seminar/Training

Request for IP and/or Technology Transfer Seminar/Training

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request (Email or Letter)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1. Receive requirement	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	2. Review request	None	10 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	3. Approve request	None	1 Day	<i>Director, TTBDO Diliman</i>
	4. Assign TTBDO staff as lecturer	None	5 Minutes	<i>Director, TTBDO Diliman</i>
	5. Send feedback to the email or request letter	None	10 Minutes	<i>Admin Personne or Technology Transfer Officerl, TTBDO Diliman</i>
TOTAL:		None	D	



32. Assistance in Filing Copyright Application

Assistance in filing of Copyright Application for UP-owned copyrights under RA 10055, RA 8293, and UP IPR Policy

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copyright Information Form (CIF) Works to be Copyrighted (3 copies) Deed of Assignment (DoA) (5 copies) Copyright Application Form (5 copies) One (1) valid ID of applicant/s for notary		TTBDO Diliman Requesting Party TTBDO Diliman TTBDO Diliman Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled-out and signed CIF and copy/ies of works to be copyrighted	Receive and log filled-out and signed CIF enclosed with copy/ies works to be copyrighted	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review received filled-out CIF enclosed with works to be copyrighted	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare DoA and Copyright Application Form	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Log and Forward DoA and Copyright Application Form to Client for review and signature	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>



	Wait for the DoA and Copyright Application Form signed by the Client	None	7 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
Return reviewed and signed DoA and Copyright Application Form to TTBDO Diliman	Receive and log signed DoA and Copyright Application Form	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and forward signed DoA and Copyright Application Form enclosed with works to be copyrighted for review and approval of TTBDO Diliman Director	None	10 Minutes	<i>Technology Transfer Officer and Admin Personnel, TTBDO Diliman</i>
	Review and approve filing of DoA and Copyright Application Form enclosed with works to be copyrighted	None	1 Day	<i>Director, TTBDO Diliman</i>
	Prepare reference/endorsement slip for signature of the Vice Chancellor for Research and Development	None	10 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward DoA and Copyright Application Form enclosed with works to be copyrighted	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	with reference/endorsement slip to the Vice Chancellor for Research and Development for signature and endorsement			
	Review and sign reference/endorsement slip, DoA and Copyright Application Form enclosed with works to be copyrighted	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	Forward Copyright Application Form with signed reference/endorsement slip and DoA to the Chancellor's Office through the Diliman Legal Office for appropriate action	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	Wait for the Copyright Application Form enclosed with complete documents signed by the Chancellor	None	7 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Receive and log Copyright Application	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	Form enclosed with complete documents signed by the Chancellor			
	Prepare signed Copyright Application Form and DoA for notarization	None	10 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward signed Copyright Application Form and DoA enclosed with a copy/ies of applicant's valid ID to Notary	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	Wait for the notarized Copyright Application Form and DoA	None	3 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Pick-up notarized Copyright Application Form and DoA	None	1 Hour	<i>Admin Personnel, TTBDO Diliman</i>
	Prepare 5 sets of Copyright Application Form with complete attachment for filing at the National Library	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	File Copyright Application with complete attachment in the National Library	None	1 Day	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>



	TOTAL:	None	21 Days, 3 Hours, 20 Minutes	
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33. Issuance of Certified True Copy of Certificate of Copyright Registration and Deposit

Request for Issuance of Certified True Copy of Certificate of Copyright Registration and Deposit for the filed UP-owned copyright

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	Receive and log request letter	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review request	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare copy/ies of requested Copyright Registration and Deposit documents for CTC	None	15 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
	Review and sign CTC of Copyright Registration and Deposit documents	None	1 Day	<i>Director, TTBDO Diliman</i>
	Prepare receiving copy of the CTC of Copyright	None	5 Minutes	<i>Technology Transfer Officer or</i>



	Registration and Deposit			<i>Admin Personnel, TTBDO Diliman</i>
	Log and issue CTC of Copyright Registration and Deposit to the Client	None	10 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
	TOTAL:	None	1 Day, 55 Minutes	

34. Assistance in Filing Trademark Application

Request for Assistance in Filing Trademark Application for UP-owned marks

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Faculty, REPS, Admin Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter List of Goods/ Services, Mark/s to be Registered Application Form		Requesting party Requesting party TTBDO UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter enclosed with List of Goods/ Services, Mark/s to be Registered	Receive and log request letter enclosed with List of Goods/ Services, Mark/s to be Registered	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review request letter enclosed with List of Goods/ Services,	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>



	Mark/s to be Registered			
	Forward request letter enclosed with List of Goods/ Services, Mark/s to be Registered to the TTBD0 UP Diliman Director for review and recommending approval	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review and sign recommending approval of the request letter enclosed with List of Goods/ Services, Mark/s to be Registered	None	1 Day	<i>Director, TTBD0 Diliman</i>
	Forward request letter enclosed with List of Goods/ Services, Mark/s to be Registered to the Vice Chancellor for Research and Development for endorsement and approval	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review, approve, and endorse request letter enclosed with List of Goods/ Services,	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>



	Mark/s to be Registered			
	Prepare and forward approved and endorsed request letter enclosed with List of Goods/ Services, Mark/s to be Registered to the Chancellor for Approval	None	1 Day	<i>Technology Transfer Officer or Admin Personnel, TTBD0 Diliman</i>
	Wait for the request letter enclosed with List of Goods/ Services, Mark/s to be Registered, approved by the Chancellor	None	7 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Receive and log request letter enclosed with List of Goods/ Services, Mark/s to be Registered, approved by the Chancellor	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review received documents	None	15 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Prepare Trademark Application Form	None	30 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Forward completely filled-out Trademark Application Form enclosed	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>



	with approved request letter and List of Goods/ Services, Mark/s to be Registered to the TTBDO Diliman Director for review and approval			
	Review and approve completely filled-out Trademark Application Form enclosed with approved request letter and List of Goods/ Services, Mark/s to be Registered	None	1 Day	<i>Director, TTBDO Diliman</i>
	Forward completely filled-out Trademark Application Form enclosed with approved request letter and List of Goods/ Services, Mark/s to be Registered to the Vice Chancellor for Research and Development for signature	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Sign the Trademark Application	None	1 Day	<i>Vice Chancellor for Research and</i>



	Form enclosed with request letter and List of Goods/ Services, Mark/s to be Registered			<i>Development, OVCRD</i>
	Prepare signed Trademark Application Form enclosed List of Goods/ Services, Mark/s to be Registered for filing at IPOPHL	None	30 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	File Trademark Application Form at IPOPHL	None	2 Days	<i>Technology Transfer Officer or Admin Personnel, TTBD0 Diliman</i>
TOTAL:		None	14 Days, 2 Hours, 10 Minutes	

35. Issuance of Certified True Copy of Trademark Certificate of Registration

Request for Issuance of Certified True Copy of Trademark Certificate of Registration for UP-owned marks

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Faculty, REPS, Admin Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request Letter		Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	Receive and log request letter	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review request	None	15 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Prepare copy/ies of requested Trademark Certificate of Registration for CTC	None	15 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBD0 Diliman</i>
	Review and sign CTC of Trademark Certificate of Registration documents	None	1 Day	<i>Director, TTBD0 Diliman</i>
	Prepare receiving copy of the Trademark Certificate of Registration	None	5 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBD0 Diliman</i>
	Log and issue CTC of Trademark Certificate of Registration to the Client	None	10 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBD0 Diliman</i>
	TOTAL:	None	1 Day, 55 Minutes	

36. Assistance on Utility Model (UM) / Industrial Design (ID) / Patent Registration of UP-owned Inventions

Request for assistance on UM / ID / Patent Registration for UP-owned Inventions under RA 10055, RA 8293, and UP IPR Policy in the Intellectual Property Office of the Philippines (IPOP HL)

Office or Division:	Technology Transfer and Business Development Office (TTBD0 Diliman)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Faculty, REPS, Admin Staff
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Filled-out and signed Invention Disclosure Form (IDF) 2. Technical Report/ Manuscript/Project Documents / Research Agreement 3. Special Power of Attorney (SPA) (by absentee inventors) 4. Signed IP Sharing Agreement 5. Copies of IDs of Inventors Patent / UM / ID Draft Non-Disclosure Undertaking (NDU)		Requesting party Requesting party Requesting party Requesting party Requesting party TTBDO Diliman TTBDO Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled-out and signed IDF enclosed with Technical Report/ Manuscript/Project Documents / Research Agreement	Receive and log completely filled-out and signed IDF enclosed with Technical Report/ Manuscript/Project Documents / Research Agreement	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and assign received documents	None	1 Day	<i>Team Leader, TTBDO Diliman</i>
	Forward to the assigned Technology Transfer Officer	None	5 Minutes	<i>Team Leader, TTBDO Diliman</i>
	Receive and review documents for initial assessment of assigned Tech Transfer Officer	None	5 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Conduct initial Patent Search Report and Market Study	None	30 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Inform Client through email or telephone call the result of the initial assessment	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
2. Respond to initial assessment	Incorporate comments from Client in the report	None	15 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Schedule pre-assessment with TTBDO Diliman Director	None	15 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>



	Prepare documents for review of the TTBDO Diliman Director	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Pre-assessment	None	1 Day	<i>Director and Technology Transfer Officer, TTBDO Diliman</i>
	Inform Client through email or telephone call the result of the pre-assessment	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare and finalize feedback letter, signed by the TTBDO Diliman Director and Vice Chancellor for Research and Development (<i>if the technology is not approved in the pre-assessment</i>)	None	4 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward and log feedback letter, signed by the TTBDO Diliman Director and Vice Chancellor for Research and Development (<i>if the technology is not approved in the pre-assessment</i>)	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	Schedule Intellectual Property Committee (IPC) meeting (<i>if approved in the pre-assessment</i>)	None	20 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare documents for IPC meeting including NDU	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Hold IPC meeting	None	1 Day	<i>Director, Technology Transfer Officer, TTBDO Diliman</i>
	Prepare and process letter of the result of the IPC meeting	None	4 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>



	for approval/signature of TTBD0 Diliman Director and Vice Chancellor for Research and Development			
	Forward and log letter of the result of the IPC meeting to the Client	None	1 Day	<i>Admin Personnel, TTBD0 Diliman</i>
	Wait for the response or comments of Client	None	20 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
Respond to the concerns of the TTBD0 UP Diliman. If IPC result is to file IP protection, submit, SPA (<i>by absentee inventor/s</i>), signed IP Sharing Agreement, and copies of IDs of the inventor/s. If not, no need to do so.	Receive and log SPA (<i>by absentee inventor/s</i>), signed IP Sharing Agreement, and copies of IDs of the inventor/s	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review SPA (<i>by absentee inventor/s</i>), signed IP Sharing Agreement, and copies of IDs of the inventor/s	None	1 Hour	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Forward SPA and IP Sharing Agreement to the TTBD0 Diliman Director for review and signature	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review and sign SPA and IP Sharing Agreement	None	1 Day	<i>Director, TTBD0 Diliman</i>



	Prepare reference slip and documents for signature of the Vice Chancellor for R&D	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward SPA and IP Sharing Agreement to the Vice Chancellor for R&D for review, signature, and endorsement	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and sign SPA and IP Sharing Agreement, and reference/endorsement slip	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward IP Sharing Agreement with reference/endorsement slip to the Chancellor for approval/signature through the Diliman Legal Office (DLO)	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	Wait for the approved/signed IP Sharing Agreement	None	30 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Receive and log approved/signed IP Sharing Agreement	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review received IP Sharing Agreement	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare SPA, IP Sharing Agreement, and copies of IDs, for notarization	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward SPA, IP Sharing Agreement, and copies of IDs, to notary	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	Wait and pick-up notarized SPA, IP Sharing Agreement, and copies of IDs	None	5 Days (paused-clock)	<i>Admin Personnel, TTBDO Diliman</i>



	Forward and log a copy of notarized SPA and IP Sharing Agreement to the Client	None	1 Day	<i>Technology Transfer Officer, Admin Personnel, TTBDO Diliman</i>
	Prepare a recommendation letter attached with the minutes of the IPC meeting addressed to Chancellor for approval of the IP filing	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward recommendation letter to the TTBDO Diliman Director for review and approval/signature	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and approve/sign recommendation letter	None	1 Day	<i>Director, TTBDO Diliman</i>
	Forward recommendation letter to the Vice Chancellor for R&D for review and approval/signature	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and approve/sign recommendation letter	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	Forward and log recommendation letter to attached with the minutes of the IPC meeting addressed to Chancellor for approval of the IP filing	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	Wait for the approval of the recommendation letter from the Chancellor	None	14 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>



	Receive and log approved recommendation letter from the Chancellor	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Contact and schedule meeting with patent agent and Client for patent draft	None	10 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
4. Join scheduled meeting with patent agent	Prepare documents and NDU for the patent agent	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Assist patent agent in preparing patent draft	None	60 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare patent draft with documentary requirements for filing at IPOPHL	None	1 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Log and submit patent draft with documentary requirements to IPOPHL	None	3 Days	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
TOTAL:		None	250 Days, 3 Hours, 50 Minutes	

37. Issuance of Certified True Copy (CTC) of Utility Model (UM) / Industrial Design (ID) / Patent Certificate of Registration

Request for Issuance of copy of UM / ID / Patent Certificate of Registration

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit request letter	Receive and log request letter	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review request	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare copy/ies of requested UM/ ID/ Patent Certificate of Registration for CTC	None	15 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
	Review and sign CTC of UM/ ID/ Patent Certificate of Registration documents	None	1 Day	<i>Director, TTBDO Diliman</i>
	Prepare receiving copy of the UM/ ID/ Patent Certificate of Registration	None	5 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
	Log and issue CTC of UM/ ID/ Patent Certificate of Registration to the Client	None	10 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
	TOTAL:	None	1 Day, 55 Minutes	



38. Request for Assistance in Licensing of UP-owned Intellectual Property Rights (IPRs)

Request for Assistance in Licensing of UP-owned IPRs

Office or Division:	Technology Transfer and Business Development Office Diliman (TTBDO Diliman)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent SEC registration certificate Articles of Incorporation and By-Laws General Information Sheet 3-year Audited Financial Statements, 3-year Internal Financial Statements optional) List of Completed and On-going Contracts Business Permit Tax Clearance Business plan for the technology Including marketing plans Signed Term Sheet Board Resolution or Secretary's Certificate Authorizing the Signing of License Agreement Copy of valid ID's of the Signatory/ies		1-13. Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements #1-10	Receive and log complete requirements #1-10	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review received documents	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare and draft license terms / term sheet	None	25 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>



	Forward draft license terms/ term sheet to the TTBDO Diliman Director for review and approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and approve license terms / term sheet	None	1 Day	<i>Director, TTBDO Diliman</i>
	Forward license terms / term sheet to Client for review and approval/signature	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
2. Return reviewed and approved/signed license terms/ term sheet	Receive reviewed and signed license term / term sheet from the Client	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review the received signed license term / term sheet	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward the signed license term /term sheet to the Vice Chancellor for review and approval/signature	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and approve/sign	None	1 Day	<i>Vice Chancellor for Research and</i>



	the license term / term sheet			<i>Development, OVCRD</i>
	Draft letter for submission of signed term sheet for Fairness Opinion Report (FOR) from the DOST	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward draft letter and submission of signed term sheet to TTBDO Diliman Director for review and approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and approve draft letter and submission of signed term sheet	None	1 Day	<i>Director, TTBDO Diliman</i>
	Forward draft letter and submission of signed term sheet to Vice Chancellor for R&D for review and approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and approve/sign letter for submission	None	1 Days	<i>Vice Chancellor for Research and Development, TTBDO Diliman</i>



	of signed term sheet			
	Submit original signed term sheet with complete requirements to regional DOST office for FOR	None	3 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Wait for the FOR	None	30 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Draft License Agreement, incorporate license terms to draft license agreement	None	3 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Log and forward Draft License Agreement to Diliman Legal Office for review and approval	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	Wait for DLO comments on the License Agreement	None	14 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Receive reviewed Draft License Agreement from DLO	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	Review and incorporate DLO comments on the License Agreement	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Forward Finalized License Agreement to Client for review and approval/signature	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Wait for the approved/signed License Agreement from the Client	None	20 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
Return reviewed and approved/signed Draft License Agreement	Receive reviewed and approved/signed Draft License Agreement from the Client	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review approved/signed License Agreement from the Client	None	10 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Forward License Agreement to TTBD0 Diliman Director for review and approval	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review and approve	None	1 Day	<i>Director, TTBD0 Diliman</i>



	License Agreement			
	Prepare reference/endorsement slip and Forward License Agreement to Vice Chancellor for R&D for review and approval/signature	None	1 Hour	<i>Technology Transfer Officer and Admin Personnel, TTBDO Diliman</i>
	Review and sign reference/endorsement slip and License Agreement	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	Forward License Agreement to the Chancellor for review and approval/signature through DLO	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	Wait for the approved/signed License Agreement	None	25 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Receive approved/signed License Agreement	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Prepare License Agreement with copies of IDs of the	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>



	parties for Notary			
	Forward License Agreement with copies of IDs of the parties to Notary	None	1 Day	<i>Admin Personnel, TTBDO Diliman</i>
	Wait and pick-up notarized License Agreement	None	5 Days (paused-clock)	<i>Admin Personnel, TTBDO Diliman</i>
TOTAL:		None	138 Days, 4 Hours, 30 Minutes	

39. Request for UP Trademark Semi-Commercial Licensing for UP units

UP Trademark Semi-Commercial Licensing for UP units

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter Approval of the Dean/Director/Head of Office on the conduct of the activity/ event Photocopy of Employee ID of the project head/contact person Design/s to be approved Signed Conforme.		UP Diliman Technology Transfer and Business Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	Receive and log complete requirements	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	Review received documents	None	1 Day	<i>Team Leader, TTBDO Diliman</i>
	Prepare documents and recommendation for approval of TTBDO Diliman Director and Vice Chancellor for R&D	None	1 Hour	<i>Team Leader, TTBDO Diliman</i>
	Forward to TTBDO Diliman Director for review and recommending approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review documents and recommend approval	None	1 Day	<i>Director, TTBDO Diliman</i>
	Forward to Vice Chancellor for R&D for review and approval of Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review documents and approve/sign Conforme	None	1 Day	<i>Vice Chancellor for Research and Development, TTBDO Diliman</i>
	Prepare documents and Inform Client of the approved Request to Use UP Trademarks,	None	1 Day	<i>Team Leader, TTBDO Diliman</i>



	Symbols, Images, Icons and Other Marks			
	Release and log approved Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks to the Client	None	15 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
TOTAL:		None	4 Days, 1 Hour, 35 Minutes	

40. Request for Assistance in UP Trademark Commercial Licensing

Request for Assistance in UP Trademark Commercial Licensing

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Design/s to be approved SEC/DTI registration Terms Copy/ies of ID's for notary		1-5 Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive complete requirements	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review documents	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>



	Prepare license terms for approval	None	7 Days	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Approval / comments	None	1 Day	<i>Director, TTBD0 Diliman</i>
	Forward proposed terms to client for approval	None	5 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
Return approved license terms	Receive approved license terms	None	10 Minutes	<i>Admin Personnel or Technology Transfer Officer, TTBD0 Diliman</i>
	Review received documents	None	15 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Prepare license draft	None	7 Days	<i>Technology Transfer Officer, TTBD0 Diliman</i>
Return approved license terms	Forward license draft to client for approval	None	5 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Incorporate client's comment	None	2 Days	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Send License Agreement to DLO for review	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Wait for DLO comments on the License Agreement	None	14 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Receive reviewed License Agreement from DLO	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review and incorporate DLO comments on the License Agreement	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>



	Forward Finalized License Agreement to Client for review and approval/signature	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Wait for the approved/signed License Agreement from the Client	None	20 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
Return approved and signed license terms	Receive reviewed and approved/signed License Agreement from the Client	None	10 minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review approved/signed License Agreement from the Client	None	10 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward License Agreement to TTBDO Diliman Director for review and approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and approve License Agreement	None	1 Day	<i>Director, TTBDO Diliman</i>
	Prepare reference/endorsement slip and Forward License Agreement to Vice Chancellor for R&D for review and	None	1 Hour	<i>Technology Transfer Officer and Admin Personnel, TTBDO Diliman</i>



	approval/signature			
	Review and sign reference/endorsement slip and License Agreement	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	Forward License Agreement to the Chancellor for review and approval/signature through DLO	None	1 day	<i>Admin Personnel, TTBD0 Diliman</i>
	Wait for the approved/signed License Agreement	None	25 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Receive approved/signed License Agreement	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Prepare License Agreement with copies of IDs of the parties for Notary	None	1 Hour	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Forward License Agreement with copies of IDs of the parties to Notary	None	1 Day	<i>Admin Personnel, TTBD0 Diliman</i>
	Wait and pick-up notarized License Agreement	None	5 Days (paused-clock)	<i>Admin Personnel, TTBD0 Diliman</i>
TOTAL:			88 Days, 4 Hours, 30 Minutes	



41. Request for Review of Memorandum of Agreement (MOA)

Request for Review of MOA on Intellectual Property Rights

Office or Division:	Technology Transfer and Business Development Office (TTBDO Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request (Email or Letter) Draft MOA for review		1-2. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	Receive complete requirements	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review draft MOA	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare TTBDO assessment of MOA	None	5 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Release and log reviewed MOA	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
TOTAL:		None	1 Day, 20 Minutes	

42. Instruments and artefacts for extended use

Request for borrowing of instruments or artefacts for overnight or extended use outside the UP College of Music (within UP Diliman only). This service is limited to a maximum duration of one (1) month per material, renewable every month. Materials available for borrowing are subject to their physical condition and availability. Maximum of 3 materials at a time.

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Valid UPCE Registration; and,		UP Center for Ethnomusicology Library (UPCE Instrument Borrower's Form can also be downloaded at the UPCE website: https://upethnom.com/research/)		
Accomplished UPCE Instrument Borrower's Form (1 original copy)				
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachment and check client's UPCE Registration status Secure approval of UPCE Director (if for non-classroom; non-UP; or, UP alumni use) Present details of payment and instructions, and directions to the UP Diliman Cash Office;	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee at the UP Diliman Cash Office	Wait for client action	Rental Fee – 20% of the cost of	15 Minutes (paused-clock)	<i>UP Diliman Cash Office</i>



		instrument (in PHP)		
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Inform Client of pick-up schedule	None	5 Minutes	<i>Library Personnel</i> UPCE
Pick-up instrument in person; present Official Receipt (if applicable); leave Valid ID with library personnel as collateral	Assist client with use of instrument/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Rental Fee – 20% cost of instrument (in PHP)	1 Day and 35 Minutes	



43. Instruments and artefacts for use within the UP College of Music

Request for one-day borrowing and return of instruments and artefacts within the UP College of Music (subject to availability of instrument and artefact)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE Instrument Borrower's Form (1 original copy)		UP Center for Ethnomusicology Library (UPCE Instrument Borrower's Form can also be downloaded at the UPCE website: https://upethnom.com/research/)		
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachments If for non-classroom - Secure approval of UPCE Director Present details of payment and instructions, and directions to the UP Diliman Cash Office;	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE



Pay corresponding fee at the UP Diliman Cash Office	Wait for client action	Rental Fee – (for classroom use): FREE (for non-classroom use): 20% of the cost of instrument (in PHP)	15 Minutes (paused-clock)	UP Diliman Cash Office
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Inform Client of pick-up schedule	None	5 Minutes	Library Personnel UPCE
Pick-up instrument in person; present Official Receipt (if applicable); leave Valid ID with library personnel as collateral	Assist client with use of instrument/s whenever necessary	None	5 Minutes	Library Personnel UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	Library Personnel UPCE
TOTAL:		Rental Fee – (for classroom use): FREE	35 Minutes	



	<p>(for non-classroom use):</p> <p>20% of the cost of instrument</p>		
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44. Instruments for playing and/or demonstration

Borrowing and use of instruments for use/demonstration inside the UPCE Library (subject to availability of instrument and artefact, and library space)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE Instrument Borrower's Form (1 original copy)		UP Center for Ethnomusicology Library (UPCE Instrument Borrower's Form can also be downloaded at the UPCE website: https://upethnom.com/research/)		
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library	Receive request with complete attachments Secure approval of UPCE Director	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE



Personnel in person or through email	<p>Input schedule of use/class demo in UPCE calendar for information of all UPCE personnel</p> <p>Inform client of approved/denied request and schedule</p> <p>Post information about the use/class demo for information of other clients</p> <p>Prepare instrument/s and provide to client</p>			
Arrive at least 15 minutes before scheduled use/class demonstration; leave Valid ID with library personnel as collateral	Assist client with use of instrument/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	1 Day and 15 Minutes	



45. Instruments for room study

Borrowing and use of instruments for use inside the UPCE Library (no playing)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE Instrument Borrower's Form (1 original copy)		UP Center for Ethnomusicology Library (UPCE Instrument Borrower's Form can also be downloaded at the UPCE website: https://upethnom.com/research/)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit accomplished UPCE Instrument Borrower's Form to the UPCE Library Personnel in person or through email	Receive request with complete attachment Prepare instrument/s and provide to client	None	5 Minutes 15 Minutes/ instrument	<i>Library Personnel</i> UPCE
Pick-up instrument in person; leave Valid ID with library	Assist client with use of instrument/s whenever necessary	None	15 Minutes	<i>Library Personnel</i> UPCE



personnel as collateral				
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	40 Minutes	

46. Library materials for extended use

Request for borrowing of library materials for overnight or extended use outside the UP College of Music. This service is limited to a maximum duration of one (1) month per material, renewable every month. Materials available for borrowing are subject to their physical condition and availability. Maximum of 3 materials at a time. General reference materials, theses and dissertations, and rare books are excluded from this service.

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE Library Call Slip (1 original copy)		UP Center for Ethnomusicology Library		
Request letter addressed to the UPCE Director endorsed by their Head of Unit (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements	Receive request with complete attachment and	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE



to the UPCE Library Personnel in person or through email	check client's UPCE Registration status Secure approval of UPCE Director Inform client of approved/denied request and schedule Prepare materials and provide to client			
Pick-up library material/s in person; leave Valid ID with library personnel as collateral	Assist client with use of library material/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	1 Day and 15 Minutes	



47. Library materials for room use or for presentation within the UP College of Music

Borrowing and use of library materials for use inside the UPCE Library or for one-time presentations within the UP College of Music only

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE Library Call Slip (1 original copy)		UP Center for Ethnomusicology Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit accomplished UPCE Library Call Slip to the UPCE Library Personnel in person or through email	Receive request with complete attachments Prepare materials and provide to client	None	5 Minutes	<i>Library Personnel</i> UPCE
			5 Minutes/title	
Pick-up library material/s in person; leave Valid ID with Library personnel as collateral	Assist client with use of library material/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE



Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	20 Minutes	

48. Library spaces and facilities for use beyond service hours

Request for use of library spaces and facilities beyond service hours (subject to availability of space, facilities, personnel, and UP College of Music building regulations)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Valid UPCE Registration		UP Center for Ethnomusicology Library		
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachment and check client's UPCE Registration status Secure approval of UPCE Director Inform client of approved/denied request Present details of payment and	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE



	instructions, and directions to the UP Diliman Cash Office;			
Pay corresponding fee at UP Diliman Cash Office	Wait for client Action	Rental fee - PHP 1,500.00/ hour	15 Minutes (paused-clock)	<i>UP Diliman Cash Office</i>
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Inform Client of approved schedule	None	5 Minutes	<i>Library Personnel</i> UPCE
Arrive at least 15 minutes before schedule	Assist client with use of library material/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Rental fee - PHP 1,500.00/hour	1 Day and 30 Minutes	



49. Library spaces and facilities within service hours

Use of library spaces and facilities for personal study, group work, and small group discussions within service hours

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Valid ID to the UPCE Library Personnel	Remind client of basic space use policies when necessary	None	2 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	2 Minutes	



50. Online access to iLib and UPCE Collections Portal

Request for equipment to access iLib, UPCE Collections Portal inside the UPCE Library

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and request for equipment for accessing iLib and UPCE Collections Portal at the UPCE Library personnel (for use only inside the UPCE during service hours)	Receive request Prepare UPCE computer for client use; assist client whenever necessary	None	15 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	15 Minutes	



51. Reference and bibliographic services

Request for reference and bibliographic services

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance or eMail correspondence		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry to the UPCE Library Personnel in person or through email	Receive request Prepare references and bibliographic sources	None	5 Minutes 5 Minutes/title	<i>Library Personnel</i> UPCE
Receive required information	Assist client with use of library material/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	15 Minutes	



52. Reproduction of Library materials

Reproduction of library materials. This service is subject to the terms outlined in Sec. 185 of Republic Act No. 8293 as well as the Revised UP Intellectual Property Policy (2011)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE Library Call Slip (1 original copy)		UP Center for Ethnomusicology Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit accomplished UPCE Library Call Slip to the UPCE Library Personnel in person or through email	Receive request with complete attachment Prepare materials	None	5 Minutes 5 Minutes/title	<i>Library Personnel</i> UPCE
Pick-up library material/s in person; leave Valid ID with library personnel as collateral	Redirect client to the printing/copying services (non-UPCE entity)	None	5 Minutes	<i>Library Personnel</i> UPCE
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	20 Minutes	



53. Request for access to archival fieldnotes, photographs, and audio inside the UPCE Library

Request of Archive Users to access low-resolution digital copies of archival fieldnotes, photographs, and audio inside the UPCE Library (maximum 10 materials per research day)

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Faculty and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid UP ID (original copy)	UP Human Resources Development Office	
Valid UPCE Registration	UP Center for Ethnomusicology Library	
Accomplished UPCE Access Form (1 original copy)	(UPCE Access Form can also be downloaded at the UPCE website: https://upethnom.com/research/)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements	Receive request with	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE



<p>to the UPCE Library Personnel in person or through email</p>	<p>complete attachment and check client's UPCE Registration status Schedule use of access station Inform client of schedule Prepare UPCE Access Station Retrieve and prepare requested digital files and transfer to UPCE Access Station</p>			<p><i>Archive Personnel</i> UPCE</p>
<p>Arrive at least 15 minutes before schedule</p>	<p>2. Assist client with the use of archival material/s whenever necessary</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Library Personnel</i> UPCE</p>
<p>TOTAL:</p>		<p>None</p>	<p>2 Days and 15 Minutes</p>	



54. Request for digital reproduction of photographs

Request for acquiring digital reproduction of photographs from the UP Center for Ethnomusicology archives (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 5 images per research day)

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Faculty and Employees
CHECKLIST OF REQUIREMENTS	
	WHERE TO SECURE
Valid UP ID (original copy)	UP Human Resources Development Office
Valid UPCE Registration	
Accomplished UPCE Reproduction Form (1 original copy)	UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded at the UPCE website
Accomplished Letter-Agreement for Terms of Use with UPCE (2 original copies)	https://upethnom.com/research/)
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)	Requesting Party



Signed approval of copyright owners (1 original copy)	Copyright owner of the material			
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms, request letter, and signed approval of copyright owner to the UPCE Library Personnel in person or through email	Receive request with complete attachment and check client's UPCE Registration status Secure approval of UPCE Director; Inform Client of approved/denied request and schedule; Device Letter-Agreement for Terms of Use and send to client;	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use and return to UPCE Library Personnel	Receive and file Letter-Agreement for Terms of Use; Retrieve requested materials and upload requested materials in UPCE Archive Google Drive folder Inform Client when the material is available for access online and provide link of the Google Drive folder	None	3 Days and 10 minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



				Library Personnel UPCE
TOTAL:		None	5 Days and 15 Minutes	

55. Request for digitization of analog commercial audio recordings

Request for transfer of commercial audio recordings in analog to digital format. This service is subject to availability of playback platform and personnel, as well as condition of material. This service has a limit of 5 pieces of analog materials per transaction. UPCE can only accept a maximum of 2 digitization service requests per month.

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE ACL Extension Services Slip (1 original copy)		UP Center for Ethnomusicology Library		
Material/s to be digitized		Requesting Party		
Digital storage device for the digitized tracks				
Index or Description/Identification of analog material for metadata, if available (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit materials to be digitized	Receive inquiry and materials to be digitized	None	3 Hours	Library Personnel UPCE



for assessment	Assess condition of materials Check schedule of personnel and availability of playback platform Inform client if materials are fit for digitization as well as availability of schedule			<i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE
Present valid ID and submit other requirements to the UPCE Library personnel	Receive request with complete attachments; Calculate fees and Present details of payment and instructions, and directions to the UP Diliman Cash Office	None	15 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee	Wait for client action	Processing fee - PHP 30.00/track	15 Minutes (paused-clock)	UP Diliman Cash Office
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Provide copy of ACL Extension Services Slip to client Digitize analog materials Inform Client that analog material and digitized tracks are ready for pick-up	None	10 Days and 5 Minutes	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE



Present ACL Extension Services Slip upon pick-up of materials	Turn-over analog materials and digital storage device containing digitized tracks to Client	None	3 Minutes	<i>Library Personnel</i> UPCE
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Processing fee - PHP 30.00/track	10 Days, 3 Hours and 43 Minutes	



56. Request for digitization of commercial video recordings

Request for transfer of commercial video recordings in analog to digital format. This service is subject to availability of playback platform and personnel, as well as condition of material. This service has a limit of 5 pieces of analog materials per transaction. UPCE can only accept a maximum of 2 digitization service requests per month.

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE ACL Extension Services Slip (1 original copy)		UP Center for Ethnomusicology Library		
Material/s to be digitized		Requesting Party		
Digital storage device for the digitized tracks				
Index or Description/Identification of analog material for metadata, if available (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit materials to be digitized for assessment	Receive inquiry and materials to be digitized Assess condition of materials Check schedule of personnel and availability of playback platform Inform client if materials are fit for digitization as well as	None	3 Hours	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE



	availability of schedule			
Present valid ID and submit other requirements to the UPCE Library personnel	Receive request with complete attachments; Calculate fees and Present details of payment and instructions, and directions to the UP Diliman Cash Office	None	15 Minutes	<i>UPCE Library Personnel</i>
Pay corresponding fee	Wait for client action	Processing fee - PHP 80.00 (for every analog material)	15 Minutes (paused-clock)	<i>UP Diliman Cash Office</i>
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Provide copy of ACL Extension Services Slip to client Digitize analog materials Inform Client that analog material and digitized tracks are ready for pick-up	None	10 Days and 5 Minutes	<i>UPCE Library Personnel</i> <i>Media Archivist</i> UPCE <i>UPCE Library Personnel</i>
Present ACL Extension Services Slip upon pick-up of materials	Turn-over analog materials and digital storage device containing digitized tracks to Client	None	3 Minutes	<i>UPCE Library Personnel</i>
Sign receipt of material	File receipt of material	None	5 Minutes	<i>UPCE Library Personnel</i>



TOTAL:	Processing fee - PHP 80.00 (for every analog material)	10 Days, 3 Hours and 43 Minutes	
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57 Request for digitization of analog non-commercial audio recordings

Request for transfer of non-commercial audio recordings in analog to digital format. This service is subject to availability of playback platform and personnel, as well as condition of material. This service has a limit of 5 pieces of analog materials per transaction. UPCE can only accept a maximum of 2 digitization service requests per month.

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE ACL Extension Services Slip (1 original copy)		UP Center for Ethnomusicology Library		
Material/s to be digitized		Requesting Party		
Digital storage device for the digitized tracks				
Index or Description/Identification of analog material for metadata, if available (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit materials to be digitized for assessment	Receive inquiry and materials to be digitized	None	3 Hours	<i>Library Personnel</i> UPCE



	<p>Assess condition of materials</p> <p>Check schedule of personnel and availability of playback platform</p> <p>Inform client if materials are fit for digitization as well as availability of schedule</p>			<p><i>Media Archivist</i></p> <p>UPCE</p> <p><i>Library Personnel</i></p> <p>UPCE</p>
<p>Present valid ID and submit other requirements to the UPCE Library personnel</p>	<p>Receive request with complete attachments;</p> <p>Calculate fees and Present details of payment and instructions, and directions to the UP Diliman Cash Office</p>	None	15 Minutes	<p><i>Library Personnel</i></p> <p>UPCE</p>
<p>Pay corresponding fee</p>	<p>Wait for client action</p>	<p>Processing fee -</p> <p>PHP 30.00 (for the first 1 minute or a fraction thereof; additional 30.00 for every succeeding minute)</p>	<p>15 Minutes (paused-clock)</p>	<p><i>UP Diliman Cash Office</i></p>
<p>Present or email copy of receipt to UPCE Library Personnel</p>	<p>Acknowledge presentation of receipt</p> <p>Provide copy of ACL Extension Services Slip to client</p> <p>Digitize analog materials</p> <p>Inform Client that analog material and digitized tracks are ready for pick-up</p>	None	10 Days and 5 Minutes	<p><i>Library Personnel</i></p> <p>UPCE</p> <p><i>Media Archivist</i></p>



				UPCE <i>Library Personnel</i> UPCE
Present ACL Extension Services Slip upon pick-up of materials	Turn-over analog materials and digital storage device containing digitized tracks to Client	None	3 Minutes	<i>Library Personnel</i> UPCE
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Processing fee - PHP 30.00 (for the first 1 minute or a fraction thereof; additional 30.00 for every succeeding minute)	10 Days, 3 Hours and 43 Minutes	

58. Request for digitization of analog non-commercial video recordings

Request for transfer of non-commercial video recordings in analog to digital format. This service is subject to availability of playback platform and personnel, as well as condition of material. This service has a limit of 5 pieces of analog materials per transaction. UPCE can only accept a maximum of 2 digitization service requests per month.

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Highly Technical



Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE ACL Extension Services Slip (1 original copy)		UP Center for Ethnomusicology Library		
Material/s to be digitized		Requesting Party		
Digital storage device for the digitized tracks				
Index or Description/Identification of analog material for metadata, if available (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit materials to be digitized for assessment	Receive inquiry and materials to be digitized Assess condition of materials Check schedule of personnel and availability of playback platform Inform client if materials are fit for digitization as well as availability of schedule	None	3 Hours	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE
Present valid ID and submit other requirements to the UPCE Library personnel	Receive request with complete attachments; Calculate fees and Present details of payment and instructions, and directions to the UP Diliman Cash Office	None	15 Minutes	<i>Library Personnel</i> UPCE



Pay corresponding fee	Wait for client action	Processing fee - PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every succeeding minute)	15 Minutes (paused-clock)	UP Diliman Cash Office
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Provide copy of ACL Extension Services Slip to client Digitize analog materials Inform Client that analog material and digitized tracks are ready for pick-up	None	10 Days and 5 Minutes	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE
Present ACL Extension Services Slip upon pick-up of materials	Turn-over analog materials and digital storage device containing digitized tracks to Client	None	3 Minutes	<i>Library Personnel</i> UPCE
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel</i>



				UPCE
	TOTAL:	Processing fee - PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every succeeding minute)	10 Days, 3 Hours and 43 Minutes	

59. Request for online access to archival fieldnotes, photographs and audio

Request of Archive Users for online access low-resolution digital copies of UPCE archival fieldnotes, photographs, and audio (maximum of 10 materials per research day)

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Faculty and Employees
CHECKLIST OF REQUIREMENTS	
	WHERE TO SECURE
Valid UP ID (original copy)	UP Human Resources Development Office
Valid UPCE Registration	UP Center for Ethnomusicology Library (UPCE Access Form can also be downloaded at the
Accomplished UPCE Access Form (1 original copy)	



	UPCE website https://upethnom.com/research/)
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachments and check client's UPCE Registration status Secure approval of UPCE Director; Inform Client of approved/denied request and schedule; Retrieve and prepare requested materials Upload requested materials in UPCE Archive Google Drive folder Inform Client when the material is available for access online and provide link of the Google Drive folder	None	4 Days and 5 Minutes	<i>Library Personnel</i> UPCE



				<i>Archive Personnel</i> UPCE
				<i>Library Personnel</i> UPCE
	TOTAL:	None	4 Days and 5 minutes	



60. Request for print reproduction of archival photographs (beyond fair use)

Request for acquiring 5R photo paper print-outs of archival photographs for uses that are beyond the scope of the terms outlined in Sec. 185 of Republic Act No. 8293 (maximum of 5 images per research day)

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Faculty and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid UP ID (original copy)	UP Human Resources Development Office
Valid UPCE Registration	UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded at the UPCE website https://upethnom.com/research/)
Accomplished UPCE Reproduction Form (1 original copy)	
Accomplished Letter-Agreement for Terms of Use with UPCE (2 original copies)	
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)	
Signed approval of copyright	Copyright owner of the material



owners (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required form, request letter, and signed approval of copyright owners to the UPCE Library Personnel in person or through email	Receive request with complete attachments and check client's UPCE Registration status Secure approval of UPCE Director; Inform Client of approved/denied request and schedule; Device Letter-Agreement for Terms of Use and send to client	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use and return to UPCE Library personnel	Receive and file Letter-Agreement for Terms of Use; Present details of payment and instructions, and directions to the UP Diliman Cash Office;	None	10 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee at UP Diliman Cash Office	Wait for Client's action	Printing Fee -PHP 50.00/image	15 Minutes (paused-clock)	<i>UP Diliman Cash Office</i>
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Retrieve and prepare requested materials	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i>



	Print requested materials Inform Client that requested material is ready			UPCE <i>Library Personnel</i> UPCE
Claim requested materials	Turn over requested print-out to Client	None	15 Minutes	<i>Library Personnel</i> UPCE
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Printing Fee -PHP 50.00/image	4 Days and 55 Minutes	



61. Request for print reproduction of archival photographs for fair use

Request for acquiring 5R photo paper print-outs of archival photographs (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 5 images per research day)

Office or Division:	UP Center for Ethnomusicology (UPCE)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Faculty and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid UP ID (original copy)	UP Human Resources Development Office
Valid UPCE Registration	UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded at the UPCE website https://upethnom.com/research/)
Accomplished UPCE Reproduction Form (1 original copy)	
Accomplished Letter-Agreement for Terms of Use with UPCE (2 original copies)	
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms and letters to the UPCE Library Personnel in person or through email	Receive request with complete attachment and check client's UPCE Registration status Secure approval of UPCE Director; Inform Client of approved/denied request and schedule; Device Letter-Agreement for Terms of Use and send to client	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use and return to UPCE Library Personnel	Receive and file Letter-Agreement for Terms of Use Present details of payment and instructions, and directions to the UP Diliman Cash Office;	None	10 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee at UP Diliman Cash Office	Wait for Client's action	Printing fee - PHP 50.00/ image	15 Minutes (paused-clock)	<i>UP Diliman Cash Office</i>
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Retrieve requested materials Print requested materials Inform Client that requested material is ready	None	2 Days and 10 Minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



				Library Personnel UPCE
Claim requested materials from the UPCE Library	Turn over requested print-out to Client	None	15 Minutes	Library Personnel UPCE
Sign receipt of material	File receipt of material	None	5 Minutes	Library Personnel UPCE
TOTAL:		Printing fee - PHP 50.00/ image	5 Days	



62. Request for reproduction and use of unpublished score for performance

Request for reproduction and use of unpublished score from Archive holdings for performance

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Valid UPCE Registration		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded at the UPCE website https://upethnom.com/research/)		
Accomplished UPCE Reproduction Form (1 original copy)				
Accomplished Letter-Agreement for Terms of Use with UPCE (2 original copies)				
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)		Requesting Party		
Signed approval of copyright owners (1 original copy)		Copyright owner of the material		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and required forms, request letters, and signed approval of copyright owners to the UPCE Library Personnel in person or through email	Receive request with complete attachments and check client's UPCE Registration status; Secure approval of UPCE Director; Inform client of approved/denied request and schedule;	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE



	Device Letter-Agreement for Terms of Use and send to client;			
Sign Letter-Agreement for Terms of Use	Receive signed Letter-Agreement for Terms of Use Present details of payment and instructions, and directions to the UP Diliman Cash Office;	None	5 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee	Wait for client action	Performance fee (includes royalty and processing fee) - USD 1,000.00; or, its equivalent in peso; exclusive of printing, shipping and handling	15 Minutes (paused-clock)	<i>UP Diliman Cash Office</i>
Present or email Official Receipt to UPCE Archive	Acknowledge presentation of receipt; Prepare scores If clients requested for digital copy - Upload requested materials in UPCE Archive Google Drive folder Inform Client that requested material is ready If clients requested for digital copy - Provide link of	None	3 Days	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



	the Google Drive folder for digital reproduction)			<i>Library Personnel</i> UPCE
If requesting for printed copy of score – Go to UPCE Library to pick-up score; leave Valid ID with Library personnel as collateral	If clients requested for printed copy -Provide score to the client and redirect to the printing/copying services (non-UPCE entity)	None	5 Minutes	<i>Library Personnel</i> UPCE
If requesting for printed copy of score – Return score upon end of use	If clients requested for printed copy -Receive score and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
	TOTAL:	Performance fee (includes royalty and processing fee) - USD 1,000.00; or, its equivalent in peso; exclusive of printing, shipping and handling	5 Days and 35 Minutes	



63. Request for reproduction and use of unpublished score for study

Request for reproduction and use of unpublished score from Archive holdings for study. This service is subject to the terms outlined in Sec. 185 of Republic Act No. 8293

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Valid UPCE Registration		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded at the UPCE website https://upethnom.com/research/)		
Accomplished UPCE Reproduction Form (1 original copy)				
Accomplished Letter-Agreement for Terms of Use with UPCE (2 original copies)				
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms and request letters to the UPCE Library Personnel in person or through email	Receive request with complete attachments and check client's UPCE Registration status; Secure approval of UPCE Director; Inform client of approved/denied request and schedule; Device Letter-Agreement for	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE



	Terms of Use and send to client;			
Sign Letter-Agreement for Terms of Use	<p>Receive signed Letter-Agreement for Terms of Use</p> <p>Prepare scores</p> <p>If clients requested for digital copy - upload requested materials in UPCE Archive Google Drive folder</p> <p>Inform Client that requested material is ready</p> <p>If clients requested for digital copy - Provide link of the Google Drive folder for digital reproduction)</p>	None	3 Days and 5 minutes	<p><i>Library Personnel</i></p> <p>UPCE</p> <p><i>Archive Personnel</i></p> <p>UPCE</p> <p><i>Library Personnel</i></p> <p>UPCE</p>
If requesting for printed copy of score – Go to UPCE Library to pick-up score; leave Valid ID with Library personnel as collateral	If clients requested for printed copy -Provide score to the client and redirect to the printing/copying services (non-UPCE entity)	None	5 Minutes	<p><i>Library Personnel</i></p> <p>UPCE</p>
If requesting for printed copy of score – Return	If clients requested for printed copy -Receive score and return client ID	None	5 Minutes	<p><i>Library Personnel</i></p> <p>UPCE</p>



score upon end of use				
TOTAL:		None	5 Days and 20 Minutes	

64. Request for reproduction of unpublished field and non-field audio recordings

Request for acquiring reproduction of unpublished field audio recordings and non-field audio recordings (recordings of concerts and performances of composed music, etc.) from the UP Center for Ethnomusicology archives (Reproduction of materials are subject to the terms outlined in Sec. 185 of Republic Act No. 8293) (maximum of 10 tracks per research day at 60 seconds or a fraction thereof per track)

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP Faculty and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid UP ID (original copy)	UP Human Resources Development Office	
Valid UPCE Registration	UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded at the UPCE website https://upethnom.com/research/)	
Accomplished UPCE Reproduction Form (1 original copy)		
Accomplished Letter-Agreement for Terms of Use with UPCE (2 original copies)		
Request letter addressed to the	Requesting Party	



UPCE Director endorsed by Head of Unit (1 original copy)				
Signed approval of copyright owners (1 original copy)	Copyright owner of the material			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit required forms, request letter, and signed approval of copyright owner to the UPCE Library Personnel in person or through email	Receive request with complete attachments and check client's UPCE Registration status Secure approval of UPCE Director; Inform Client of approved/denied request and schedule; Present details of payment and instructions, and directions to the UP Diliman Cash Office; Device Letter-Agreement for Terms of Use and send to client;	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use and return to UPCE Library personnel	Receive and file Letter-Agreement for Terms of Use	None	10 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee at UP Diliman Cash Office	Wait for Client's action	Reproduction Fee – <i>(fair use):</i> PHP 50.00 (for every 60	15 Minutes (paused-clock)	<i>UP Diliman Cash Office</i>



		seconds or a fraction thereof) <i>(beyond fair use):</i> PHP 150.00 (for every 60 seconds or a fraction thereof)		
Present or email copy of receipt to UPCE Library Personnel	Acknowledge presentation of receipt Retrieve requested materials and upload requested materials in UPCE Archive Google Drive folder Inform Client when the material is available for access online and provide link of the Google Drive folder	None	3 Days and 20 Minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE <i>Library Personnel</i> UPCE
TOTAL:		Reproduction Fee – <i>(fair use):</i> PHP 50.00 (for every 60 seconds or a fraction thereof)	5 Days and 50 Minutes	



	<p>(beyond fair use):</p> <p>PHP 150.00 (for every 60 seconds or a fraction thereof)</p>		
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65. Request for selected pages from unpublished score for publication

Request for digital reproduction of selected pages of unpublished score from Archive holdings for publication

Office or Division:	UP Center for Ethnomusicology (UPCE)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP Faculty and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Valid UP ID (original copy)		UP Human Resources Development Office	
Valid UPCE Registration		UP Center for Ethnomusicology Library (UPCE Reproduction Form can also be downloaded at the UPCE website https://upethnom.com/research/)	
Accomplished UPCE Reproduction Form (1 original copy)			
Accomplished Letter-Agreement for Terms of Use with UPCE (2 original copies)			
Request letter addressed to the UPCE Director endorsed by Head of Unit (1 original copy)		Requesting Party	
Signed approval of copyright owners (1 original copy)		Copyright owner of the material	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements (form, request letter, and signed approval of copyright owners) to the UPCE Library Personnel in person or through email	Receive request with complete attachments and check client's UPCE Registration status; Secure approval of UPCE Director; Inform client of approved/denied request and schedule; Device Letter-Agreement for Terms of Use and send to client;	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Sign Letter-Agreement for Terms of Use	Receive signed Letter-Agreement for Terms of Use Prepare scores and upload requested materials in UPCE Archive Google Drive folder Inform Client when the material is available for access online and provide link of the Google Drive folder	None	3 Days and 5 Minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE <i>Library Personnel</i> UPCE
TOTAL:		None	5 Days and 10 Minutes	



66. UPCE Registration

Registration for entry and access to the UPCE library, archives, and instrumentarium (valid for one calendar year upon completion of registration)

Office or Division:	UP Center for Ethnomusicology (UPCE)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian (1 original copy)		UP Center for Ethnomusicology Library or (download at the UP Center for Ethnomusicology website https://upethnom.com/research/)		
Archive Users				
Valid UP ID (original copy)		UP Human Resources Development Office		
Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian (1 original copy)		UP Center for Ethnomusicology Library or (download at the UP Center for Ethnomusicology website https://upethnom.com/research/)		
Attached description of proposed work/study) (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive accomplished UPCE Registration form with complete attachments Present details of payment and instructions,	None	5 Minutes	<i>Library Personnel</i> UPCE



	and directions to the UP Diliman Cash Office			
Pay corresponding fee at UP Diliman Cash Office	Wait for client step	Registration fee - PHP 50.00	15 Minutes (paused-clock)	<i>UP Diliman Cash Office</i>
Present receipt as Official Receipt to UPCE or email copy to UPCE	Input Registration of client in the database	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Registration fee - PHP 50.00	25 Minutes	

67. UPCE Tour

Request for and participation in guided UPCE library, instrumentarium, and/or archive tour

Office or Division:	UP Center for Ethnomusicology (UPCE)	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Faculty and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid UP ID (Valid ID of group head if group tour) (original copy)		UP Human Resources Development Office
Valid UPCE Registration (Registration of group head if group tour)		UP Center for Ethnomusicology Library
Request letter addressed to the UPCE Director endorsed by their respective Head of Unit (1 original copy)		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachments and check client's UPCE Registration status Check availability of venue and staff in the UPCE Calendar Secure approval of UPCE Director Schedule venue and tour in UPCE calendar for the information of all UPCE Inform client of approved/denied request and schedule	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE
Arrive at least 15 minutes before schedule	Arrange participants into smaller groups (for large number of participants) and perform tour	None	15 Minutes (per group)	<i>Library Personnel</i> UPCE
TOTAL:		None	2 Days and 20 Minutes	



Institute for Small-Scale Industries (ISSI)

Internal Services



1. Acceptance of Requests for Appointments/Meetings

This service provides an avenue for clients to be able to discuss with the Director of UP ISSI on matters pertaining to entrepreneurship and the like.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to UP ISSI Director	Receive request letter	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive hard copy of official response regarding appointment/meeting	Set schedule, if available	None	1 Day	<i>Director</i> DO
3. Receive new schedule through letter (if original date is not possible)	If not available, reset schedule and send to client	None	1 Day	<i>Releasing Personnel</i> DO
TOTAL:		None	(3) Days	



2. Acceptance of Inquiries or Requests for Proposals

This service allows the consideration of requests received by UP ISSI and provides a way for clients to get feedback on their inquiries.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry or letter of request addressed to UP ISSI Director	1.1 Receive inquiry/ request letter 1.2 Forward letter to ISSI division concerned	None	1 Day	<i>Receiving and Releasing Personnel</i> DO
TOTAL:		None	(1) Day	

3. Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives

This service facilitates requests for UP ISSI staff and UP ISSI Institutional Representatives to serve as resource persons in various activities.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter of request addressed to UP ISSI Director	1.1 Receive request letter 1.2 Inform concerned ISSI staff	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive hard copy of approved list of ISSI resource person/s and/or ISSI institutional representative	Take note of staff assignment	None	2 Days	<i>Releasing Personnel</i> DO
TOTAL:		None	(3) Days	

4. Acceptance of Requests for Appointments/Meetings

This service provides an avenue for clients to be able to discuss with the Director of UP ISSI on matters pertaining to entrepreneurship and the like.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Email		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/email of request addressed to UP ISSI Director	Receive request letter/email	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive hard copy/email of official response regarding appointment/meeting	Set schedule, if available	None	1 Day	<i>Director</i> DO
3. Receive new schedule through letter/email (if original date is not possible)	If not available, reset schedule	None	1 Day	<i>Releasing Personnel</i> DO



	and send to client			
TOTAL:		None	(3) Days	

5. Acceptance of Inquiries or Requests for Proposals

This service allows the consideration of requests received by UP ISSI and provides a way for clients to get feedback on their inquiries.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Email		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit inquiry or letter of request/email addressed to UP ISSI Director	1.1 Receive inquiry/request letter/email 1.2 Forward letter/email to ISSI division concerned	None	1 Day	<i>Receiving and Releasing Personnel</i> DO
TOTAL:		None	(1) Day	



6. Acceptance of Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives

This service facilitates requests for UP ISSI staff and UP ISSI Institutional Representatives to serve as resource persons in various activities.

Office or Division:	Director's Office (DO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Email		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request/email addressed to UP ISSI Director	1.1 Receive request letter/email 1.2 Inform/email concerned ISSI staff	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive hard copy/soft copy of approved list of ISSI resource person/s and/or ISSI institutional representative	Take note of staff assignment	None	2 Days	<i>Releasing Personnel</i> DO
TOTAL:		None	(3) Days	



7. Checking-in (Returning) of Library Materials

A mode of returning borrowed books and other library resources(i.e. government property). May be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

Office or Division:	UP ISSI Library			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book(s)/Materials for return		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book/s for return/check-in	1.Receive and check the book/s for return/check-in	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
2. Receive ID	2. Return the ID to client	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
TOTAL:		None	2 Minutes	

8. Checking-Out (Borrowing) of Library Materials

Regular Checking-Out (Borrowing) of Library Materials

A mode of borrowing books and other library resources(i.e. government property). May be suspended during period of emergency subject to the existing national, local, and/or university guidelines.

Office or Division:	UP ISSI Library			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or appointment documents		Human Resources Development Office		
Duly accomplished book card		UP ISSI Library		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish book card with name, college and employee number	None	None	2 Minutes	College Librarian III/UP ISSI Library
2. Hand in duly accomplished book card, the book to be borrowed, and valid ID	2.1. Receive book, duly accomplished book card, and valid ID	None	1 Minute	College Librarian III UP ISSI Library
	2.2. Stamp due date and counter sign Due Date Slip and Book Card	None	1 Minute	College Librarian III, UP ISSI Library
3. Receive book	None	None	1 Minute	College Librarian III UP ISSI Library
TOTAL:		None	5 Minutes	

Contactless Checking-Out (Borrowing) of Library Materials

A mode of borrowing books and other library resources (i.e. government property).

Office or Division:	UP ISSI Library			
Classification:	On-Site – Simple, Remote-Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID or appointment documents		Human Resources Development Office		
Accomplished Request Form		UP ISSI Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check Tuklas(URL: https://ds.mainlib.upd.edu.ph/) for the availability of book	None	None	5 Minutes	None
2. Accomplish request form (URL: https://library.entreprenurship.org.ph/h)	2.1. Acknowledge the email request	None	10Minutes	College Librarian III UP ISSI Library
	Verify borrower's status and confirm availability of the materials	None	1 Minute	College Librarian III UP ISSI Library



How-to-request-materials-online/)	Obtain the material from physical location from (i.e. on-site or remote storage facility)	None	30 Minutes (on-site) 3 Days (Remote Storage Facility)	College Librarian III UP ISSI Library
	Inform borrower (via email) on the availability of the materials	None	10 Minutes	College Librarian III UP ISSI Library
Confirm borrowing of material and intended pick-up arrangement	Check-out material under the borrower's account	None	2 Minutes	College Librarian III UP ISSI Library
	Fill-up Book Card and stamp due date, and countersign Due Date Slip and Book Card	None	2 Minutes	College Librarian III UP ISSI Library
Hand in valid ID and receive material on agreed date and arrangement	4. Verify identity of borrower or representative and hand over to client the material to be borrowed	None	5 Minutes	College Librarian III UP ISSI Library
TOTAL:		None	On-site: 1 Hour and 5 Minutes Remote: 3 days and 35 Minutes	

9. Reference/Information and Bibliographic Services

This service identifies library resources appropriate in answering reference, information, bibliographic and research queries.

Office or Division:	UP ISSI Library
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Valid ID or copy of appointment documents	Human Resources Development Office
Duly Accomplished Reference Query Form (UP ISSI Library Form 2)	UP ISSI Library



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-in the duly accomplished Reference Query Form or fill in the online request form at https://library.entrepreneurship.org.ph/ask-a-librarian/	1.1. Receive reference query	None	3 Minutes	<i>College Librarian III</i> UP ISSI Library
	Conduct reference interview or send clarificatory email	None	25 Minutes	<i>College Librarian III</i> UP ISSI Library
2. Verify query	2.1. Analyze query and determine possible information sources that may provide answer to the query	None	3 Days	<i>College Librarian III</i> UP ISSI Library
	Communicate answer to request	None	30 Minutes	<i>College Librarian III</i> UP ISSI Library
3. Receive answer to query	If answer to query is found, provide answer to client's query If answer to query is not found from available library resource, refer client to other libraries	None	2 Minutes	<i>College Librarian III</i> UP ISSI Library
TOTAL:		None	3 Days, 1 Hour	

10. Photocopy of Books and Other Library Resources

This service processes books and other library resources for photocopying. May be suspended during period of emergency subject to existing national, local, and/or university guidelines.

Office or Division:	UP ISSI Library
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Valid ID or copy of appointment documents		Human Resources Development Office		
Duly Accomplished of Photoduplication Permit (2 copies)		UP ISSI Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish 2 copies of Photoduplication Permit	None	None	5 Minutes	<i>College Librarian III</i> UP ISSI Library
Hand in the 2 copies of the duly accomplished Photoduplication Permit and ID	Receive Photoduplication Permit and ID	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
	Approve (stamp with date and time of release) request for photocopying	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
Receive requested material	Hand over to client the requested material and 1 copy of the Photoduplication Permit	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
	Clip together 1 copy of the Photoduplication Permit ID	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
Return requested material and receive ID	4. Receive requested material and handover ID	None	1 Minute	<i>College Librarian III</i> UP ISSI Library
TOTAL:		None	10 Minutes	

11. Resource on Demand

A service for processing articles and book chapter requests from journal, books, e-resources, and other materials available at UP ISSI Library. These documents are scanned and can be picked up in person or sent electronically via email.

Office or Division:	UP ISSI Library
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID or appointment documents	Human Resources Development Office
Request Letter (1 copy)	Requesting Party



UP Web Mail Account		Information Technology Development Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request via email at issi_library.upd@up.edu.ph with the following details of books (title, author, edition, publication year, page numbers) or the following details for periodicals (article title, article authors, periodical title, periodical issue number, year of issue, page numbers)	1. 1. Check Web OPAC and/or library databases for the availability of requested material	None	2 Days	College Librarian III UP ISSI Library
	1.2. Send confirmation of availability of material, inform transaction limits, and confirm with the client to proceed with transaction	None	30 Minutes	College Librarian III UP ISSI Library
2. Confirm to proceed with transaction	2. Prepare material for document delivery	None	4 Days	College Librarian III UP ISSI Library
3. Receive the requested library material	3. Send material to client via email or courier	None	5 Minutes	College Librarian III UP ISSI Library
TOTAL:		None	6 Days, 35 Minutes	

12. Room Rental Request for Training/Meetings

This service allows the use of the ISSI rooms for training programs or meetings of internal clients such as those from other UP Diliman units.

Office or Division:	UP ISSI Administrative Delivery Division (ADD)	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	Other UP Diliman Offices/Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly signed Letter Request from the Client detailing organization		Requesting Party



profile, purpose of rental, date and duration of the request Room Reservation Form Ocular Inspection		ADD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter and fill out Room Reservation Form	Staff concerned: Evaluates the completeness of the submitted requirements Checks room availability on date and time requested Forwards to AO/ADD Head and Director for approval AO/ADD Head and Director approves the request	None	2 Days	Assigned Staff ADD AO/ADD Head and ISSI Director
Receive official confirmation of the request	Prepare Statement of Account (SOA) for room reservation deposit fee (deductible in the final SOA)	None	30 Minutes	Assigned Staff ADD
Pay room rental fees	UPD Cashier receives payment and produces OR	<u>Refer to Table of Rates Below*</u>	1 Day	UP Diliman Cashier
Provide photocopy of OR	Receives OR copy for documentation purposes	None	5 Minutes	Assigned Staff ADD
TOTAL:			3 Days and	



35 Minutes

<u>Wholeday (8 hours):</u>	Room 300 & 303	PHP 5,382.00
	Room 301	PHP 8,000.00
	Room 302	PHP 5,773.00
	Room 304 & 103A	PHP 3,542.00
	Room 104A & 104B	PHP 2,990.00
<u>Halfday (4 hours):</u>	Room 300 & 303	PHP 2,691.00
	Room 301	PHP 3,984.75
	Room 302	PHP 2,886.50
	Room 304 & 103A	PHP 1,771.00
	Room 104A & 104B	PHP 1,495.00
<u>Personnel Services:</u>	Audio-Visual Operator	PHP 650.00
	Janitorial Services	PHP 650.00
<u>OT Payment 5pm onwards (Weekdays & Weekends):</u>	Audio-Visual Operator	PHP 100.00/hr
	Janitorial Services	PHP 100.00/hr
<u>Personnel Services (Weekends):</u>	Audio-Visual Operator	PHP 800.00
	Janitorial Services	PHP 800.00
<u>Equipment:</u>	LCD rental	PHP 480.00/hr.
	ISSI laptop	PHP 150.00/hr
	Sound system	PHP 400.00/day
	Renter's Own LCD	PHP 50.00/hr
	Renter's Own laptop	PHP 35.00/hr

***Note: Rates are currently being revised/updated.**



13. Processing of Enrollment to a Regular Training Program

This procedure outlines the activities involved in processing the enrollment of UP employees to the regular training programs of UP ISSI – from registration to payment of training program fees.

Office or Division:	ISSI Training and Entrepreneurship Education Division (TEED)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employees (permanent and contractual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of requirements a. Accomplished Registration Form b. Order of Payment c. Official Receipt d. Employee ID		TEED UPD Cashier Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the training program 1.1 Proceed to TEED office, accomplish the Registration Form, and present Employee ID	Receive the accomplished Reservation Form via the google form, check the Employee ID	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
1.2 Visit the UP ISSI website and register online	Receive the notification of registration	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
1.3 Email scanned copy of Employee ID	1.3 Email the participant the link to the Confirmation Form Email the participant the confirmation of registration	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>



2. Secure Order of Payment	Issue the Statement of Account to the participant	None	1 Day (2 weeks before start of the program)	Program Manager/ Program Coordinator TEED Collecting Officer ADD
3. Pay the Participation Fee of the Training Program	UPD Cashier receives payment	Refer to Table of Rates Below	1 Day	Collecting Officer UPD Cashier Accredited Banks
4. Present Official Receipt	Document the OR number or transaction number (if paid via online platforms) and amount paid	None	1 Day *note: processing time will depend on the updated UPD Cash Office processes	Program Manager/ Program Coordinator TEED
TOTAL:			6 Days	

1-DAY COURSE	<i>Tara Na, Negosyo Na</i>	PHP 500.00
With 50% discount on the following rates:		
3-DAY COURSE	HANDA; Data Analytics; MYWC HIRE; MSMEs on FIRE	PHP 4,500.00
6-DAY COURSES	e-AfNA, OPES, ODMC	PHP 9,000.00
7-DAY COURSE	e-SYOB	PHP 9,000.00
11-DAY COURSE	ALMA	PHP 22,000.00
21-DAY COURSE	e-Managers Course	PHP 30,000.00
HALF DAY WEBINAR	COPE Webinar	FREE OF CHARGE

* per approved list of training courses and participation fees

NOTE: According to ARTA Memorandum Circular No. 2020-03-A Series of 2020 dated 11 June 2020 under general guidelines B #2, "For government agencies located in areas placed under the Enhanced Community Quarantine (ECQ), the processing times stated in the Citizen's Charter of government agencies shall be suspended and appropriate adjustments shall be made until the ECQ is lifted..."



Office of the Vice Chancellor for Student Affairs (OVCSA)

Internal Services



1. Review: Vouchers of Student and Graduate Assistants

OVCSA assess vouchers of student and graduate assistants then approves it for payment.

Office or Division:	Office of the Vice Chancellor for Student Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed vouchers (with DTS number)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Unit submits signed voucher of their student and/or graduate assistant to the OVCSA.	The receiving officer receives and records the voucher. Once recorded, receiving officer transmits the voucher to the Administrative Officer.	None	2 minutes	Receiving Officer
	The Administrative Officer reviews the voucher and countersigns it if the voucher is in order. Countersigned voucher is transmitted to the VCSA for signature.	None	5 minutes	Administrative Officer.
	VCSA signs the voucher.	None	1 day	VCSA
	The releasing officer releases the voucher in the DTS and informs the unit	None	5 minutes	Releasing Officer



	to pick-up the voucher in the OVCSA.			
Total		None	1 day, 12 minutes	

2. Review: Various Vouchers from Units

OVCSA checks various vouchers from its units and endorses it to appropriate office for approval.

Office or Division:	Office of the Vice Chancellor for Student Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed vouchers (with DTS number)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Unit submits signed voucher to the OVCSA.	The receiving officer receives and records the voucher. Once recorded, receiving officer transmits the voucher to the Administrative Officer.	None	2 minutes	Receiving Officer
	The Administrative Officer reviews the voucher and countersigns it if the voucher is in order. Countersigned voucher is transmitted to the VCSA for signature.	None	5 minutes	Administrative Officer.



	VCSA signs the voucher.	None	1 day	VCSA
	The releasing officer releases the voucher in the DTS and informs the unit to pick-up the voucher in the OVCSA.	None	5 minutes	Releasing Officer
Total		None	1 day, 12 minutes	

3A. Review: Various Letters from Stakeholders

OVCSA receives and assess various requests from various clients.

Office or Division:	Office of the Vice Chancellor for Student Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Units and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (with DTS number if from UP Units)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The requesting party submits their letter to the OVCSA Office.	The receiving officer receives and records the letter.	None	2 minutes	Receiving Officer
	The executive assistant reviews the letter and endorses it to the VCSA for action.	None	5 Minutes	Executive Assistant



	The VCSA assesses the request and provides recommendations and instructions.	None	2 days	VCSA
	The Executive Assistant records the actions and instructions from the VCSA. The releasing officer is informed to coordinate with the requesting party to inform them about the action of the VCSA.	None	5 minutes	Executive Assistant Releasing Officer
	The Releasing Officer releases the letter to the requesting party or transmit it to appropriate office, in accordance with the instructions of the VCSA	None	5 minutes	Releasing Officer
TOTAL		None	2 days, 17 minutes	



3B. Review: Various Letters from Stakeholders (Online)

OVCSA receives and assess various requests from various clients.

Office or Division:	Office of the Vice Chancellor for Student Affairs			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (with DTS Number if from UP Units)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The requesting party submits their letter to the OVCSA official email (ovcsa.upd@up.edu.ph)	The Executive Assistant acknowledges receipt of the email and forwards the same to the VCSA for endorsement. The receiving officer tracks the documents in the DTS.	None	2 minutes	Receiving Officer Executive Assistant
	The VCSA assesses the request and provides recommendations and instructions. Depending on the concern, the VCSA may directly reply to the requesting party.	None	2 days	VCSA



	The Executive Assistant records the actions and recommendations of the VCSA. The executive Assistant also informs the requesting party of the answer of the VCSA and refer them to appropriate office if necessary.	None	5 minutes	Executive Assistant
Total		None	2 days, 7 minutes	



DOST Core Group

Internal Service



1. Request for Academic Performance of DOST Scholars

Request of the unit for UP Diliman DOST Scholar academic performance report

Office or Division:	UPD DOST CORE GROUP			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	DOST – Science Education Institute			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOST-SEI sends letter of request regarding the Academic Performance report of UP Diliman DOST Scholars	Receiving Officer receives the letter.	None	5 minutes	<i>Receiving Officer</i>
	Analyst monitors and evaluates the academic performance of UP DOST Scholars using the prescribed guidelines from DOST-SEI.	None	2 days	<i>Analyst</i>
DOST-SEI receives academic Report of UP Diliman DOST Scholars	DOST Core Group submits the report to DOST Main Office.	None	4 days, 7 hours, 55 minutes	<i>Releasing Officer</i>
TOTAL		None	7 days	



Office of Counseling and Guidance (OCG)

Internal Services



1A. Counseling

Academic, personal/interpersonal, career and other concerns of the faculty and staff

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Basic Information Sheet (BIS) for Individual Client		OCG Front Desk		
Letter of Request addressed to the Director for group counseling and guidance with endorsement of adviser.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client signs-in the OCG Logbook	Receiving Officer gives logbook to client.	None	5 minutes	<i>Receiving Officer</i>
Client fills-out the Basic Information Sheet	Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	Receiving Officer
Client reports to Guidance Services Specialist	Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	Receiving Officer
Client goes to the cubicle of the Guidance Services Specialist for the counseling.	Guidance Services Specialist counsels the client.	None	2 hours	Guidance Services Specialist
TOTAL		None	2 hours 37 minutes	



1B. Counseling (Online)

Academic, personal/interpersonal, career and other concerns of the faculty and staff.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clients request for schedule through the OCG Facebook page			https://www.facebook.com/ocg.upd	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client requests for a schedule through the Facebook page of OCG.	Guidance Service Specialist acknowledges the request/s of the students. Guidance Service Specialist assigned will provide information to the students and instruct the students to accomplish necessary forms.	None	5 minutes	<i>Guidance Service Specialist</i>
Client is counselled by the assigned staff online.	https://www.facebook.com/ocg.upd	None	2 hours	Guidance Service Specialist
TOTAL		None	2 hours 5 minutes	



2. Psychological Assessment and Evaluation

Personality, mental ability, academic, aptitude, career and other psychological measures.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Basic Information Sheet (BIS) for Individual Client		OCG Front Desk		
Referral Letter		College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client signs-in the OCG Logbook	Receiving Officer gives logbook to client.	None	5 minutes	<i>Receiving Officer</i>
Client fills-out the Basic Information Sheet	Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	Receiving Officer
Client reports to Guidance Services Specialist	Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	Receiving Officer
Client goes to the cubicle of the Guidance Services Specialist for the counseling.	Guidance Services Specialist counsels the client.	None	30 minutes	Guidance Services Specialist
Client takes the test.	Guidance Services Specialist administers the test.	None	2 hours, 30 minutes	Guidance Services Specialist



Clients wait for the release of the results.	Guidance Services Specialist scores and evaluates the results.	None	3 days	Guidance Services Specialist
Client reports to the Guidance Services Specialist	Guidance Services Specialists interpret the test results.	None	1 hour	Guidance Services Specialist
Client receives Evaluation Report	Guidance Services Specialist prepares and writes Evaluation Report.	None	10 days	Guidance Services Specialist
TOTAL		None	13 days 4 hours 37 minutes	

3. Referral Service

Clients perceived to be better helped by other mental health professionals will be referred with the approval of the client. Faculty and staff who need more specialized support are referred to appropriate professional/offices.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Basic Information Sheet (BIS) for Individual client		OCG Front Desk		
Referral Letter		College Secretary/Dean/Professor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client signs-in the OCG Logbook	Receiving Officer gives logbook to client.	None	5 minutes	<i>Receiving Officer</i>



Client fills-out the Basic Information Sheet	Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	Receiving Officer
Client reports to Guidance Services Specialist	Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	Receiving Officer
Client goes to the cubicle of the Guidance Services Specialist for the counseling.	Guidance Services Specialist counsels the client.	None	2 hours	Guidance Services Specialist
TOTAL		None	2 hours, 37 minutes	

4. Seminars and Workshops, Career Orientations

The Guidance Services Specialists acts as resource persons/speakers for various requests in seminar-workshop, training, stress management and college orientation by UP Diliman faculty and staff.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Director The letter must contain the following information: Date and time, venue, number of participants and contact person/ number. If off-campus venue, the "pick and drop" arrangement should be specified in the letter.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client sends a letter of request (email is accepted).	Receiving Officer receives the document, logs in the DTS, and	None	2 minutes	<i>Receiving Officer</i>



	gives to the Director.			
Client waits for the action of the Director	Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	Director
Client discusses the request with the Guidance Services Specialist once notified by the Receiving Officer.	Guidance Services Specialist attends the request.	None	30 minutes	Receiving Officer Guidance Services Specialist
TOTAL		None	1 day, 32 minutes	

5. Assistance on Personnel Assessment and Evaluation Assessment

Assessment services are provided to Non-UP clients upon request to aid in promotion, job-employee, matching and etc.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Director		Non-UP Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client sends a letter of request (email is accepted).	Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	Receiving Officer



Client pays the testing fee at the UP Diliman Cash Office.	Receiving Officer issues Order of Payment Form	SG 11 and above P500 SG 10 and below Free	5 minutes	Receiving Officer OCG Cashier Diliman Cash Office
Client asks for the testing schedule.	Receiving Officer informs the client of the schedule of the test.	None	2 minutes	Receiving Officer
Client reports for testing on the scheduled date.	Guidance Services Specialist administers the test.	None	4 hours	Guidance Services Specialist
Client waits for the test results.	Guidance Services Specialist scores and evaluates the test and prepares Test/Evaluation Report	None	10 days	Guidance Services Specialist Director
Client claims the sealed Test/Evaluation Report.	Releasing Officer releases the Test/Evaluation Report.	None	2 minutes	Releasing Officer
TOTAL		SG 11 and above P500 SG 10 and below Free	10 days, 4 hours, 11 minutes	



6. Training Assistance

The office provides training on topics such as wholeness in the workplace, staff care, conflict resolution, etc., to units in the University upon request.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Director		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client sends a letter of request (email is accepted).	Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	Receiving Officer
Client waits for the action of the Director	Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	Director
Client attends the training.	Guidance Services Specialist conducts the training	None	4 hours	Guidance Service Specialist
TOTAL		None	1 day, 4 hours, 2 minutes	



Office for Student Ethics (OSE)

Internal Services



1A. Receipt of complaints against students

Initial step in handling student disciplinary cases.

Office or Division:	Office for Student Ethics			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government			
Who may avail:	UP Diliman students, faculty members, employees, and officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed letter of complaint Incident report Evidence		Complainant/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits requirements to OSE.	Receiving officer receives the documents.	None	5 minutes	<i>Receiving Officer</i>
	Administrative Assistant records the received documents in the incoming database of case-related communication.	None	5 minutes	<i>Administrative Assistant V</i>
	Administrative Assistant forwards the letter to Chair for review.	None	5 minutes	<i>Administrative Assistant V</i>
	Chair notifies the Members to convene and discuss the complaint. The OSE follows the procedures and the prescribed timeline stipulated in the Code of Student Conduct.	None	5 minutes	<i>Chair</i>



	Administrative Assistant informs the client of the status of the complaint.	None	5 minutes	<i>Administrative Assistant V</i>
TOTAL		None	25 minutes	

1B. Receipt of complaints against students (Online)

Initial step in handling student disciplinary cases.

Office or Division:	Office for Student Ethics			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government			
Who may avail:	UP Diliman students, faculty members, employees, and officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed letter of complaint Incident report Evidence		Complainant/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits requirements to OSE via email.	Receiving officer receives the documents.	None	5 minutes	<i>Receiving Officer</i>
	Administrative Assistant records the received documents in the incoming database of case-related communication.	None	5 minutes	<i>Administrative Assistant V</i>
	Administrative Assistant forwards the letter to Chair for review.	None	5 minutes	<i>Administrative Assistant V</i>



	Chair notifies the Members to convene and discuss the complaint. The OSE follows the procedures and the prescribed timeline stipulated in the Code of Student Conduct.	None	5 minutes	<i>Chair</i>
	Administrative Assistant informs the client of the status of the complaint through email.	None	5 minutes	<i>Administrative Assistant V</i>
TOTAL		None	25 minutes	

2A. Consultation regarding the provisions of Code of Student Conduct

The OSE accommodates consultations regarding the provisions of Code of Student Conduct.

Office or Division:	Office for Student Ethics			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students, faculty, and administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for appointment (letter, phone call)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client requests for appointment (letter/phone call).	Receiving officer receives the document. If through phone	None	1 day	<i>Receiving Officer</i>



	call, receiving officer prepares a request slip. Releasing officer endorses the request to Chair for approval.			
	Chair approves the request.	None	1 day	<i>Chair</i>
	Staff confirms the appointment with the client.	None	1 day	<i>Staff</i>
	OSE conducts the consultation.	None	1 day	<i>Chair and/or Member/s</i>
TOTAL		None	4 days	

2B. Consultation regarding the provisions of Code of Student Conduct (Online)

The OSE accommodates consultations regarding the provisions of Code of Student Conduct.

Office or Division:	Office for Student Ethics			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students, faculty, and administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for appointment (letter, phone call, email)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client requests for appointment (letter/phone call/email).	Receiving officer receives the document. If through phone	None	1 day	<i>Receiving Officer</i>



	call, receiving officer prepares a request slip. Releasing officer endorses the request to Chair for approval.			
	Chair approves the request.	None	1 day	<i>Chair</i>
	Staff confirms the appointment with the client.	None	1 day	<i>Staff</i>
	OSE conducts the consultation via video conferencing applications.	None	1 day	<i>Chair and/or Member/s</i>
	TOTAL	None	4 days	

3A. Request for orientation on the Code of Student Conduct

The OSE is mandated to conduct orientations on the Code of Student Conduct.

Office or Division:	Office for Student Ethics	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman students, faculty, and administrative staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request with the following details: Date and time of orientation Attendees of the orientation (students, faculty members or administrative staff)		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client sends a letter of request to OSE.	Receiving officer receives the document and endorses the request to Chair for approval.	None	1 day	<i>Receiving Officer</i>
	Chair approves the request.	None	1 day	<i>Chair</i>
	Staff confirms the appointment with the client.	None	1 day	<i>Staff</i>
	OSE conducts the orientation.	None	1 day	<i>Chair and/or Member/s</i>
TOTAL		None	4 days	

3B. Request for orientation on the Code of Student Conduct (Online)

The OSE is mandated to conduct orientations on the Code of Student Conduct.

Office or Division:	Office for Student Ethics	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman students, faculty, and administrative staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request with the following details: Date and time of orientation Attendees of the orientation (students, faculty members or administrative staff)	Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client sends a letter of request to OSE.	Receiving officer receives the document and endorses the request to Chair for approval.	None	1 day	<i>Receiving Officer</i>
	Chair approves the request.	None	1 day	<i>Chair</i>
	Staff confirms the appointment with the client.	None	1 day	<i>Staff</i>
	OSE conducts the orientation via video conferencing applications.	None	1 day	<i>Chair and/or Member/s</i>
	TOTAL	None	4 days	



Office of Scholarships and Grants

Internal Services



1. Processing of Donation for Scholarships

Accepts and processes scholarship donations from organizations, associations, small groups and private individuals.

Office or Division:	Office of Scholarships and Grants (OSG)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Organizations, associations, small groups and private individuals can support UP students by helping the University shoulder a portion of total cost of obtaining a degree.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request from donor; and			Requesting Party	
Duly accomplished memorandum of agreement/ or notarized approved implementing rules and regulations of the grant. <i>Note: The donor may avail the 150% tax credit and exemption from donor's tax in the Philippines.</i>			Scholarship Section OSG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Memorandum of Agreement (MOA) and other related documents.	Check the completeness of MOA, donation and other related documents.	None	30 Days	Scholarship Affairs Officer and/or Scholarship Section Head OSG
Donations are by cash or check.	Cash and check donations shall be acknowledged with a temporary receipt.	None	30 Minutes	Scholarship Affairs Officer OSG



	Donations will be deposited to the UP Diliman Cash Office for Diliman Scholarships and UP System Accounting for Systemwide Scholarships.	None	3 Days (for local) 60 Days (for foreign)	<i>Accounting Clerk</i> UPD Cash Office
	Issue an official receipt.	None		
Donors receive the official receipt.	The official receipt shall be sent to the donor's mailing address.	None	3 Days (by email)	<i>Scholarship Affairs Officer</i> OSG
TOTAL:		None	36 Days, 30 Minutes (for local) 93 Days, 30 Minutes (for foreign)	

UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.

The cost of studying in the University

In **UP Diliman** a full-time student is expected to incur substantial amount of expenses, which includes board and lodging expenses and school fees. The total amount is approximately Php70,000.00 per semester or Php140,000.00 per year, broken down as follows:

School fees per semester (18 units plus miscellaneous fees) Php 30,000.00
 Monthly stipend (approximately Php7,000 for board and lodging) Php 35,000.00
 Book allowance Php 5,000.00
 Total per semester Php 70,000.00
 Total per year (2 semesters) Php 140,000.00



For **UP Pampanga** students, their expenses are lower due to reduced school fees charged at the start of the semester. Their expected cash outlay is approximately P60,000.00 per semester or P120,000.00 per year, broken down as follows:

School fees per semester (18 units plus miscellaneous fees) Php 20,000.00
Monthly stipend (approximately Php7,000 for board and lodging) Php 35,000.00
Book allowance Php 5,000.00
Total per semester Php 60,000.00
Total per year (2 semesters) Php 120,000.00

For Graduate Students (master's and doctoral), tuition rate per graduate unit credit varies in the different colleges but the total cost per semester is almost equal to the total cost of per semester for undergraduate students. Library and laboratory fees and other school costs also vary depending on the course. In addition to these expenditures, graduate students incur student research costs, which are estimated to be:

Master's (Thesis) Php 25,000.00
Doctoral (Dissertation) Php 50,000.00

The values stated above pertain to costs shouldered by enrollees in the University. UP still covers a substantial portion of the school fees as it shares in all costs attributable to teaching, such as the salaries of faculty members and support staff, cost of office supplies and materials, utilities expenses, cost to repair of classroom or laboratory equipment, and other costs to maintain University academic facilities. UP also covers direct and indirect costs for university research and extension services, maintenance cost of land and buildings, and other costs to enable the University perform its mandate for the country.

Modes of Donation

Through UP Scholarship Programs, donors may contribute to cover a portion or the entire cost of studying in the University. Donors may opt to do so through Semestral Contribution or by setting up an Endowment Fund.

Semestral Contribution

Donors can support UP students by contributing funds every semester to defray the entire cost shouldered by students studying in UP. The amounts are estimated to be:

For Undergraduate Students (18 units load)

Php 70,000.00 per semester for UP Diliman, UP Manila, and UP Los Baños
Php 60,000.00 per semester for UP Baguio, UP Cebu, UP Mindanao, and UP Pampanga

For Graduate Students (12 units load)

Php 70,000.00 per semester for UP Diliman, UP Manila, and UP Los Baños plus Php 25,000 to Php 50,000 for Master's/Doctoral research costs
Php 60,000.00 per semester for UP Baguio, UP Cebu, UP Mindanao, and UP Pampanga plus Php 25,000 to Php 50,000 for Master's/Doctoral research costs



Donors are requested to commit funding support for the UP Scholarship Program for at least a two-year period and whenever possible, for at least a five-year period. To cover the cost of administering the Program, fees may be charged from the donation based on the total contribution made by the donor.

Endowment Fund

The ideal form of UP Scholarship Program is made through the creation of Endowment Funds since benefits can be enjoyed by the scholarship awardee in perpetuity. Donors can give one lump sum amount, or build such a lump sum over a short period. The minimum amount of donation is Php 2,500,000.00 to generate an annual interest income that will cover costs in perpetuity.

Donors who cannot make the minimum commitment to create endowment funds are encouraged to allow the University to pool their donations so that bigger endowments can be developed. For example, members of an alumnus family or members of a class may pool resources together to establish bigger endowment funds so adequate interest income can be generated.

To cover the cost of administering the Program, fees may be charged from the donation based on the total contribution made by the donor.

Selection of Awardees

Donors may indicate certain qualifications of UP students to be given priority during the selection of grantees. Donors may indicate the intended courses, colleges, residences, or year level of UP students they wish to support. These conditions shall be subject to approval by the Office of the Chancellor or the Office of the President. In addition, donors may opt to support more than one (1) UP student per semester.

As a general rule, every UP Scholarship Program awardee must maintain good scholastic standing. Moreover, the awardee must not have been the subject of disciplinary action involving a five-day suspension from classes, or more serious actions.

2. Processing of Donation for Adopt-a-Student Program

Accepts and processes donations for Adopt-a-Student Program from organizations, small groups, private-individuals, UP Faculty, UP Staff and UP Students.

Office or Division:	Office of Scholarships and Grants (OSG)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	



		Organizations, small groups, private individuals, UP Faculty, UP Staff and UP students can help by contributing a portion of their income and allowance to a pool of funds to finance the allowance/tuition fee of students under the program.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished pledge of donation; and		STFAP Section OSG		
Deposited Donation <i>Note: The donor may avail the 150% tax credit and exemption from donor's tax in the Philippines.</i>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished pledge of donation.	Check the completeness of the form and donation.	None	30 Minutes	<i>Scholarship Affairs Officer and/or STFAP Section Head</i> OSG
Donations are by cash or check. For check donation, indicate "Adopt-a-Student Program, UP Diliman" as payee.	Cash and check donations shall be acknowledged with a temporary receipt.	None		<i>Scholarship Affairs Officer</i> OSG
	Donations will be deposited to the UP Diliman Cash Office for Diliman Scholarships and UP System Accounting for Systemwide Scholarships.	None	3 Days (for local) 60 Days (for foreign)	<i>Receiving Staff</i> UPD Cash Office



	Issue an official receipt.	None		
Donors receive the official receipt.	The official receipt shall be sent to the donor's mailing address.	None	45 Days (by mail) and 3 Days (by email)	Scholarship Affairs Officer OSG
TOTAL:		None	10 Days, 30 Minutes (for local via email) 52 Days, 30 Minutes (for local via mail) 123 Days, 30 minutes (for foreign via email) 165 Days, 30 minutes (for foreign via mail)	

The Adopt-a-Student Program is a financial assistance program which serves as safety net for low income students of UP Diliman. It aims to help students whose award/grant benefits are not sufficient to sustain their school needs while studying.

Adopt-a-Student Program Packages

Option 1 - Giving a supplementary living allowance ranging from Php3,000.00 to Php7,000.00 monthly (for 5 months during a semester / for 2 months during midyear term).

Option 2 - Giving a one-time donation

Donations abroad may be remitted through the UP Diliman Trust Account using the following information:

Account Name: UP Diliman Trust Account;

Bank Name: Development Bank of the Philippines (DBP);

Address: Commonwealth Branch;



City/Country: Quezon City, Philippines;
Account No. 0455-010531-030;
Swift Code: DBPHPHMM;
Bank Address: DBP Bldg., Commonwealth Avenue, Diliman, Quezon City, Philippines.

On the transaction slip, indicate that the donation is intended for the Adopt-a-Student Program, UP Diliman and send a copy of the slip to the Office of Scholarships and Grants (OSG) (osgadopt.upd@up.edu.ph).

3. Signing of Clearances for UP Diliman (Student, Faculty and Non-Teaching Staff)

Signing of clearances: for student, faculty and staff in UP Diliman.

Office or Division:	Office of Scholarships and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students, Faculty, Non-Teaching staff who is about to graduate, exit and retire in UP Diliman.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UPD Clearance Form			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirement/s to the OSG Staff.	Check if the client has an existing loan/s or arrears or as debtor or a co-debtor for student.	None	15 Minutes	<i>Scholarships Affairs Officer</i> OSG
Receive the clearance.	Sign Clearance if the client is cleared from accountability and issues billing			



	statements in case of existing loan, arrears as debtor or co debtor.			
TOTAL:		None	15 Minutes	



Office of Student Housing (OSH)

Internal Service



1. Attends to inquiry letters

Answers inquiries pertaining to dormitory application and other OSH Services

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inquiry letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits inquiry letter through the drop box or OSH's official email.	Front Desk Personnel receives the document, logs it in the DTS, and forwards to OIC/Director for evaluation and appropriate action. Staff replies to client's inquiry with appropriate action through letter/email.	None	1 day	<i>Front Desk Personnel</i> <i>OIC Director</i>
TOTAL		None	1 day	



University Food Service (UFS)

Internal Services



1. Provision of Catering Services

Request of UPD offices and colleges for provision of catering orders.

Office or Division:	University Food Service (UFS Catering)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form/letter/email sent two (2) prior actual service		Requesting party		
Signed Conforme		UFS Catering		
Budget clearance		Diliman Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits request to UFS (email is accepted).	Receiving Officer receives the request.	Refer to table of fees	5 minutes	<i>Receiving Officer</i>
	Staff discusses with client the details of their request (food preference, schedule, number of guests, etc.)	None	30 minutes	<i>Reservation-in-Charge</i>
Client submits signed conforme and budget clearance to UFS.	Staff receives signed conforme and budget clearance.	None	5 minutes	<i>Reservation-in-Charge</i>
TOTAL		Refer to table for fees	40 minutes	



2. Provision of Meals/Snacks for walk-in customers

Request of UPD offices and colleges for provision of meals and snacks in small volume

Office or Division:	University Food Service (UFS Catering)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form/letter/email if to be paid on credit		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits request to UFS (email is accepted).	Receiving Officer receives the request.	Refer to table of fees	5 minutes	<i>Receiving Officer</i>
	Staff discusses with client the details of their request (food preference, schedule, number of guests, etc.)	None	10 minutes	<i>Supervisor-in-Charge</i>
TOTAL		Refer to table for fees	15 minutes	

3. Preparation of billing

For payment of food ordered by requesting parties

Office or Division:	University Food Service (UFS Administrative Office)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Units and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Delivery Receipt		UFS Bakeshop, Catering, Cafeteria, Law Canteen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client receives, acknowledges receipt (signs), and returns to UFS the delivery receipt.	Staff receives acknowledged delivery receipt.	None	1 minute	<i>Administrative Officer</i>
	Administrative Officer prepares billing.	None	3 minutes	<i>Administrative Officer</i>
TOTAL		None	4 minutes	

University Food Service
Table of Fees

Catering

Buffet Breakfast (with Waiter Service)
P185.00 per cover

SET A

Pork Tocino
Cheesy Hotdog
Scrambled Egg
Rice
Fruit
Bottled Water

SET B

Burger Patties w/ Gravy
Hungarian Sausage
Sunny Side Up
Rice
Fruit
Bottled Water

SET C

Corned Beef Guisado
Skinless Longanisa(2#)
Scramble Egg
Rice
Fruit
Bottled Water

SET D

Chicken nuggets
Skinless Longanisa(2#)
Egg Omelet
Rice
Fruit
Bottled Water

SET E

Ham Steak

SET F

Fried Tinapa



Swedish Hotdog
Sunny Side Up
Rice
Fruit
Bottled Water

Ham Steak
Red Egg w/ Tomatoes
Rice
Fruit
Bottled Water



University Food Service
Table of Fees

Catering

Buffet Lunch (with waiter service) and 2 packed snacks
P470.00 per cover

Set	AM Snack	Buffet Lunch	PM Snack
A	Banana Cake Bottled Juice	Creamy Beef Stroganoff Parmesan Crusted Chicken Pinakbet Tagalog Rice Coffee Jelly Cucumber Juice Bottled Water	Baked Mac Garlic Bread Bottled Juice
B	Ube Ensaymada Bottled Juice	Beef Mechado Daing Na Bangus Chopsuey w/ Chicken Liver Rice Brazo De Mercedes Iced Tea w/ Lemon Juice Bottled Water	Pancit Bihon Guisado Garlic Bread Bottled Juice
C	Pande España Bottled Juice	Spicy Buffalo Wings Grilled Fish w/ Leek Sauce Fried Vegetable Lumpia W/ Vinegar Dip Rice Buko Pandan Salad Pineapple Juice Bottled Water	Blueberry Muffin Bottled Juice
D	Adobo Pandesal Bottled Juice	Chicken Caldereta Pinaputok Na Tilapia Sitaw At Kalabasa Guisado Rice Cream Puff Cucumber Juice Bottled Water	Ham And Cheese Baguette w/ TLC Bottled Water
E	Taisan Cake Bottled Juice	Beef Steak w/ Onion Rings Roasted Chicken Chopsuey w/ Chicken Liver Rice Baked Cheesecake Iced Tea w/ Lemon Juice Bottled Water	Siopao Asado Bottled Juice



SET: PACKED SNACKS @ 65.00/COVER

- Ube Ensaymada + Bottled Juice (350 ml)
- Ham and Cheese Roll + Bottled Juice (350 ml)
- Pineapple Pie Slice + Bottled Juice (350 ml)
- Pineapple Upside-down + Bottled Juice (350 ml)
- Taisan Cake w/ Cheese + Bottled Juice (350 ml)
- Cinnamon Roll + Bottled Juice (350 ml)
- Cheese Roll + Bottled Juice (350 ml)
- Corned Beef Pandesal + Bottled Juice (350 ml)
- Adobo Roll + Bottled Juice (350 ml)
- Hotdog Roll + Bottled Juice (350 ml)
- Pande España w/ Ham and Cheese + Bottled Juice (350 ml)
- Choco Vanilla Mamon + Bottled Juice (350 ml)
- Mocha vanilla Mamon + Bottled Juice (350 ml)

SET: PACKED SNACKS @ 90.00/COVER

- Chicken Sotanghon w/ Garlic Bread + Bottled Juice (350 ml)
- Golden Pancit w/ Garlic Bread + Bottled Juice (350 ml)
- Pancit Canton Guisado w/ Garlic Bread + Bottled Juice (350 ml)
- Pancit Bihon w/ Garlic Bread + Bottled Juice (350 ml)
- Miki Bihon w/ Garlic Bread + Bottled Juice (350 ml)
- Bam-I w/ Garlic Bread + Bottled Juice (350 ml)
- Pancit Lomi w/ Garlic Bread + Bottled Juice (350 ml)
- Baked Mac w/ Garlic Bread + Bottled Juice (350 ml)
- Meaty Spaghetti w/ Garlic Bread + Bottled Juice (350 ml)
- Chicken Baguette Sandwich w/ TLC + Bottled Juice (350 ml)
- Tuna Baguette Sandwich w/ TLC + Bottled Juice (350 ml)
- Ham and Cheese Baguette Sandwich w/ TLC + Bottled Juice (350 ml)

SET: PACKED SNACKS @ 110.00/COVER

- Penne Putanesca w/ Garlic Bread + Bottled Juice (350 ml)
- Tuna Arabiatta w/ Garlic Bread + Bottled Juice (350 ml)
- Tuna Carbonara w/ Garlic Bread + Bottled Juice (350 ml)
- Tuna Linguine w/ Garlic Bread + Bottled Juice (350 ml)
- Fresh Tomato w/ Mango Salsa Pasta w/ Garlic Bread + Bottled Juice (350 ml)
- Fettucine Alfredo w/ Garlic Bread + Bottled Juice (350 ml)
- Pasta Marinara w/ Garlic Bread + Bottled Juice (350 ml) (vegetarian)
- Italian Pasta w/ Garlic Bread + Bottled Juice (350 ml)

Other Snacks (per cover)

- Roast Beef Wheat Bread Sandwich + Bottled Juice (350 ml) P155
- Lasagna w/ Garlic Bread + Bottled Juice (350ml) P155
- Cheeseburger + Bottled Juice (350ml) P120
- Burger + Bottled Juice (350 ml) P110
- Clubhouse Sandwich + Bottled Juice (350ml) P110
- Muffin with bottled juice P85
- Chocolate muffin, Blueberry muffin, Carrot muffin



Banana muffin, Cheese muffin, Strawberry muffin

University Food Service
Table of Fees

Menu Offerings

Cafeteria and Law Canteen

BREAKFAST	PRICE (Php)
Beef Tapa w/ Rice	85
Cheesedog w/ Rice	50
Chicken Hotdog w/ Rice	50
Chicken Longganisa w/ Rice	50
Chicken Tocino w/ Rice	50
Corned Beef w/ Rice	50
Fried Eggplant w/ Rice	55
Garlic Longganisa w/ Rice	50
Ham Roll w/ Rice	50
Ham Steak w/ Rice	50
Hungarian Sausage w/ Rice	50
Jumbo Hotdog w/ Rice	50
Omelette	35
Pork Tapa w/ Rice	75
Pork Tocino w/ Rice	50
Regular Hotdog w/ Rice	50
Salted Egg w/ Tomatoes	30
Salted Egg w/ Tomatoes and Rice	45
Sauteed Tuna w/ Rice	50
Scrambled Egg	30
Scrambled Egg w/ Rice	45
Skinless Longganisa w/ Rice	50
Sunny Side Up Egg	20
Swedish Sausage w/ Rice	50
Tinapa w/ Rice	50
Tortang Talong w/ Rice	55
Tuyo w/ Rice	50
Arroz caldo	35
Arroz caldo w/ Egg	45
Bihon Guisado	50
Canton Guisado	50
Chamorado	35
Chicken Sopas	35
Chicken Sotanghon Soup	35
Golden Pancit	50
Lomi Soup	50
Lomi Guisado	50
Lugaw, plain	25
Lugaw w/ Boiled Egg	35
Sotanghon Guisado	50
Boiled Saba	15



Boiled Camote	20
Boiled Egg	15

University Food Service
Table of Fees

Menu Offerings

Cafeteria and Law Canteen

SNACKS	PRICE (Php)
Baked Mac	60
Carbonara	60
Chicken Pesto Pasta	60
Palabok	60
Pasta Alfredo	60
Pasta Marinara	60
Spaghetti	50
Banana Cue	25
Biko	20
Camote Fritters	20
Cassava Cake	20
Ginataang Bilo-Bilo	35
Maja de Mais	20
Maruya	20
Palitaw	10
Pichi-pichi	20
Puto, plain	8
Puto w/ Cheese	10
Sweetened Saba	20
Sweetened Camote	20
Turon	20
Nilagang Mais	35
Clubhouse Sandwich	80
Plain Sandwich	45
Baguette w/ TLC	60

LUNCH	PRICE (Php)
Vegetable Dish (ala carte)	Note: Add Php 15 (with rice)
Ampalaya con Carne	35
Ampalaya w/ Egg	35
Buttered Vegetables	35
Cabbage Guisado w/ Chicken	35
Cabbage Guisado w/ Tuna	35
Baguio Beans Guisado	35
Chopsuey	35
Corn and Carrots Guisado	35
Ensaladang Labanos	35



LUNCH	PRICE (Php)
Ensaladang Talong	35
Fresh Lumpia Ubod	40
Ginataang Kalabasa	35
Ginataang Langka	35
Ginataang Puso ng Saging	35
Ginataang Sitaw at Kalabasa	35
Ginataang Papaya	35
Gising Gising	35
Kilawing Puso ng Saging	35
Labong	35
Laing	35
Lumpia Togue, fried	20
Mongo Guisado	35
Pakbet Ilocano	35
Pakbet Tagalog	35
Papaya w/ Sardines	35
Patola con Misua	35
Pechay Guisado w/ Tofu	35
Sayote and Carrots Guisado	35
Sayote Guisado	35
Steamed Vegetables w/ Bagoong	35
Stir-fried Kangkong w/ Tofu	35
Suam na Mais	35
Togue Guisado	35
Upo Guisado	35
Upo Picadillo	35
Sayote Picadillo	35
Stir-fried Vegetables	35
Pork Dishes (ala Carte)	Note: Add Php 15 (with rice)
Batchoy	60
Bicol Express	60
Breaded Porkchop	60
Lechon Kawali	60
Lechon Paksiw	60
Embutido	60
Lumpia Shanghai	60
Pork Giniling	60
Grilled Liempo	70 (60 for small cut)
Grilled Porkchop	70 (60 for small cut)
Pork Pochoero	60
Pork Adobado	60
Pork Adobo	60
Pork Afritada	60
Pork ala Cubana	60
Pork ala Pobre	60
Pork Asado	60
Pork Barbecue	60
Pork Binagoongan	60



LUNCH	PRICE (Php)
Pork Caldereta	60
Pork Curry	60
Pork Estofado	60
Pork Hamonado	60
Pork Hawaiian	60
Pork Humba	60
Pork Igado	60
Pork Kare-Kare	60
Pork Mechado	60
Pork Menudo	60
Pork Nilaga	60
Pork Sinigang	60
Pork Sisig	60
Pork Steak	60
Pork Tokwa con Tausi	60
Pork w/ Oyster Sauce	60
Roast Pork	60
Sweet and Sour Pork Meatballs	60
Sweet and Sour Pork Strips	60
Tokwa't Baboy	60
Chicken Dishes (ala Carte)	Note: Add Php 15 (with rice)
Buffalo Chicken Wings	60
Chicken Adobo	60
Chicken Adobo sa Gata	60
Chicken Afritada	60
Chicken Asado	60
Chicken Barbecue	60
Chicken ala King	60
Chicken Caldereta	60
Chicken Casserole	60
Chicken Cordon Bleu	60
Chicken con Cassi	60
Chicken Curry	60
Chicken Estofado	60
Chicken Hamonado	60
Chicken Inasal	70 (60 for small cut)
Chicken Liver Adobo	60
Chicken Lollipop	60
Chicken Mechado	60
Chicken Pochoero	60
Chicken Teriyaki	60
Chicken Tinola	60
Chicken w/ Cashew	60
Chicken w/ Mushroom	60
Chicken w/ Pineapple	60
Chicken w/ tausi and tokwa	60
Chicken in Oyster Sauce	60
Crusted Chicken Parmesan	60



LUNCH	PRICE (Php)
Fried Chicken	60
Garlic Chicken	60
Honey Lemon Chicken	60
Roasted Chicken	60
Rosemary Chicken	60
Sinampalukang Manok	60
Chicken Tinola sa Gata	60
Beef Dishes (ala Carte)	Note: Add Php 15 (with rice)
Beef ala Cubana	70
Beef w/ Broccoli	70
Beef Caldereta	70
Beef Nilaga	70
Beef Salpicao	70
Beef Kare-Kare	70
Beef Mechado	70
Beef Steak	70
Beef Stroganoff	70
Beef Teriyaki	70
Beef w/ Mushroom	70
Beef w/ Oyster Sauce	70
Burger Steak	70
Roast Beef	70
Beef Sinigang	70
Korean Beef Stew	70
Beef ala Pobre	70

Beverages	PRICE (Php)
Bottled Water	15
Brewed Coffee (Law Canteen)	20
3-in-1 Coffee	15
Sola in Can (Law)	30
Calamansi Soda in can (Law Canteen)	30
Dalandan Soda in can (Law Canteen)	30
Smart C	25
Yakult	15
Chuckie	35
Milo (tetra)	35
Milo (sachet)	15
Bear Brand (Tetra)	40
Bear Brand (sachet)	18
Gatorade	40

Others	PRICE (Php)
Garden Salad w/ Dressing	40

BREADS	PRICE (Php)
Adobo Pandesal or Roll	30/pc
Baguette Loaf	40/lf
Baguette w/ Garlic	45/lf



Bitsu-bitsu, fancy	3/pc
Breadsticks (cinnamon or cheese)	25/pk
Cheese Roll	12.50/pc; 25/pc; 50/pk
Cinnamon Roll	30/pc
Cinnamon Roll, special	55/pc
Corned Beef (pandesal or roll)	30/pc
Dinner Roll	65/pk
Doughnut	20/pc
Ensaymada	30/pc
Ensaymada, special fluffy	55/pc
French Bread	40/lf
Garlic Bread	45/lf
Ham and Cheese Roll	30/pc
Hotdog Roll	30/pc
Classic Pandesal	35;50;60/pk
Egg Pandesal	50;60;75/pk
Malunggay Pandesal	35;50;60/pk
Wheat Pandesal	35;50;60/pk
Pan de Siosa w/ Cheese	75/pk
Pan de España	30/pc
Raisin Loaf	35/lf
Spanish Bread	50/pk
Steamed Siopao	60/pc
Tuna Pandesal or Roll	35/pc
Wheat Monay	45/pc
COOKIES	PER PACK
Butter Cookies	100
Chocolate Chips Cookies	100
Chocolate Crinkles	100
Cornstarch Cookies	75
Peanut Butter Cookies	100
Sesame Seeds Cookies	75
Raisin Oatmeal Cookies	115
Choco Chips Oatmeal Cookies	110
DEDICATION CAKES	
Yema Cake	375; 475; 900
Avocado Cake	575
Chocolate Moist Cake	750
Carrot Cake w/ Icing	750
Mango Cake w/ Butter Icing	575
Choco Chiffon w/ Choco Icing	550
Choco Moist Cake w/ Choco Icing	850
NON-DEDICATION CAKES AND ROLLS	
Black Forest Cake	850
Cheese Cake (Blueberry; Strawberry)	850
Oreo Cheese Cake	950
Choco Mousse Cake	850
Choco Moist Cake	750
Mango Mousse Cake	850
Chocolate Bomb Cake	950
Chocolate Marble Cake	300



Coffee Crumble Cake	750
Mango Torte Cake	950
Sansrival Cake	850
Tiramisu Cake	850
Ube Cake	750
Brazo de Mercedes	450
Chocolate Roll (Double Dutch)	400
FANCY CAKES	PER PIECE
Brazo de Mercedes	15
Butter Scotch	18
Carrot Cake	15
Chocolate Brownies	15
Cream Puff	15
Decadent Cake	18
Macaroons	8
Revel Bar	20
ASSORTED PASTRIES, PIES AND MUFFINS	
Tarts (Pineapple; Yema; Ube)	100/pk
Adobo Pie	50/pc
Pineapple Pie	200/whl
Tuna Pie	45/pc
Chicken Empanada	18;25;40/pc
Banana Muffin	55/pc
Blueberry Muffin	60/pc
Carrot Muffin	55/pc
Chocolate Muffin	60/pc
Cheese Muffin	55/pc
Strawberry Muffin	60/pc



**Arts and Letters Cluster
College of Arts and Letters
(CAL)**

Internal Services



CAL Dean's Office

Internal Services



1. Appointment of Administrative Staff and Non-UP Staff

Processing of Administrative Staff and non-UP staff appointment after the approval of the College Administrative Personnel Committee (CAPC)

Office or Division:	UP College of Arts and Letters (UP CAL)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Qualified Applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Vitae with Picture 2. Letter of Intent 3. Transcript of Records 4. Diploma 5. Personal Data Sheet (PDS/CSC 212) with passport size picture and Work Experience Sheet 6. Position Description Form (PDF/DBM-CSC Form 1 Version 1, S. 2017) 7. Certificate of Civil Service Eligibility/License 8. Certificates of Training, Seminars for the last 5 years 9. Basic Paper Blue (HRDO B-2) 10. Justification letter on the recommendation 11. Matrix of evaluation of applicants (Memo No. CAS-11-040)		Qualified Applicant Qualified Applicant Qualified Applicant Qualified Applicant Qualified Applicant Concerned office Qualified Applicant Qualified Applicant Head of unit Head of unit College Administrative Personnel Committee (CAPC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Qualified applicant submits the necessary documents after receiving notification from the CAPC		None	60 minutes	<i>Receiving Personnel</i> CAL Dean's Office



1.2. Qualified applicant wait for his/her appointment.	1.1. CAPC reviews submitted documents.		20 minutes	<i>CAPC Member</i>
	1.2 CAPC endorses the documents of the qualified applicant to the Dean.		1-2 working days	<i>CAPC Member</i>
	1.3. Documents for final approval and signature of the Dean.		30 minutes	<i>Dean</i>
	1.4. CAL submits recommendation of appointment of qualified applicant to HRDO Appointment Section.			<i>CAL personnel</i>
	1.6. HRDO releases the appointment paper to the appointee thru CAL.		30 days	<i>HRDO</i>
	TOTAL:	None	32 days, 1 hour, 30 minutes	

2. Appointment of Faculty

Processing of faculty appointment after the approval of the Department Academic Personnel Committee (APC)

Office or Division:	UP College of Arts and Letters (UP CAL)
Classification:	Highly technical



Type of Transaction:	Government to Citizen			
Who may avail:	Qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Vitae with Picture 2. Letter of Intent 3. Endorsement Letter from the Dept Chair 4. Basic Paper Green (HRDO B-1) 5. Transcript of Records 6. Diploma 7. Personal Data Sheet with Picture (CSC 212)		Applicant Applicant Department Chair Department Staff Applicant Applicant Department Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Successful applicant submits documents necessary to process one's appointment.	1.1. After the APC approves the Applicant's application, the Department receives the Applicant's documents.	None	10 minutes	<i>Applicant</i> <i>Receiving Personnel</i> CAL Department
1.2. Provide additional requirements, when necessary.	1.2. The Dept. prepares the basic papers then forwards the documents to the College Executive Board (CEB) for endorsement.		1 hour	<i>Applicant</i> <i>CAL Department Personnel</i>
	1.3 During the CEB monthly meeting, the body		7 days	 <i>CAL CEB</i>



	<p>deliberates on the application.</p> <p>1.4 Once endorsed by the CEB, the basic papers are signed and forwarded to the HRDO Appt Section.</p> <p>1.5 HRDO receives the documents.</p> <p>1.6 HRDO releases the appointment paper to the appointee thru CAL.</p>		<p>10 minutes</p> <p>30 days</p>	<p>CAL Dean's Office in coordination with CAL Department Personnel</p> <p>HRDO</p> <p>HRDO</p>
	TOTAL:	None	37 days, 1 hour, 20 minutes	

3. Appointment of Faculty (Delegated to College)

Faculty Appointment Delegated to Dean of Academic Unit

This is for the process of appointing a new faculty member with a rank of instructor 1-7 (original appointment) as delegated to the Dean of the academic unit, in accordance to the Administrative Order No. CAS-11-160 anchored on BOR Resolution 922nd meeting on December 20, 1979 authorizing the Chancellor to delegate functions to subordinate officials of the constituent university. The implementing guidelines is presented in Administrative Order No. CAS-11-161.

Office or Division:	UP College of Arts and Letters (UP CAL)
Classification:	Highly technical
Type of Transaction:	Government to Citizen
Who may avail:	Qualified Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Curriculum Vitae with Picture	Applicant
2. Letter of Intent	Applicant
3. Endorsement Letter from the Department Chair	Department Chair
4. Basic Paper (HRDO B-1)	Department Personnel
5. Transcript of Records	Applicant
6. Diploma	Applicant
7. Personal Data Sheet with Picture (CSC 212)	Department Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Successful applicant submits documents necessary to process one's appointment.	1.1. After the APC approves the Applicant's application, the Department receives the Applicant's documents.	None	10 minutes	<i>Applicant</i> <i>Receiving Personnel</i> CAL Department
1.2. Provide additional requirements, when necessary.	1.2. The Dept. prepares the basic papers then forwards		1 hour	<i>Applicant</i> <i>CAL Department Personnel</i>



	<p>the documents to the College Executive Board (CEB) for endorsement.</p> <p>1.3 During the CEB monthly meeting, the body deliberates on the application.</p> <p>1.4 Once endorsed by the CEB, the basic papers are signed and forwarded to the HRDO Appt Section.</p> <p>1.5 HRDO receives the documents.</p> <p>1.6 HRDO releases the appointment paper to the appointee thru CAL.</p>		<p>7 days</p> <p>10 minutes</p> <p>30 days</p>	<p><i>CAL CEB</i></p> <p>CAL Dean's Office in coordination with CAL Department Personnel</p> <p>HRDO</p> <p>HRDO</p>
	<p>TOTAL:</p>	<p>None</p>	<p>37 days and 1 Hour</p>	



4. Process Request: Purchase of Materials, Equipment, and other College related needs

Process Request for CAL Dean's Office and other College offices

Office or Division:	CAL Dean's Office (Procurement / Purchasing)			
Classification:	Highly technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PURCHASE REQUEST		CAL Procurement Officer		
2. CANVASS PAPERS		CAL Procurement Officer		
3. PURCHASE ORDER		CAL Procurement Officer		
4. TECHNICAL SPECIFICATIONS Report		UP TRIPLE EEE Department		
5. POST QUALIFICATION EVALUATION Report		CAL Procurement Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned section/party must inform the Procurement officer of their request needs	1. Procurement officer acknowledges information regarding their request	None	30 Minutes	<i>CAL Procurement Officer CAL Dean's Office</i>
	1.2 Immediately look for suppliers for the Canvass Quotations of the items/units/equipment being requested	None	5 days (depending on the availability of the units/items)	<i>Supplier (s)</i>
	1.3 Prepare Purchase Request	None	30 minutes	<i>CAL Admin. Officer</i>
	1.4 Purchase Request forwarded to the Concerned UPD Departments	None	2 days	<i>CAL Procurement Officer</i>



	1.5 Prepare PURCHASE ORDER (PO) if the Item/Unit/Equipment being requested is below Fifty (50,000) Thousand	None	30 minutes	CAL Admin. Officer
	1.6 Prepare TECHNICAL SPECIFICATIONS Report – For purchase of computers and other equipment above Fifty Thousand (50,000.00) – for Bidding process	None	3 Days	UP TRIPLE EEE Department
	1.7 Prepare POST QUALIFICATION EVALUATION REPORT- After the Bidding process is done.	None	14 days (including bidding process)	UP Procurement Office
	1.8 Prepare PURCHASE ORDER (after the confirmation of the winning Bidder)	None	5 days after the confirmation	UP Procurement Office
	TOTAL:	None	29 working days, 1 hour and 30 minutes	



Graduate Studies Office
Internal Services



1. Comprehensive Examination Honorarium of Faculty

Disbursement Vouchers and BUR preparation for Comprehensive Examination Honorarium

Office/Division:	CAL Graduate Studies Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment Letter		Graduate Studies Office (GSO)		
2. Certificate of Service		Graduate Studies Office (GSO)		
3. Certified True Copy of Comprehensive Exam Results		Graduate Studies Office (GSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty to submit the result of the Comprehensive Examination to GSO	Receive the result and attach the following: a) Appointment of faculty as Compre Examiner, b) Memo with finalized CE schedule, and c) Certified True Copy (CTC) of the CE results	None	30 minutes	<i>Receiving Personnel</i> Graduate Studies Office
	Print of DV and ObR PHP 1,500 (for the Chair) PHP1,000 (for each Examiner)	None	30 Minutes	<i>Receiving Personnel</i> Graduate Studies Office



	Check and sign DV, ObR and other attachments	None	1 Day	Coordinator Graduate Studies Office
	Assign and attach tracking number on the DV	None	15 Minutes	Admin Officer Dean's Office
	Submit DV, ObR, and other attachments	None	30 Minutes	Processing Personnel Graduate Studies Office
	Validate and endorse request	None	5 Days	OVCAA
	Validate and endorse request	None	5 Days	UPD Budget Office
	Validate and endorse request	None	5 Days	UPD Accounting Office
Claim CE Honorarium at the UP Cashier's Office	Release honorarium to the Examiners	None	5 Day	Special Collecting Officer UP Cashier's Office
	TOTAL:	None	21 Days, 1 hour, 45 minutes	

2. Oral Defense Honorarium of Thesis/Dissertation Defense Panel Members

Disbursement Vouchers and ObR preparation for Honorarium of Defense Panel Members

Office/Division:	CAL Graduate Studies Office
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UP Faculty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Appointment Letter		College to be Transferred to		
2. Certificate of Service		Graduate Studies Office (GSO)		
3. Thesis Defense Approval sheet		Graduate Student/Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Defense Panel Members' Approval Sheet to submit to Graduate Studies Office	Receive the Approval Sheet signed by the defense panel members	None	30 minutes	<i>Receiving Personnel</i> Graduate Studies Office
	Prepare DVs (3 copies) and ObR (3 copies) and attach Memo OVCAA-BMP 14-012-A, Certified True Copy (CTC) of the Defense Panel Members' Approval Sheet, and CTC Approval Cover Sheet with signature of Thesis/Dissertation Adviser, GSO, and the Dean	None	45 Minutes	<i>Processing Personnel</i> Graduate Studies Office
	Check and sign DV, ObR and other attachments of Defense Panel Members' Honorarium	None	1 Day	<i>Coordinator</i> Graduate Studies Office
	Assign and attach	None	15 Minutes	<i>Admin Officer</i>



	tracking number on DV, ObR and other attachments of Defense Panel Members' Honorarium			Dean's Office
	Submit DV, ObR and other attachments of Defense Panel Members' Honorarium	None	15 Minutes	<i>Processing Personnel</i> Graduate Studies Office
	Validate and endorse DV, ObR and other attachments of Defense Panel Members' Honorarium	None	5 Days	OVCAA
	Validate and endorse DV, ObR and other attachments of Defense Panel Members' Honorarium	None	5 Days	UPD Budget Office
	Validate and endorse DV, ObR and other attachments of Defense Panel Members' Honorarium	None	5 Days	UPD Accounting Office
Claim Defense Panel Members' honorarium at the UP Cashier's Ofc	2.Release the honorarium to Defense Panel Members	None	5 Days	<i>Special Collecting Officer</i> UP Cashier's Office



	TOTAL:	None	21 Days, 1 hour, 45 minutes	
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Department of Art Studies
Internal Services



1. Delivery of Communication/s

Delivery of correspondences to other Departments / Colleges

Office or Division:	CAL-DAS			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Department / College concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of communication to DAS	1.1. Release copy of communication to concerned Department / College.	None	10 Minutes	<i>Receiving / Releasing Personnel</i> CAL-DAS
	1.2. Have it received by staff of concerned Department / College through DAS Logbook			<i>Receiving Personnel</i> Concerned Department / College
	TOTAL:	None	10 Minutes	



College Fine Arts (CFA)

Internal Services



1. Venue/Facilities/Equipment Rental

Process Request for use of Venue/Facilities/Equipment

Office or Division:	College of Fine Arts (CFA)			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Requesting Party		
2. Official Receipt		College of Fine Arts (CFA) - Special Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Office of the Dean	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Receiving Personnel</i>
	1.2 Checking of venue/facilities/equipment availability	None	1 Day	<i>Facilities Coordinator</i>
	1.3 Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Dean</i>
2. Client receives response for the request	2.1 Facilities Coordinator of the Office of the Dean may choose among provided means (ex. via phone call, text message, etc.) to inform client that the Dean's response is approved or disapproved.	None	5 Minutes	<i>Facilities Coordinator</i>
	2.2 Issue Payment Order Form	None	5 Minutes	<i>Facilities Coordinator</i>
3. Pay the Rental Fee	3. Receive payment	Refer to the Schedule of Fees Below	5 Minutes	<i>Special Collecting Officer</i>
TOTAL		None	1 Day, 25 Minutes	

Schedule of Fee:	NON-University of the Philippines Organization	University of the Philippines Organization
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Classification	Room Capacity	Room Rate	Additional Rater per hour	Room Rate	Additional Rate per hour
Atrium	300-500	PHP 12,000.00	PHP 600.00	PHP 10,000.00	PHP 600.00
Auditorium	60	PHP 2,500.00	PHP 300.00	PHP 1,500.00	PHP 300.00
Bartlett Hall Room 1/2/4/5	35	PHP 1,500.00	PHP PHP 100.00	PHP PHP 1,000.00	PHP PHP 100.00
Bartlett Hall Room 6/7	30	PHP 1,250.00	PHP 200.00	PHP 1,250.00	PHP 200.00
Multipurpose Hall	300	PHP 8,000.00	PHP 500.00	PHP 6,000.00	PHP 500.00
Arts and Design West Hall Room 201/202/203/204	30	PHP 1,500.00	PHP 200.00	PHP PHP 1,000.00	PHP 200.00
Arts and Design West Hall Room 301/302	60	PHP 2,500.00	PHP 200.00	PHP 1,500.00	PHP 200.00
Plenary Hall	150	PHP 4,500.00	PHP 500.00	PHP 3,500.00	PHP 500.00
RGEP	40	PHP 2,000.00	PHP 200.00	PHP 1,500.00	PHP 200.00
Theory Room 1	25	PHP 1,000.00	PHP 100.00	PHP 800.00	PHP 100.00
Theory Room 2/3	30	PHP 1,250.00	PHP 200.00	PHP 1,000.00	PHP 200.00
Parking Lot	800	PHP 10,000.00	PHP 500.00	PHP 8,000.00	PHP 500.00

Note:

College based organization may use the room free once a week only (Monday to Friday)
 2nd use of room within the week will be charged 20% of the rental fee

Table of Rates for Rental fee does not include Maintenance Fee for requests scheduled beyond 5:00pm and for Saturday/Sunday/Holiday

Table of Rates : Maintenance Fee per Hour		
Monday to Friday (beyond 5:00pm)	Saturday	Sunday / Holiday
PHP 100.00	PHP 100.00	PHP 150.00



2. Venue/Facilities/Equipment Rental

Process Request for use of Venue/Facilities/Equipment

Office or Division:	College of Fine Arts (CFA)			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form		College of Fine Arts (CFA) Administration Office		
2. Official Receipt		College of Fine Arts (CFA) - Special Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Form	1. Receiving Personnel checking on the workshop slot availability	None	5 Minutes	<i>Receiving Personnel CFA</i>
2. Payment of the Workshop Fee	2. Receive payment and give the list of materials for Drawing and Painting Workshop	Refer for the Schedule of Fees below	5 Minutes	<i>Special Collecting Officer College of Fine Arts (CFA)</i>
TOTAL		None	10 Minutes	
Workshop Fee:				
Workshop Title	Fee	Duration	Inclusive/Exclusive	
Drawing and Painting	PHP 5,000.00	3 Days (8hrs/day)	Exclusive of Materials	
Basic Pottery	PHP 6,500.00	7 Days (4hrs/day)	Inclusive of 12kilograms of clay, glazes, firing	
Stoneware Clay Hand building	PHP 6,500.00	7 Days (4hrs/day)	Inclusive of 12kilograms of clay, glazes, firing	
Laser Cutting	PHP 7,500.00	6 Days (4hrs/day)	Inclusive of Materials	
Basic Welding for Enthusiasts	PHP 7,000.00	6 Days (4hrs/day)	Inclusive of Materials	
SketchUP	PHP 5,500.00	6 Days (4hrs/day)	Inclusive of Materials	



3. Process Request: Rental and Services of Fabrication Laboratory

Process Request for the Rental and Services of Fabrication Laboratory

Office or Division:	College of Fine Arts (CFA) – Fabrication Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (Hardcopy or e-mail)			Requesting Party	
2. Validated ID or Form 5 (for UP Students)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Fabrication Laboratory Coordinator	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Receiving Fabrication Laboratory Personnel</i>
	1.2 Checking of facilities/services availability and issuance of Payment Order Form	None	5 Minutes	<i>Fabrication Laboratory Personnel</i>
	1.3 Action of the Fabrication Laboratory Coordinator (Approved / Disapproved)	Refer to the Schedule of Fees below	1 Day	<i>Fabrication Laboratory Coordinator</i>
2. Pay the Rental Fee	2. Receive payment	Refer to the Schedule of Fees below	5 Minutes	<i>College of Fine Arts (CFA) – Special Collecting Officer</i>
TOTAL		None	1 Day, 15 Minutes	

Schedule of Fees : Fabrication Laboratory Services		
Equipment/Services	NON-UP Rate	UP Students/Faculty Rate
Cut off saw	PHP 50.00/Hour	PHP 35.00/Hour
Welding machine (excluding welding rod)	PHP 45.00/Hour	PHP 30.00/Hour
Band saw	PHP 60.00/Hour	PHP 45.00/Hour
Table saw	PHP 50.00/Hour	PHP 35.00/Hour



Jointer	PHP 80.00/Hour	PHP 55.00/Hour
Router	PHP 45.00/Hour	PHP 30.00/Hour
Drill Press	PHP 45.00/Hour	PHP 30.00/Hour
Lathe Machine	PHP 70.00/Hour	PHP 50.00/Hour
Vacuum forming machine	PHP 85.00/Hour	PHP 60.00/Hour
CNC router	PHP 10.00/Minute	PHP 5.00/Minute
Milling machine	PHP 70.00/Hour	PHP 50.00/Hour
Pressure Chamber	PHP 20.00/Use	PHP 10.00/Use
Laser Cutter	PHP 20.00/Minute	PHP 10.00/Minute
3D FDM Printer	PHP 3.00/Minute	PHP 2.00/Minute
- Filament	PHP 3.00/Gram	PHP 2.00/Gram
-ABS	PHP 3.00/Gram	PHP 2.00/Gram

Assistance Fee: PHP 100.00/hr

Note: All materials are exclusive of the services. Payment is for the usage of equipment only.



College of Human Kinetics (CHK)

Internal Services



1. Application for the Associate in Arts (Sports Studies) –AASS

This undergraduate certificate program or diploma programs do not require the UPCAT for admission. However, applicants must pass a test given by the college—a sports readiness test in the College of Human Kinetics (CHK).

Office or Division:	CHK Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	College to the public			
Who may avail:	High School graduates with UPCAT grade of at least “2.800”			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online application		CHK Administrative Office Annex		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants check the CHK website chk.upd.edu.ph for the admissions' procedures, requirements and schedule.	1. The College Secretary provides the application form to the applicants thru email	None	20 Minutes	<i>College Secretary</i>
2. Submit application form and other requirements like birth certificate, UPCAT grade, (must be 2.8 UPG) Form137 & Form138	2. Receives the application form and other requirements from the applicant	None	10 Minutes	<i>Frontline Office Staff P.E. Department</i>
3. Wait for the schedule of orientation	3. Inform the applicants for the final schedule of the orientation CHK website	None	30 Minutes	<i>Frontline Office Staff P.E. Department</i>
4. Take note of the testing dates (inclusive of Panel Interview, Guidance Test, Sports Skills Test)	4. The Faculty Examiners will give the admission tests and interviews.	None	1 Day	<i>Faculty Examiners</i>
5. Applicants wait for the release of the results thru email or courier	5. Results will be posted via CHK website and successful applicants will be notified via SMS.	None	1 Day	<i>College Secretary</i>
	TOTAL:		Days, 1 Hour	



2. Application for the Diploma in Exercise and Sports Science (DESS)

This post-baccalaureate program is for those who would like to take up physical education or sports science as another area of specialization

Office or Division:	CHK Department of Graduate Studies Program			
Classification:	Simple			
Type of Transaction:	College to the public			
Who may avail:	A graduate of Bachelor's degree who is not a P.E. major			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online application		CHK Administrative Office Annex Email to: chk.upd.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants check the CHK website chk.upd.edu.ph for the admissions' procedures, requirements and schedule. Email to: chkmsrms@yahoo.com	1. The Graduate Studies Coordinator provides application form to the applicant thru email	None	10 Minutes	<i>Frontline Office Staff</i> D.S.S. Department
2. Pay the application fee thru online banking (Landbank) send the deposit slip to; chk.upd.edu.ph	2. Verifies the deposit slip as proof of payment	PHP 500.00	5 Minutes	<i>Special Collecting Officer</i>
3. Submit application form and mandatory requirements to: chk.upd.edu.ph	3. Receive application form and mandatory requirements	None	10 Minutes	<i>Frontline Office Staff</i> D.S.S. Department
4. Wait for the schedule of orientation and exam.	4. Inform the applicants for the final schedule of the orientation CHK website	None	30 Minutes	<i>Frontline Office Staff</i> D.S.S. Department
5. Take note of the exam dates and Panel Interview via Zoom meeting	5. The Faculty Examiners will give the admission tests and interviews via online.	None	1 Day	<i>Faculty Examiners</i>
6. Applicants wait for the release of the results via email	6. Results will be posted via CHK website and successful applicants will be notified via SMS.	None	1 Day	<i>Frontline Office Staff</i> D.S.S. Department
TOTAL:			2 Days, 55 Minutes	



3. Application for the Master of Science in Human Movement Science (MSHMS)

This graduate level program is a comprehensive and systematic study of human movement designed to increase the depth of knowledge and research capabilities of exercise science, physical education and leisure studies professionals.

Office or Division:	CHK Department of Graduate Studies Program			
Classification:	Simple			
Type of Transaction:	College to the public			
Who may avail:	A graduate of Bachelor's degree who is a P.E. major			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online application		CHK Administrative Office Annex		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants check the CHK website chk.upd.edu.ph for the admissions' procedures, requirements and schedule. Email to: chkmsrms@yahoo.com	1. The Graduate Studies Coordinator provides application form to the applicant thru email	None	10 Minutes	Frontline Office Staff D.S.S. Department
2. Pay the application fee thru online banking (Landbank); send the deposit slip to: chk.upd.edu.ph	2. Verifies the deposit slip as proof of payment	PHP 500.00	5 Minutes	Special Collecting Officer
3. Submit application form and mandatory requirements via email	3. Receive application form and mandatory requirements	None	10 Minutes	Frontline Office Staff D.S.S. Department
4. Wait for the schedule of orientation and exam via email	4. Inform the applicants for the final schedule of the orientation thru CHK Website	None	30 Minutes	Frontline Office Staff D.S.S. Department
5. Take note of the exam dates and Panel Interview via Zoom meeting	5. The Faculty Examiners will give the admission tests and interviews via online	None	1 Day	Faculty Examiners
6. Applicants wait for the release of the results via email	6. Results will be posted via CHK website	None	1 Day	Frontline Office Staff D.S.S. Department
	TOTAL:		2 Days, 55 Minutes	



4. Physical Therapy Evaluation (Temporarily suspended due to Pandemic)

The P.T. Evaluation is given to requesting clients with doctor's referral slip needing Physical Therapy session.

Office or Division:	CHK Physical Therapy Clinic			
Classification:	Simple			
Type of Transaction:	Medical Doctor. to patient			
Who may avail:	U.P. and Non-U.P. clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's referral slip		P.T. Clinic		
Official Receipt as proof of payment		CHK Admin – Special Collecting Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up appointment form	1. Accept and check the completeness of information	None	5 Minutes	<i>Frontline Office Staff</i> P.T. Clinic
Submit doctor's referral slip	2. Review the referral slip	None	5 Minutes	<i>Frontline Office Staff</i> P.T. Clinic
Choose the preferred day and time for P.T. evaluation	3. Confirm the schedule for P.T. evaluation	None	10 Minutes	<i>Frontline Office Staff</i> P.T. Clinic
Arrive on the scheduled day of P.T. session	4. Evaluate the condition of the patient	None	1 Hour, 30 Minutes	<i>Licensed P.T.</i> P.T. Clinic
Pay at CHK Administrative Office	5. Accepts payment and issue the Official Receipt	Refer to Table of Rates below	5 Minutes	<i>Special Collecting Officer</i>
	TOTAL:		1 Hour, 55 Minutes	

Classification	Medical Consultation	PT Evaluation	PT Session
Athletes / CHK Faculty and Staff	Free	Free	Free
U.P. students	PHP 150.00	PHP 180.00	PHP 90.00
U.P. Faculty and Staff	PHP 200.00	PHP 350.00	PHP 175.00
U.P. Dependents and Retirees	PHP 250.00	PHP 450.00	PHP 230.00
Senior Citizen	PHP 300.00	PHP 560.00	PHP 280.00
Non-U.P. Clients	PHP 350.00	PHP 700.00	PHP 350.00
Clinical Supervisor Clients		PHP 1000.00	PHP 500.00



5. Physical Therapy Treatment (Temporarily suspended due to Pandemic)

The P.T. treatment is given to clients with doctor's referral slip to start the scheduled Physical Therapy session.

Office or Division:	CHK Physical Therapy Clinic			
Classification:	Simple			
Type of Transaction:	Licensed P.T. to patient			
Who may avail:	U.P. and Non-U.P. clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's referral slip		P.T. Clinic		
Official Receipt as proof of payment		CHK Administrative Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up appointment form	1.Accept and check the completeness of information	None	5 Minutes	<i>Frontline Office Staff</i> P.T. Clinic
Submit doctor's referral slip	2.Review the referral slip	None	5 Minutes	<i>Frontline Office Staff</i> P.T. Clinic
Choose the preferred day and time for P.T. sessions	3.Confirm the schedule for P.T. sessions	None	10 Minutes	<i>Frontline Office Staff</i> P.T. Clinic
Arrive on the scheduled day of P.T. session	4.Treat the patient	Refer to Table of Rates below	1 Hour, 30 Minutes	<i>Licensed P.T.</i>
Pay at CHK Administrative Office	5. Accepts payment and issue the Official Receipt	None	5 Minutes	<i>Special Collecting Officer</i>
	TOTAL:		1 Hour, 55 Minutes	

Classification	Medical Consultation	PT Evaluation	PT Session
Athletes / CHK Faculty and Staff	Free	Free	Free
U.P. students	PHP 150.00	PHP 180.00	PHP 90.00
U.P. Faculty and Staff	PHP 200.00	PHP 350.00	PHP 175.00
U.P. Dependents and Retirees	PHP 250.00	PHP 450.00	PHP 230.00
Senior Citizen	PHP 300.00	PHP 560.00	PHP 280.00
Non-U.P. Clients	PHP 350.00	PHP 700.00	PHP 350.00
Clinical Supervisor Clients		PHP 1000.00	PHP 500.00



Science and Technology Cluster

College of Architecture

Internal Service



1. Publication

Selling of Books

Office or Division:	College of Architecture (UPCA)			
Classification:	Simple			
Type of Transaction:	Government to Government/Government to Business			
Who may avail:	All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit Office to Purchase book			1 Day	None
Proceed to Admin Office	Assist Client	None		None
Pay amount of Book	Issue Official Receipt	PHP450.00		Special Collecting Officer
Present Official Receipt	Issued the Book Purchased	None		Research and Extension Office
TOTAL:		PHP450.00	1 Day	



College of Engineering (COE)

Internal Service



1. Funding Request

Letter request to Dean for funding for attending conference, seminars, research grant, faculty and student grant:

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for funding endorsed by Department Chairs/Institute Director 2. Invitation Letter from the organizer 3. Acceptance Letter 4. Breakdown of expenses		From the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for funding with documentary requirements	1. Receives and review the request letter together with the required documentati on	None	10 Minutes	<i>Receiving personnel</i> Office of the Dean
	2. Action of the Dean approval or disapproval	None	2 Days	<i>Dean</i> Office of the Dean
	3. Record the action of the Dean, and release the document to	None	1 Day	<i>Releasing personnel</i> Office of the Dean



	proper channel			
TOTAL:		None	3 Days and 10 Minutes	

2. Processing of Original Appointment of Faculty (Instructor 1-7 and Lecturer 1-2)

Processing of appointment delegated to the Dean

Office or Division:	Office of the Dean
Classification:	Highly Technical
Type of Transaction:	Government to Citizens
Who may avail:	Faculty and Lecturers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. MANDATORY REQUIREMENTS</p> <p>1. Fully Accomplished Basic Paper (HRDO B-1), Updated Curriculum Vitae, Justification Letter endorsed by Dean, Transcript of Records (Original) for new UP Graduates, True Copy of Grades and copy of request for TOR to OUR, the required original transcript of records should be submitted prior to release of appointment, Diploma of all degree earned (certified photocopy, (Approved transfer from former agency and Service Record (if applicable)</p>	From the requesting party
<p>ADDITIONAL DOCUMENT REQUIREMENTS TO BE SUBMITTED WITHIN TWO WEEKS</p> <p>2. Marriage Contract (NSO authenticated), if married, Birth Certificate (NSO authenticated), NBI Clearance, Medical Certificate with documentary stamp (1 copy) (for regular faculty), Mandatory drug test results (CSC MC No. 13,s 2010), Statement of Assets and Liabilities and Network (3 copies), Notarized Personal Data Sheet (CSC, Form</p>	From the requesting party



212) (1 copy), with 1 1/2 x 1 1/2 picture (2 copies), For Transferees from other government agency: Clearance form former Office, Certification of leave credits from former Office, Certification of premium deductions.				
Final Document requirements for the release of signed appointment papers i.e. TIN, GSIS, Pag-Ibig, Philhealth		From the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the mandatory requirements	1. Guide and follow up the faculty appointee of the requirements for submission	None	40 Days	<i>Administrative Officer</i> Office of the Dean and <i>Secretary of the Department</i> Respective Department/Institute
2. Submit all required documents for processing of appointment	2. Receive all required documents for processing of appointment	None	1 Day	<i>Administrative Officer</i> Office of the Dean
	3. Evaluate the completeness of the documents. Return to the department/institute appointee if lacking requirements	None	7 Days	<i>Administrative Officer</i> Office of the Dean
3. Submit to UP Diliman Budget Office/OVCAA	1. Budget Clearance of item	None	7 Days	<i>Budget Analyst or OVCAA staff</i> UP Diliman Budget Office/OVCAA



for item and budget clearance				
4. Request for employee number	1. Request for employee number to HRDO	None	1 Day	<i>Administrative Officer</i> Office of the Dean/HRDO
5. Preparation of appointment	1. Double check the completeness of documents and requirements	None	2 Days	<i>Administrative Officer</i> Office of the Dean
6. For signature of appointment	1. Check the correctness of all entries in the appointment before signature of Dean	None	2 Days	<i>Administrative Office and Dean</i> Office of the Dean
TOTAL:		None	2 Months	



Department of Chemical Engineering (COE-DChE)

Internal Service



1. Request for Building Access (DChE Faculty and Staff)

Accessing the DChE Building for UP DChE Employees

Office or Division:	Chemical Engineering Department			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Faculty and Staff authorization pass		Online: http://tiny.cc/DChEPostECQForms		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send accomplished Faculty and Staff Authorization Pass a. email to joey.ocon@gmail.com and jddelrosario2@up.edu.ph cc, mpdeang@up.edu.ph and aaribalde@up.edu.ph	The request letter and purpose of visit is examined by the department administration for completeness The letter is forwarded to the department chair for review The department or assistant chair forwards the signed pass to the requesting party	None	3 Days	<i>Department Administrative Committee</i> <i>Department/ Assistant Chair</i>
TOTAL:		None	3 Days	



Institute of Civil Engineering (COE-ICE)

Internal Services



1. Facility Rental

Processing of request for rental of facility and/or audio-visual equipment.

Office or Division:	Main Building, Institute of Civil Engineering			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Organizations, Offices, Colleges, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Director and endorsed by Organization Adviser/Office Head Attachments per Table 1 below		Requesting Party		
Online reservation and request form		ice.upd@up.edu.ph http://tiny.cc/ICEreservation		
Official Receipt/Proof of Payment		UP Diliman Cash Office/Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send letter of request to: ice.upd@up.edu.ph	1.1 Receive and check request letter 1.2 Send the reservation link and procedure	Refer to Table 2 below	5 Days	Assisting Personnel Deputy Director's Office
Reserve the facility at least 5 WORKING DAYS before the event Open http://tiny.cc/ICEreservation Login to portal using Username: icefacility.guest@gmail.com Password: checkroom@ice Check the guidelines and availability of the facility Download and fill out the REQUEST FORM FOR THE USE OF UP ICE FACILITIES Prepare the corresponding attachments in Table 1 Pencil book the chosen facility Upload the accomplished request form Upload the attachments as indicated in checklist number 2 above	2.1 Receive online notification 2.2 Check and review reservation and requirements submitted			Assisting Personnel Deputy Director's Office



Wait for online/text notification of the approval of request form	Online approval of request form			<i>Deputy Director for Planning, Development and Finance or Director</i>
Pay the approved fees indicated in the request form at least 3 WORKING DAYS before the event	Accept payment and issue Official Receipt			<i>Cashier</i> UP Diliman Cash Office
Upload scanned official receipt or proof of payment in the portal	Online confirmation of the approval of reservation			<i>Deputy Director for Planning, Development and Finance or Director</i>
Site visit and/or coordination of facility set-up	Accommodate requesting party on technical and other set-up needs as agreed in the request form Set-up facility and schedule workforce	None		<i>Assisting Personnel</i> Deputy Director's Office
TOTAL		Table 2	5 Days	

**Required if you will be using the lobby. Required only in rooms if the physical arrangement of the room is to be modified.*

Table 1. Classification of Requesting Party

College of Engineering Organizations	Non-College of Engineering Organizations
<i>Request Letter addressed to the Director and endorsed by Organization Adviser/Office Head</i>	<i>Request Letter addressed to the Director and endorsed by Organization Adviser/Office Head</i>
<i>Approved list of annual activities</i>	<i>Accomplished Activity Request Form from Office of Student Activities</i>
<i>Activity area Layout with dimensions*</i>	<i>Activity area Layout with dimensions*</i>

**Required if you will be using the lobby. Required only in rooms if the physical arrangement of the room is to be modified.*



Table 2. Facility Rental Rates

Room/Space/Equipment*	Weekdays, within office hours (8AM-5PM)		Weekdays, outside office hours (8AM-5PM); Saturdays	
	College of Engineering Organizations	Non- College of Engineering Organizations	College of Engineering Organizations	Non- College of Engineering Organizations
ICE 201	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 202	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 203	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 306A	PHP650.00	PHP950.00	PHP680.00	PHP980.00
ICE 306B	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 405	PHP1,800.00	PHP3,300.00	PHP1,890.00	PHP3,390.00
ICE 408	PHP600.00	PHP850.00	PHP630.00	PHP880.00
ICE 409A	PHP520.00	PHP750.00	PHP550.00	PHP780.00
ICE 409B	PHP520.00	PHP750.00	PHP550.00	PHP780.00
ICE 410	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 411	PHP500.00	PHP700.00	PHP530.00	PHP730.00
ICE 412	PHP750.00	PHP1,050.00	PHP810.00	PHP1,110.00
ICE Boardroom	PHP1,450.00	PHP1,650.00	PHP1,500.00	PHP1,700.00
ICE Lobby A**	PHP400.00	PHP425.00	PHP400.00	PHP425.00
ICE Lobby B**	PHP400.00	PHP425.00	PHP400.00	PHP425.00
ICE Lobby C**	PHP400.00	PHP425.00	PHP400.00	PHP425.00
ICE Lobby D**	PHP400.00	PHP425.00	PHP400.00	PHP425.00
ICE Lobby (Whole)	PHP1,600.00	PHP1,700.00	PHP1,600.00	PHP1,700.00
ICE Theater	PHP2,700.00	PHP3,750.00	PHP3,000.00	PHP3,950.00
Room Projector	PHP200.00.00	PHP300.00	PHP200.00	PHP300.00
Sound System	PHP1,000.00	PHP1,250.00	PHP1,000.00	PHP1,250.00
Theater Projector	PHP400.00	PHP600.00	PHP400.00	PHP600.00

*Use of own equipment is subject to admin approval. Please list all equipment in the request form.

**This rate is only for one section only (~30 sq.m). The entire ICE lobby has four sections. If you will use more than one section of the lobby, please enter multiple ICE lobby entries in the form. If you will use the entire ICE Lobby, please enter ICE Lobby (Whole) in the form.



2. Equipment Usage

Usage of Construction Materials and Structures Laboratory equipment for class and research purposes.

Office or Division:		Construction Materials and Structures Laboratory (CoMS Lab), Institute of Civil Engineering		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		UP Students, Faculty, Staff, Researchers, etc.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter endorsed by adviser/head of department		Requesting Party		
Lab Usage Request Form		comslab.upd@up.edu.ph		
Claiming Form		Construction Materials and Structures Laboratory (CoMS Lab)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request Letter to: comslab.upd@up.edu.ph	1.1 Check and review request	None	20 Minutes	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
	1.2 Send copy or link of request form to the Requesting Party			
2. Fill out and submit the Lab Usage Request Form to: comslab.upd@up.edu.ph	2.1 Receive and review form for feasibility of experiment and availability of equipment	None	20 Minutes	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
	2.2 Endorse reviewed form			



3. Fill out Claiming Form and send to: comslab.upd@up.edu.ph	3.1 Notify approval, rejection, or if any modifications on the form are needed for approval 3.2 Notify requesting party on the approved date and days of usage	None	20 Minutes	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
4. Use of equipment	4.1 Orient, assist, supervise and monitor the equipment usage	None	1 Day	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
TOTAL		None	1 Day and 1 Hour	

3. Materials Testing

Testing of materials for class and research purposes.

Office or Division:	Construction Materials and Structures Laboratory (CoMS Lab), Institute of Civil Engineering								
Classification:	Complex								
Type of Transaction:	Government to Government								
Who may avail:	UP Students, Faculty, Staff, Researchers, etc.								
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="38 1664 770 1727" style="text-align: center;">CHECKLIST OF REQUIREMENTS</th> <th data-bbox="770 1664 1528 1727" style="text-align: center;">WHERE TO SECURE</th> </tr> </thead> <tbody> <tr> <td data-bbox="38 1727 770 1839">Request Form</td> <td data-bbox="770 1727 1528 1839"> comslab.upd@up.edu.ph Construction Materials and Structures Laboratory (CoMS Lab) </td> </tr> <tr> <td data-bbox="38 1839 770 1906">Test Samples</td> <td data-bbox="770 1839 1528 1906">Requesting Party</td> </tr> <tr> <td data-bbox="38 1906 770 2036">Claiming Form</td> <td data-bbox="770 1906 1528 2036"> comslab.upd@up.edu.ph Construction Materials and Structures Laboratory (CoMS Lab) </td> </tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Request Form	comslab.upd@up.edu.ph Construction Materials and Structures Laboratory (CoMS Lab)	Test Samples	Requesting Party	Claiming Form	comslab.upd@up.edu.ph Construction Materials and Structures Laboratory (CoMS Lab)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE								
Request Form	comslab.upd@up.edu.ph Construction Materials and Structures Laboratory (CoMS Lab)								
Test Samples	Requesting Party								
Claiming Form	comslab.upd@up.edu.ph Construction Materials and Structures Laboratory (CoMS Lab)								



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the Request Form at: comslab.upd@up.edu.ph	1.1 Receive and review the form for feasibility of the test method 1.2 Check availability of equipment to be used 1.3 Confirm approval of request and notify requesting party on the schedule of sample submission	None	1 Day	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
2. Submit test samples on the scheduled drop off	2.1 Receive and inspect if the samples are prepared in accordance to test method to be used		<i>Assisting Personnel</i> Construction Materials and Structures Laboratory	
	2.1 Further review in case that non-conventional method is required		<i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory	
	2.3 Notify requesting party on the details of the approved version of non-conventional test method		<i>Assisting Personnel</i> Construction Materials and Structures Laboratory	
	2.4 Ready samples according to measurement required for testing		<i>Assisting Personnel</i> Construction Materials and Structures Laboratory	
3. Witness testing through: Pictures and/or videos	Perform test and/or document proof of actual testing as executed		1 Hour per sample	<i>Assisting Personnel</i> <i>Precision Instrument Technician III</i> <i>Laboratory Technician</i>
3.2 Scheduled time and date	3.2 Prepare data sheet		2 Days	
	3.3 Process result and prepare test report			



				Construction Materials and Structures Laboratory
	3.4 Certify test report			<i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory
Fill out Claiming Form and submit at: comslab.upd@up.edu.ph	4.1 Receive and review the form 4.2 Send certified test results to requesting party 4.3 For physical document requests, advise requesting party on the schedule of document pick-up. Dry-seal and release the test result.	None	2 Hours	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
TOTAL:		None	4 Days and 7 Hours	



**Science and Technology Cluster
College of Home Economics
(CHE)**

Internal Services



1. Approval and delivery of Creative Services

Request for creative services like lay-out and/or design of brochures, tarpaulins, announcements, programs, certificate, invitations, etc.

Office or Division:	College of Home Economics			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: Department/Institute/Admin to College)			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Creative Services Form		Supply, Property & Maintenance Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request form with complete details and instructions duly endorsed by Department Chairs or Section Heads	1.1 Receive, evaluate, and approve the request	None	2 days	Office of the Dean or Supply Property & Maintenance Section Receiving
	1.2 Submits Initial draft of design for feedback from clients.	None	5 days	
	1.3 Conducts final editing of design or layout	None	3 days	
	1.4 print design.	None	2 days	
TOTAL:		None	12 Days	



2. Provide Laboratory Work to CT courses and other related disciplines

Request of regular faculty of the College in CHE Costume Museum for laboratory work to CT Courses and other related disciplines.

Office or Division:	CHE Costume Museum			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (Internal Client: Department/Institute to College)			
Who may avail:	Regular faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter of Proposal addressed to the Dean, with endorsement of the Department Chair of CTID		Office of the Dean / CTID Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of proposal to the Office of the Dean, Copy-furnished the Department Chair of CTID	1.1 Receive and evaluate the request.	None	2 days	Office of the Dean Receiving
	1.2 Evaluate the request	None	7 days	CHE Costume Museum Team
	1.3 Issuance of approval of request	None	1 day	
2. Arrange laboratory activities with the CHE Costume Museum	2.1 Arrange laboratory activities	None	7 days	CHE Costume Museum Team
	2.2 Prepare laboratory materials	None	7 days	CHE Costume Museum Team
TOTAL:		None	24 Days	



3. Request for UPCDC FLCD Room Reservation for non-income generating activities

Request of Faculty and Staff of the College for Room Reservation in connection with College Activities.

Office or Division:	Department of Family Life and Child Development, College of Home Economics			
Classification:	Simple			
Type of Transaction:	Government to Government (Internal Client: Department to College)			
Who may avail:	Faculty and Staff of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter of Request address to the FLCD Chair with endorsement of the Faculty in Charge/Head of the Activity of the Department or Institute.</p> <p>Reservation Form with signature of the requesting person and Faculty in Charge/Head of the Activity. *if the activity is beyond 5:00 pm, holidays or weekends, the Building Administrator of the FLCD-UP CDC Building must be informed and checked for availability and be provided with the FLCD Room Reservation Form</p>		<p>Requesting Party Department of Family Life and Child Development</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request with attached FLCD Room Reservation to the Admin Office of FLCD Department.	1.1 Receives, evaluates, and acts on the activity requested.	None	2 days	FLCD Admin Office Receiving
	1.2 Email/send a message regarding the approval/action of the requested room reservation.		1 day	
TOTAL:		None	3 Days	



**Science and Technology Cluster
College of Science
Computational Science Research Center
(CS- CSRC)**

Internal Services



1. General Requests (Basic Requests)

Basic requests regarding Room Rentals

Office or Division:	Computational Science Research Center			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Scientists; Mathematicians; Statisticians; All Government Agencies, LGU's, GOCC's and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> CSRC Service Desk Ticket / Email Request Reservation Form 3 		<ol style="list-style-type: none"> Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/ CSRC Admin. Office, Online https://csrc.science.upd.edu.ph 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under a specific topic and submit online or visit the CSRC office. <p>If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff who is present, if needed. Otherwise, An email may be sent to staff.csrc@science.upd.edu.ph</p> <p>Provide details.</p>	<ol style="list-style-type: none"> Review and receive accomplished form A ServiceDesk System ticket confirmation email will be provided. 	None	1 Hour (for basic requests)	For Service Desk Help Topics under CSRC / Admin: <i>Administrative Officer</i> Administrative Section



<p>2. Discussion of the nature and details of the request.</p> <p>An exchange of emails may be needed during the pandemic as office personnel may not be on site.</p>	<p>2. Checking of room availability and other equipment(s)</p> <p>An exchange of emails may be needed.</p>	None	5 hours	<p><i>Administrative Officer / ICT Assistant</i></p> <p>Administrative and Technical Section</p>
	<p>2.1. Checking/evaluation of software to be installed</p> <p>An exchange of emails may be needed.</p>	None	1 Day	<p><i>Computer Programmer III / ICT Assistant</i></p> <p>Technical Section</p>
	2.2. Preparation of quotation	Refer to the Table of Rates below	1 Hour	<p><i>Administrative Officer</i></p> <p>Administrative Section</p>
	2.3. Verification and approval or denial of the request	None	2 Days	<p><i>Program Director</i></p> <p>Administrative Section</p>
	2.4. Sending of quotation and guidelines for the use of CSRC facilities to client	None	30 Minutes	<p><i>Administrative Officer</i></p> <p>Administrative Section</p>
3. Ocular and confirmation of reservation	3. Wait for the ocular schedule and final confirmation of room reservation	None	(Pause- clock)	<i>Requesting party</i>
	3.1. Issuance of Statement of Account after confirmation of reservation is received	Refer to the Statement of Account sent	30 Minutes	<p><i>Administrative Officer</i></p> <p>Administrative Section</p>



4. Payment of fees	4. Wait for the Official Receipt copy from the requesting party	Refer to the Official Receipt	(Pause- clock)	<i>Requesting party / Cashier UPD Cash Office</i>
5. Provision of needed software	5. Installation of required software. This may need to be scheduled as needed personnel(s) are advised to go to the office only once a week.	None	1 Day	<i>Requesting Party / ICT Assistant Technical Section</i>
	5.1. Testing of software installed. This may need to be scheduled as needed personnel(s) are advised to go to the office only once a week.	None	2 Days	<i>Requesting Party / ICT Assistant Technical Section</i>
	5.2. Provision of technical support to client	None	Duration of event	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
TOTAL:		None	7 Days	



Table of Rates

Venue Rental		Amenities	Computer Lab 1	Classroom Lab 4	Open area	Teleconferencing room
			with computers (Capacity 40)	with tables and chairs (cap:60-80)	with tables and chairs and ceiling fans (cap:40-50)	(with internet connection, laptop and projector) (cap:20)
Block 1	8:00am - 12:00nn	Room with AC	PHP 3,800.00	PHP 3,600.00	PHP 1,500.00	PHP 2,500.00
	8:00am - 12:00nn	Projector	PHP 600.00	PHP 600.00	PHP 600.00	
	8:00am - 12:00nn	Own Projector	PHP 300.00	PHP 300.00	PHP 300.00	
	8:00am - 12:00nn	Sound system	PHP 400.00	PHP 400.00		
	8:00am - 12:00nn	Desktop Computer	PHP 4,800.00			
Block 2	1:00pm - 5:00pm	Room with AC	PHP 3,800.00	PHP 3,600.00	PHP 1,500.00	PHP 2,500.00
	1:00pm - 5:00pm	Projector	PHP 600.00	PHP 600.00	PHP 600.00	
	1:00pm - 5:00pm	Own Projector	PHP 300.00	PHP 300.00	PHP 300.00	
	1:00pm - 5:00pm	Sound system	PHP 400.00	PHP 400.00		
	1:00pm - 5:00pm	Desktop Computer	PHP 4,800.00			
Block 3	5:00pm - 8:00pm	Room with AC	PHP 3,420.00	PHP 3,240.00	PHP 1,350.00	PHP 2,250.00
	5:00pm - 8:00pm	Projector	PHP 540.00	PHP 540.00	PHP 540.00	
	5:00pm - 8:00pm	Own Projector	PHP 270.00	PHP 270.00	PHP 270.00	
	5:00pm - 8:00pm	Sound system	PHP 360.00	PHP 360.00		
	5:00pm - 8:00pm	Desktop Computer	PHP 4,320.00			
Technical and utility services	5:00pm - 8:00pm		PHP 1,250.00 / time block	PHP 1,250.00 / time block	PHP 1,250.00 / time block	PHP 1,250.00 / time block

** Prices may change without prior notice.



2. Technical - High Performance Computing (HPC) Cluster Provisioning / Server Provisioning / Server Hosting / Server Colocation

Setting up servers for HPC cluster or setting up the requirements for Server Hosting or Server Colocation

Office or Division:	Computational Science Research Center			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	CS Agencies; UPD Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSRC Service Desk Ticket / Email Request		1. Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/		
2. High Performance Computing Form 1		2. CSRC Admin. Office, Online https://csrc.science.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form in the appropriate Help Topic under "CSRC / Data Center" and submit online. If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff who is present. Otherwise, An email may be sent to staff.csrc@science.upd.edu.ph Provide service request details.</p>	<p>1. If needed, CSRC personnel is to contact the client to gather details of the request and inform of other possible requirements (e.g. letter of request signed by the head of the unit).</p> <p>A sample or blank form may be provided automatically by the online ServiceDesk System attached to ticket confirmation or by the CSRC Website or sent via email by CSRC Staff.</p> <p>If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff.</p>	<p>None</p>	<p>2 Hours (for basic requests)</p>	<p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Administrative Officer Technical and Administrative Section</i></p>
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	<p>1.1. Check availability of resources and notify client of unavailability of resources and deny request, if in case. This may need to be scheduled if physical presence at the office is needed.</p>	None	1 Day	<p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i></p>
	<p>1.2. If resources are available, notify client of pre-determined charges for the service</p>	To be determined (TBD)	1 Hour	<p>Administrative Officer Administrative Section</p>
<p>2. Compose Request Letter, have signed by the head of unit and supervising personnel, and send via email to CSRC Support (CC the signatories). In addition, reply to the Service Desk ticket confirmation email attaching a scanned copy of the Request Letter.</p>	<p>2. Technical Head is to notify of and discuss the signed request with the CSRC Program Director, when available.</p>	None	2 Days	<p><i>Programmer III / Program Director</i> Technical and Administrative Section</p>
	<p>2.1. Approval or denial of the request by the CSRC Program Director</p>	None	3 Hours	<p><i>Program Director</i> Administrative Section</p>
	<p>2.2. Admin Staff to prepare Service Contract and notify client for signing if request is approved</p>	None	1 Day	<p><i>Administrative Officer</i> Administrative Section</p>



3. Fill in Service Contract form	3. Admin Staff to explain contents of the contract to the client	None	1 Hour	<i>Administrative Officer Administrative Section</i>
4. Payment of fees	4. Verification and signing of contract by the CSRC Program Director	To be determined (TBD)	2 Days	<i>Program Director / Administrative Officer Administrative Section</i>
	4.1. Plan on required infrastructure	None	1 Hour	<i>Computer Programmer III Technical Section</i>
	4.2. Setup and testing of physical platform. This may need to be scheduled if physical presence at the office is needed.	None	2 Days	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
	4.3. Setup of logical and software platform. This may need to be scheduled if physical presence at the office is needed.	None	6 Days	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
	4.4. Testing of base platform	None	3 days	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
5. Working platform verification and start of production operation	5. Testing and monitoring	None	2 Days	<i>Requesting Party / Computer Programmer III / Senior Administrative Assistant II / ICT</i>



				Assistant / Administrative Officer Technical and Administrative Section
TOTAL:		None	20 Days	

3. Technical Requests - Access to Network or to Existing Application Systems

Requests on access to the CS Network, Application Systems, Web Sites, Web Applications

Office or Division:	Computational Science Research Center			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	CS Agencies; UPD Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSRC Service Desk Ticket / Email Request		1. Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/		
2. Technical Assistance Form 2		2. CSRC Admin. Office, Online https://csrc.science.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under a specific topic and submit online or visit the CSRC office. If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff who is present. Otherwise, An email may be sent to staff.csrc@science.upd.edu.ph Provide details.</p>	<p>1. If needed, CSRC personnel is to contact the client to gather details of the request and inform of other possible requirements.</p> <p>A ServiceDesk System ticket confirmation email will be provided. If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff if needed.</p>	<p>None</p>	<p>2 Hours (for basic requests)</p>	<p>For Service Desk Help Topics under Application Systems: <i>Computer Programmer III / Senior Administrative Assistant</i></p> <p>Technical Section For Service Desk Help Topics under CSRC / CSRC-Managed Websites: <i>Computer Programmer III / Senior Administrative Assistant</i></p> <p>Technical Section For Service Desk Help Topics under CSRC / Data Center and CSRC-Managed Web Apps: <i>Computer Programmer III / Senior Administrative Assistant II</i></p> <p>Technical Section For Service Desk Help Topics under CSRC / IT Support: <i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant /</i> Technical Section</p>
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	<p>1.1. Check availability of resources and notify client of unavailability of resources and deny request, if in case. This may need to be scheduled if physical presence at the office is needed.</p>	None	1 Day	<p>For Service Desk Help Topics under CSRC / CS Network: <i>Computer Programmer III / ICT Assistant</i> Technical Section</p> <p>For Service Desk Help Topics under Application Systems: <i>Computer Programmer III / Senior Administrative Assistant II</i> Technical Section</p> <p>For Service Desk Help Topics under CS Computers: <i>ICT Assistant</i> Technical Section</p> <p>For Service Desk Help Topics under CSRC / Data Center and CSRC-Managed Web Apps: <i>Computer Programmer III / Senior Administrative Assistant II</i> Technical Section</p>
	<p>1.2. Notify client of unavailability of resources and deny request, if in case</p>	None	1 Hour	<p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Administrative Officer</i> Technical and Administrative Section</p>



	1.3. Admin Staff to prepare needed documents, if applicable, and notify client for signing	None	1 Hour	<i>Administrative Officer Administrative Section</i>
2. Sign any needed document(s) if applicable. This may need to be scheduled if physical presence at the office is needed.	2. Plan on required resources and infrastructure	None	1 Hour	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
	2.1. Setup of physical/logical/software platform, onsite or offsite. This may need to be scheduled if physical presence at the office is needed.	None	2 Hours	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
3. Verification of working platform based on request	3. Testing and monitoring	None	2 Hours	<i>Requesting Party / Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
TOTAL:		None	2 Days, 1 Hour	

4. Technical Requests - Configurations on CS Network or Updates on Existing Application Systems

Requests on CS Network, Native Application Systems, Web Sites, Web Applications, and similar I.T. matters

Office or Division:	Computational Science Research Center
Classification:	Complex
Type of Transaction:	Government to Government



Who may avail:		CS Agencies; UPD Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSRC Service Desk Ticket / Email Request 2. Technical Assistance Form 2		1. Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/ 2. CSRC Admin. Office, Online https://csrc.science.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under a specific topic and submit online or visit the CSRC office. If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff who is present. Otherwise, An email may be sent to staff.csrc@science.upd.edu.ph Provide details.	1. If needed, CSRC personnel is to contact the client to gather details of the request and inform of other possible requirements. A ServiceDesk System ticket confirmation email will be provided. If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff if needed.	None	2 Hours (for basic requests)	For Service Desk Help Topics under Application Systems: <i>Computer Programmer III / Senior Administrative Assistant Technical Section</i> For Service Desk Help Topics under CSRC / CSRC-Managed Websites: <i>Computer Programmer III / Senior Administrative Assistant Technical Section</i> For Service Desk Help Topics under CSRC / Data Center and CSRC-Managed Web Apps: <i>Computer Programmer III / Senior Administrative</i>



				<i>Assistant II</i> <i>Technical</i> <i>Section</i> <i>For Service</i> <i>Desk Help</i> <i>Topics under</i> <i>CSRC / IT</i> <i>Support:</i> <i>Computer</i> <i>Programmer III /</i> <i>Senior</i> <i>Administrative</i> <i>Assistant II / ICT</i> <i>Assistant /</i> <i>Technical</i> <i>Section</i>
	<p>1.1. Check availability of resources and notify client of unavailability of resources and deny request, if in case. This may need to be scheduled if physical presence at the office is needed.</p>	None	1 Day	<i>For Service</i> <i>Desk Help</i> <i>Topics under</i> <i>CSRC / CS</i> <i>Network:</i> <i>Computer</i> <i>Programmer III /</i> <i>ICT Assistant</i> <i>Technical</i> <i>Section</i> <i>For Service</i> <i>Desk Help</i> <i>Topics under</i> <i>Application</i> <i>Systems:</i> <i>Computer</i> <i>Programmer III /</i> <i>Senior</i> <i>Administrative</i> <i>Assistant II</i> <i>Technical</i> <i>Section</i> <i>For Service</i> <i>Desk Help</i> <i>Topics under</i> <i>CS Computers:</i> <i>ICT Assistant</i> <i>Technical</i> <i>Section</i> <i>For Service</i> <i>Desk Help</i> <i>Topics under</i> <i>CSRC / Data</i>



				Center and CSRC-Managed Web Apps: <i>Computer Programmer III / Senior Administrative Assistant II</i> Technical Section
	1.2. Notify client of unavailability of resources and deny request, if in case	None	1 Hour	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Administrative Officer</i> Technical and Administrative Officer Section
	1.3. Admin Staff to prepare needed documents, if applicable, and notify client for signing	None	2 Hours	<i>Administrative Officer</i> Administrative Section
2. Sign any needed document(s) if applicable This may need to be scheduled if physical presence at the office is needed.	2. Document is to be signed by the CSRC Head for approval	None	2 Days	<i>Requesting Party / Program Director</i> Administrative Section
	2.1. Plan on required resources and infrastructure	None	1 Hour	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant /</i> Technical Section



	2.2. Setup of physical/logical/software platform, onsite or offsite	None	1 Day	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
	2.3. Testing of base platform	None	2 Hours	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
3. Verification of working platform based on request	3. Testing and monitoring	None	2 Days	<i>Requesting Party / Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
TOTAL:		None	7 Days	

5. Technical Requests - Personal Computer Systems Maintenance (for CS Units without I.T. Personnel)

Requests on CS-owned Computer Systems Repair (basic) and Operating System or software installation

Office or Division:	Computational Science Research Center
Classification:	Complex
Type of Transaction:	Government to Government



Who may avail:		CS Agencies; UPD Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSRC Service Desk Ticket / Email Request 2. Technical Assistance Form 2		1. Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/ 2. CSRC Admin. Office, Online https://csrc.science.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under a specific topic and submit online or visit the CSRC office. If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff who is present. Otherwise, An email may be sent to staff.csrc@science.upd.edu.ph Provide details.	1. If needed, CSRC personnel is to contact the client to gather details of the request and inform of other possible requirements. A ServiceDesk System ticket confirmation email will be provided. If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff if needed.	None	2 Hours (for basic requests)	<i>ICT Assistant</i> Technical Section
	1.1. Check availability of resources and notify client of unavailability of resources and deny request, if in case. This may need to be scheduled if physical presence at the office is needed.	None	1 Day	<i>ICT Assistant</i> Technical Section



	1.2. Notify client of unavailability of resources and deny request, if in case	None	1 Hour	<i>ICT Assistant / Administrative Officer</i> Technical and Administrative Section
	1.3. Admin Staff to prepare needed documents, if applicable, and notify client for signing	None	4 Hours	<i>Administrative Officer</i> Administrative Section
2. Sign any needed document(s) if applicable This may need to be scheduled if physical presence at the office is needed.	2. Plan on required resources	None	1 Hour	<i>ICT Assistant</i> Technical Section
	2.1. Setup of physical/logical/software platform, onsite or offsite	None	1 Day	<i>ICT Assistant</i> Technical Section
	2.2. Testing of base platform	None	4 Hours	<i>ICT Assistant</i> Technical Section
3. Verification of working platform based on request	3. Testing and monitoring	None	2 Days	<i>Requesting Party / ICT Assistant</i> Technical Section
TOTAL:		None	5 Days, 4 Hours	



6. Technical - General Requests

Requests on Data Center matters, and other currently uncategorized I.T.-related requests

Office or Division:	Computational Science Research Center			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	CS Agencies; UP Agencies; All Government Agencies, LGU's, GOCC's and other Government Instrumentalities; Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. CSRC Service Desk Ticket / Email Request 2. Technical Assistance Form 2	1. Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/ 2. CSRC Admin. Office, Online https://csrc.science.upd.edu.ph			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under a specific topic and submit online or visit the CSRC office.</p> <p>If the online systems are unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff who is present. Otherwise, An email may be sent to staff.csrc@science.upd.edu.ph</p> <p>Provide details.</p>	<p>1. If needed, CSRC personnel is to contact the client to gather details of the request and inform of other possible requirements.</p> <p>A ServiceDesk System ticket confirmation email will be provided.</p>	<p>None</p>	<p>2 Hours (for basic requests)</p>	<p>For Service Desk Help Topics under Application Systems:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II</i> Technical Section</p> <p>For Service Desk Help Topics under CSRC / Data Center and CSRC-Managed Web Apps:</p> <p><i>Computer Programmer III</i> Technical Section</p> <p>For Service Desk Help Topics under CSRC / IT Support:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant /</i> Technical Section</p>
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	<p>1.2. Check availability of resources and notify client of unavailability of resources and deny request, if in case</p>	<p>None</p>	<p>1 Day</p>	<p>For Service Desk Help Topics under CSRC / CS Network:</p> <p><i>Computer Programmer III / ICT Assistant</i> Technical Section</p> <p>For Service Desk Help Topics under Application Systems:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II</i> Technical Section</p> <p>For Service Desk Help Topics under CS Computers:</p> <p><i>ICT Assistant</i> Technical Section</p> <p>For Service Desk Help Topics under CSRC / Data Center and CSRC-Managed Web Apps:</p> <p><i>Computer Programmer III</i> Technical Section</p>
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	1.3. Notify client of unavailability of resources and deny request, if in case	None	1 Hour	Technical Team (CPIII / SAAII / IT Assistant) / Admin Staff
	1.4. Admin Staff to prepare needed documents, if applicable, and notify client for signing	None	1 Day	Administrative Officer Administrative Section
2. Sign any needed document(s) if applicable This may need to be scheduled if physical presence at the office is needed.	2. Plan on required resources and infrastructure	None	1 Hour	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
	2.1. Setup of physical/logical/software platform, onsite or offsite	None	4 Days	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
	2.2. Testing of base platform	None	2 Days	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant / Technical Section</i>
3. Verification of working platform based on request	3. Testing and monitoring	None	1 Day	<i>Requesting Party / Computer Programmer III / Senior Administrative Assistant II / ICT</i>



				Assistant / Technical Section
TOTAL:		None	9 Days, 4 hours	



**Science and Technology Cluster
College of Science
Institute of Environmental Science and Meteorology
(CS- IESM)**

Internal Services



1. Rental of Facilities (Auditorium, Classroom, etc.)*

Request of clients for use of IESM facilities

Office or Division:		Institute of Environmental Science & Meteorology (IESM)		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		UP Offices, UP organizations and other Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
Reservation and Rental Form		IESM Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with accomplished reservation and rental form 1.1 Endorsed and signed by Supervisor or Head of Unit	1. Received request letter and rental form with complete details	(See Table of Rates below)	5 Minutes	<i>Receiving Personnel</i>
	2. Check and/or reserve facility, if available		10 Minutes	
2. Wait for billing statement	3. Prepare billing statement		1 Day	<i>Administrative Officer</i>
3. Process payment through Disbursement Voucher or Cash/Check	4. Payment at Diliman Cash Office		Pause-Clock	
4. Submit proof of payment (copy of disbursement voucher or official receipt)	5. Issuance of approval/ confirmation of rental services		5 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	1 Day 20 Minutes	



Table of Rates

Facilities/Equipment	Rate (U P client)	Rate (Non -UP client)
Auditorium [1 st three (3) hours] (sound system & 2 LCD projectors included)	PHP 6,500.00	PHP 8,500.00
--succeeding hour	PHP 1,500.00/hr	PHP 2,000.00/hr
Classroom [1 st three (3) hours] (1 st flr, 35pax, with projector, airconditioned)	PHP 3,000.00	PHP 5,000.00
--succeeding hour	PHP 1,000.00/hr	PHP 1,500.00/hr
Classroom [1 st three (3) hours] (2 nd flr, 20pax, with projector, airconditioned)	PHP 2,000.00	PHP 4,000.00
--succeeding hour	PHP 1,000.00/hr	PHP 1,500.00/hr
Lobby [1 st three (3) hours]	PHP 2,000.00	PHP 5,000.00
--succeeding hour	PHP 1,000.00/hr	PHP 1,500.00/hr
2 nd floor Lounge (airconditioned) [1 st three (3) hours]	PHP 3,000.00	PHP 5,000.00
--succeeding hour	PHP 1,000.00/hr	PHP 1,500.00/hr
Technical and Maintenance Staff Fee (i) f beyond office hours, max. 4 hrs)	PHP 500.00/staff	PHP 500.00/staff

**Temporarily suspended due to quarantine. Resumption of these services will be posted on www.iesm.science.upd.edu.ph*



Social Sciences and Law Cluster



College of Social Sciences and Philosophy (CSSP)

Internal Services



1. Basic papers for appointment (original, renewal or OIC appointment)

Processing of request for appointments

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Qualified Students for Student Assistant/Graduate Assistant positions, Faculty, and Non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Basic Paper		Unit Office/Department		
2. Cover Letter with justification		Requesting party		
3. OVCSA requirements (for Student/Graduate Assistant)				
4. HRDO/CSC requirements (for faculty and non-teaching personnel)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client informs Unit Office/Department regarding interest to apply for available appointment position	<p>1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature</p> <p>1.2. Basic Paper is prepared</p> <p>a. Endorsed by Head of Office attached with the OVCSA requirements for SA/GA</p> <p>b. Endorsed by Department Personnel Committee (for faculty)</p> <p>c. Endorsed by College/Office Personnel Committee (for non-teaching</p>	None	2 Days	<i>Receiving Personnel Designated Office/Department</i>



	<p>personnel)</p> <p>1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p>			
<p>2. Client submits prepared Basic Paper with all necessary requirements to the Office of the Dean</p>	<p>2.1. Receiving Personnel accepts the Basic Paper with the necessary attachments and affixes Receiving stamp and signature</p> <p>2.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p> <p>2.3. Approved requests are then forward to: - Office of Scholarship and Student Services (OSSS) (For Students) - HRDO (For Faculty and Non-Teaching Personnel)</p>		<p>2 Days</p>	<p><i>Receiving Personnel</i> Office of the Dean</p> <p><i>Dean</i> Office of the Dean</p>
<p>2. Client receives response</p>	<p>Releasing Personnel from designated office contacts the client regarding the results of the request.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Releasing Personnel</i> Office of the Dean or Designated Office</p>
TOTAL:		NONE	5 Days	



2. Concierge for Lost and Found items within the premises of Palma Hall

Processing for Lost and Found items

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party inquires at the Office of the Dean if a specific item or possession has been found <i>All items surrendered to the Office of the Dean are first checked for any contact information. If contact details are available, office personnel will establish communication and inform the owners that their possession/s have been found.</i>	1. Receiving Personnel asks for Proof of Ownership (specific description of the lost item/s, IDs, etc.)	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean
2. Requesting party receives returned item/s	2. Once ownership is verified, Releasing Personnel asks the owner to sign the Lost and Found Log Book for documentation	None	10 Minutes	<i>Releasing Personnel</i> Office of the Dean
TOTAL:		NONE	25 Minutes	



3. Funding assistance (Faculty Development Fund (FDF) /Research Dissemination Grant (RDG) and other funding request for college activities
 Processing of request for financial assistance for research projects and college activities

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All registered students, faculty, and non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Chancellor through channels endorsed by the Head of Office		Requesting party		
2. Invitation from Event Organizer				
3. Travel Form		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party writes a letter addressed to the Chancellor (through channels) with duly accomplished Travel Form endorsed by the Head of Office.	1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean
	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Once approved by the Dean, the documents are forwarded to the Office of the Chancellor		1 Day	<i>Dean</i> Office of the Dean <i>Releasing Personnel</i> Office of the Dean



	(Thru Channels) OVCSA (student) HRDO (faculty/non-teaching personnel)			<i>Receiving Personnel OVCSA/HRDO</i>
2. Client receives response	Releasing Personnel from designated office contacts the client regarding the results of the request.	None	1 Day	<i>Releasing Personnel Office of the Dean</i>
TOTAL:		NONE	2 Days and 15 Minutes	

4. Job Order

Processing of request for personnel with skills or expertise not available in the College. These are for temporary/short term projects and activities.

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean (OD)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, Non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Form		Office of the Dean		
2. Acknowledgement of Designated Person		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party submits duly accomplished Job Order Form acknowledged by designated person	1. Receiving Personnel accepts the Form with the necessary attachments and affixes Receiving stamp and signature	None	15 Minutes	<i>Receiving Personnel Office of the Dean</i>



	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Upon endorsement of the Dean, the documents are forwarded to the Budget Office for Budget Clearance		1 Day	<i>Dean</i> Office of the Dean <i>Releasing Personnel</i> Office of the Dean <i>Receiving Personnel</i> Budget Office
2. Client receives response	Releasing Personnel from designated office contacts the client regarding the results of the request.	None	1 Day	<i>Releasing Personnel</i> Office of the Dean
TOTAL:		NONE	2 Days and 15 Minutes	

5. Request for Services of Carpenter/Electrician/Driver

Processing of request for carpenter/electrician/driver services for unit members.

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Faculty, Non-teaching personnel of the CSSP		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Job Order Form		Office of the Dean	
2. Vehicle Request Form			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For the services of Carpenter/Electrician, requesting party submits duly accomplished Job Order Request Form approved by the Administrative Officer or Head of Office and acknowledged by the person whose services is requested</p> <p>For Driver services, requesting party submits duly accomplished Vehicle Request Form approved by the Administrative Officer or Head of Office and acknowledged by the person whose services is requested</p>	<p>1. Receiving Personnel accepts the Form with the necessary attachments and affixes Receiving stamp and signature</p> <p>1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action</p>	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean
	<p>1.3. Upon endorsement of the Dean, the necessary preparations are made (scheduling, check-up of vehicle, etc.)</p>		1 Day	<p><i>Dean</i> Office of the Dean</p> <p><i>Releasing Personnel</i> Office of the Dean</p>
<p>2. Client receives response</p>	<p>Releasing Personnel from designated office contacts the client regarding the results of the request.</p>	None	1 Day	<i>Releasing Personnel</i> Office of the Dean
TOTAL:		NONE	2 Days and 15 Minutes	



6. Retrieval of Documents managed by the Office of the Dean

Processing of request for retrieval of documents managed and stored in the Office of the Dean

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter indicating purpose of request/justification		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Confidential Documents:</p> <p>Requesting party submits letter indicating purpose/justification</p> <p><i>Confidential Documents or those with sensitive information may only be requested by authorized individuals duly endorsed by the Head of Unit</i></p> <p>For Regular Communications/Documents</p> <p>Requesting party can call the Administrative Officer or Head of Unit</p>	<p>1. Receiving Personnel verifies request purpose/justification. If approved, requested documents are prepared</p>	None	15 Minutes	Receiving Personnel Office of the Dean
<p>2. Requesting party receives requested documents</p>	<p>2. Based on classification, documents may be released for the requesting party to take with them. However, certain documents may not be removed from the office premises.</p>	None	10 Minutes	Releasing Personnel Office of the Dean
TOTAL:		NONE	25 Minutes	



7. Travel Request

Processing of request for financial assistance for academic-related travel

Office or Division:	College of Social Sciences and Philosophy, Office of the Dean			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All registered students, faculty, and non-teaching personnel of the CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Chancellor through channels endorsed by the Head of Office		Requesting party		
Invitation from Event Organizer				
Travel Form		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party writes a letter addressed to the Chancellor (through channels) with duly accomplished Travel Form endorsed by the Head of Office.	1. Receiving Personnel accepts the letter request with the necessary attachments and affixes Receiving stamp and signature	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean
	1.2. Received documents are recorded for tracking and forwarded to the Dean for appropriate action			
	1.3. Once approved by the Dean, the documents are forwarded to the Office of the Chancellor (Thru Channels) OVCSA (student) HRDO (faculty/non-teaching personnel)		1 Day	<i>Dean</i> Office of the Dean <i>Releasing Personnel</i> Office of the Dean <i>Receiving Personnel</i> OVCSA/HRDO
2. Client receives response	Releasing Personnel from designated office contacts the client	None	1 Day	<i>Releasing Personnel</i>



	regarding the results of the request.			Office of the Dean
TOTAL:		NONE	2 Days and 15 Minutes	

8. Request for Certificate of Training/Conference/Seminar/Workshop Participation and Committee Membership

Issuance or re-issuance of certificate for events organized by the office or committees under the Associate Dean for Academic Affairs (i.e. Library Committee, Curriculum Committee, and other Special Committees) is made upon the request of concerned faculty/non-teaching staff.

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Academic Affairs (OADAA)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	Eligible Faculty, Administrative Personnel, and REPS of CSSP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/written request from concerned faculty, administrative personnel or REPS		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request indicating the details of training/conference/seminar/workshop/committee membership (period, title of training and venue/name of committee) through drop-off or via designated office email (<i>oadaa@kssp.upd.edu.ph</i>).	1.1. Receive request and verify records in the attendance sheets/event documentation (for certificate of participation) or notification of appointment (for committee membership). 1.2. Prepare certificate. 1.3. Forward certificate to signatories.	None	1 Day	<i>URA II or Admin. Aide VI OADAA Associate Dean for Academic Affairs</i>
2. Receive certificate of participation/committee membership	2. Record and release certificate to requesting party	None	15 minutes	<i>URA II or Admin. Aide VI OADAA</i>
TOTAL:		NONE	1 Day and 15 minutes	



9. Issuance and Processing of Room Reservation/Facilities

Processing of room/facilities/equipment reservations

Office or Division:	College of Social Sciences and Philosophy, Office of Associate Dean for Administration and External Affairs (OADAEA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Letter	Requesting party			
Reservation Forms	Office of the Associate Dean for Administration and External Affairs			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party sends a letter addressed to the Associate Dean for request of reservation/permit through drop-off or via designated office email (<i>oadaea@kssp.upd.edu.ph</i>).	1.1. Receiving Personnel accepts the form and forwards it to the Dean for evaluation and approval 1.2. If approved, client proceeds to fill up the reservation form	None	1 Day	<i>Receiving Personnel</i> OADA
Student/Orgs/ Authorized Person fills out reservation form. <i>For online process, request forms are available in the unit's official website and email address</i>	2.1. Receiving Personnel accepts and processes the reservation. 2.2. Documents are also forwarded to the Assoc. Dean for signing	None	10 Minutes	<i>Receiving Personnel</i> OADA
Student/Orgs/staff/ authorized person submits copy of signed reservation form to the Designated Collecting Officer (Computer Laboratory)	3. Designated Collecting Officer accepts payment for all applicable fees	Fees depend on facilities and	30 Minutes	<i>Designated Collecting Officer</i> CSSP Computer Laboratory



		equipment to be used		
TOTAL:	Fees depend on facilities and equipment to be used		1 Day and 40 Minutes	

10. OCLA - Out of Classroom Learning Activities-AFA Academic Field Activity

Processing of request for OCLA - Out of Classroom Learning Activities-AFA Academic Field Activity

Office or Division:	College of Social Sciences and Philosophy, Office of Associate Dean for Administration and External Affairs (OADAEA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request from Faculty	Requesting party
Insurance coverage for students	Insurance Service Provider
Medical Certificates	Health Service or any accredited agency
Duly accomplished Academic Field Activity Form	Office of Field Activities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party submits request letter to the Office of the Associate Dean for Administration. <i>*Cover letter signed by faculty teaching the subject and recommendation by Department Chair, for approval by Associate Dean for Administration</i>	1.1. Receiving Personnel accepts the request and forwards it to the Associate Dean for Administration for evaluation 1.2. Assoc. Dean decides whether to approve or disapprove the request	None	1 Day	<i>Receiving Personnel OADAEA</i>
Requesting faculty receives the approved OCLA-AFA	2. Releasing Personnel informs the faculty that the document	None	10 Minutes	<i>Releasing Personnel OADAEA</i>



	is ready for pick-up			
TOTAL:		NONE	1 Day and 10 Minutes	

11. Request for Issuance of Stay Beyond 10PM

Processing of the Issuance of permit to Stay Beyond 10PM in offices and unit premises

Office or Division:	College of Social Sciences and Philosophy, Office of the Associate Dean for Administration and External Affairs (OADAEA)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Faculty, Admin and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Stay Beyond 10PM Form signed by the Dept. Chair or Office Head		Office of the Associate Dean for Administration & External Affairs		
2. Duly accomplished Request Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty, Admin and REPS fills out request form signed by the Dept. Chair or Office Head and submits them to the OADAEA	1. Admin. Personnel accepts Request Forms, verify contents and input details on the calendar. Forms are then endorsed to the Associate Dean for Approval.	None	1 Day	<i>Receiving Personnel</i> Office of the Associate Dean for Administration & External Affairs <i>Assoc. Dean</i> Office of the Associate Dean for Administration & External Affairs
2. Client receives confirmation permit	2. Admin Personnel releases permit	None	5 Minutes	<i>Releasing Personnel</i> Office of the Associate Dean for Administration & External Affairs
TOTAL:		NONE	1 Day and 5 Minutes	



12. Facilities Reservation

Processing of reservation request for rooms and event spaces in the Palma Hall Building

Office or Division:	College of Social Sciences and Philosophy, Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1. CSSP-OSA Form 2A-CSSP 1.2. CSSP-OSA Form 2B Non-CSSP 1.3. CSSP-OSA Form 5 – AVR 1.4. CSSP-OSA Form 2C – Lockers 2. Payment for the approved Facilities Reservation - CSSP-OSA Form 4 (Payment Form)		Office of Student Affairs-CSSP, College Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires for room/venue rental/including costs/rates at the Office of Student Affairs	1. Receiving Personnel checks room availability and verify schedule for conflict	None	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
2. Submit reservation form for approval	2. Receive the form for approval	None	1 Day	<i>Receiving Personnel</i> Office of Student Affairs
3. Go back to CSSP-OSA	3. Release approved reservation form and finalize the computation of rental fees	Refers to the forms for corresponding fees	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
4. For payment of fees proceed to CSSP Computer Laboratory CSSP-OSA Form 4	4. Process payment and issuance of Official Receipt	Refers to the forms for corresponding fees	3 Minutes	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
5. Submit the official receipt to CSSP-OSA	5. Release of approved reservation form	None	2 Minutes	<i>Releasing Personnel</i> Office of Student Affairs



TOTAL:	All applicable fees indicated in reservation form	1 Day and 15 Minutes	
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13. Use of CSSP Multi-media Room PH 400

Processing of reservation of CSSP Multi-media Room PH 400

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students & Community, Private & NGO's Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/written request from student		Requesting party		
2. Duly accomplished Reservation Form <i>*For non-CSSP based organizations, if the event would be held 5 pm onwards, secure an Activity Approval Form AAF from OSA at Vinzon's Hall</i>		CSSP Computer Laboratory OSA or Vinzon's Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student checks the room availability over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request and approves or disapproves accordingly	None	5 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
2. Student writes a letter requesting use of facility addressed to the Coordinator of CSSP - Computer Laboratory duly signed by the Faculty Adviser.	2. Receiving Personnel rechecks the availability of the venues on request and approves or disapproves accordingly	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
3. Student accomplishes the reservation form from http://tinyurl.com/CSSPPH400 and submits it to CSSP, Computer Laboratory Room 117.	3. Receiving Personnel processes request	Depends on what equipment to use	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
4. Student confirms the reservation and pays the reservation fee at CSSP-	4. Receiving Personnel accepts payment for all applicable fees and issues official receipt	Depends on what equipment to use	7 Hours and 55 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory



Computer Laboratory, Room 117.				
TOTAL:		Fees to be based on facilities and equipment to be used	3 Days	

ROOM RESERVATIONS (Multi-Media Room)	
CSSP Class and CSSP-based Organization	Rate per hour (PHP)
Room rental only	110.00
Room rental with sound system and/or LCD projector	450.00
LCD Projector	200.00
Partnership with CSSP-based organization	
Room rental only	400.00
Room rental with sound system and/or LCD projector	600.00
LCD Projector	550.00
Non-CSSP class and University based-organization	
Room rental only	600.00
Room rental with sound system and/or LCD projector	800.00
LCD Projector	550.00
Non-UP Organization	
Room rental with sound system (first three hours)	2,000.00
Room rental with sound system and/or LCD projector (first three hours)	2,500.00
Succeeding hours	600.00
LCD PROJECTOR	
CSSP class and CSSP based Organization	200.00
Partnership with CSSP-based organization	550.00
Non-CSSP class and University based-organization	550.00

14. Use of LCD Projector

Processing of reservation for use of LCD Projector

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Reservation Form	CSSP Computer Laboratory



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student checks the availability of LCD projector over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request	None	2 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
2. Student accomplishes the reservation form from http://tinyurl.com/CSSP PH400 and submits it to CSSP, Computer Laboratory Room 117 duly signed by the Faculty Adviser.	2. Receiving Personnel processes request	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
3. Student pays the rental fee at CSSP-Computer Laboratory, Room 117.	3. Receiving Personnel accepts payment for all applicable fees and issues official receipt	Depends on the total number of Hours the equipment is used. Rates are as follows. CSSP class and CSSP-based organizations – PHP 200.00 per Hour, Partnership with CSSP-based organization – PHP 550.00 per Hour, Non-CSSP class and University-based organization – PHP	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory



		550.00 per Hour		
TOTAL:		Depends on hours of use, facility, equipment, and other requirements	2 Days and 2 Minutes	

15. Use of Video-Conferencing Room PH119

Processing of reservation of Video-Conferencing Room PH 119

Office or Division:	College of Social Sciences and Philosophy, Computer Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All CSSP-based offices and departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal inquiry or written request from head of office/department		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office/Department checks the room availability over the phone by calling CSSP Computer Laboratory 981-8500 Local 2433 or in-person at Palma Hall Room 117.	1. Receiving Personnel checks the availability of the venues on request	None	2 Minutes	<i>Receiving Personnel</i> CSSP Computer Laboratory
2. The Office/department writes a letter requesting use of facility addressed to the Coordinator, CSSP - Computer Laboratory.	2. Based on the request and availability, Receiving Personnel approves or disapproves accordingly	None	1 Day	<i>Receiving Personnel</i> CSSP Computer Laboratory
TOTAL:		None	1 Day and 2 Minutes	



16. Issuance of Certificate of Employment of Faculty and Staff

Processing and release of Certificate of Employment of Faculty and Non-teaching Personnel

Office or Division:	College of Social Sciences and Philosophy, All Departments and Institutes			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Faculty, Lecturers, and Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the Department Chair stating purpose for request		Requesting party		
2. For inactive employee, original and photocopy of Identification Card				
3. If through representative: a. Authorization letter b. Photocopy and original copy of the ID of the authorized representative c. Photocopy and original copy of the ID of the requesting employee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee writes a letter addressed to the Chairperson and sends it through drop-off or via designated office email.	1. Acknowledge the receipt of the request letter through time stamp or through e-mail	None	10 Minutes	<i>Receiving Personnel Department or Institute</i>
2. Employee waits for the action of the Department	2.1 Check records on the 201 File of the employee	None	1 Hour	<i>Receiving Personnel Department or Institute</i>
	2.2 Prepare certification	None		<i>Chairperson Department or Institute</i>
	2.3 Review the certification and sign	None		<i>Institute</i>
3. Employee checks e-mail for notification of availability of the requested document	3.1 Notify the employee through e-mail regarding the availability of the requested document	None	5 Minutes	<i>Receiving Personnel Department or Institute</i>
	3.2 For inactive employee, if record is not available on	None	30 Minutes	



	the 201 File, request may be declined and will be advised to go to the HRDO to request for their certificate of employment			
4. Employee goes to the Administrative Office of the Department or institute For inactive employee, present original and photocopy of the Identification Card <i>If authorized representative, bring requirements mentioned in item no. 3 on the checklist of requirements</i>	4.1 Validate original Identification Card, get the photocopy and attach the same to the receiving file before releasing 4.2 If authorized representative, get the authorization letter, validate original Identification Card, get the photocopy and attach these to the receiving file before releasing 4.3 Let the employee/authorized representative print name, sign and indicate date on the receiving file as proof of receipt	None None None	10 Minutes	<i>Releasing Personnel Department or Institute</i>
5. Requesting party receives Certification	5. Releasing personnel provides the copy of the certification	None	5 Minutes	<i>Releasing Personnel Department or Institute</i>
TOTAL:		NONE	2 Hours	



17. Preparation of Property Clearance for faculty and staff applying for University Clearance at the HRDO

Processing of request for Property Clearance for Faculty and Non-teaching personnel

Office or Division:	College of Social Sciences and Philosophy, All Departments and Institutes			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All Faculty, REPS and Staff of the Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the Chairperson or Institute Head stating the submission of the following accountabilities: Office and classroom keys Electronic records of student grades/breakdown of past 3 semesters (including grade requirements, class standing and the procedure or requirement/s to lift the grade of 4 or 5 Course syllabus		Requesting party		
2. Original and photocopy of Identification Card				
3. If through representative: a. Authorization letter b. Photocopy and original copy of the ID of the authorized representative c. Photocopy and original copy of the ID of the requesting employee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee writes a letter addressed to the Chairperson and sends it through drop-off or via designated office email.	1. Acknowledge the receipt of the request letter with Receiving stamp and signature or via acknowledgment email.	None	5 Minutes	<i>Receiving Personnel</i> Department or Institute
2. Wait for the action of the Department	2.1 Review and assess the submitted requirements mentioned in item no. 1 in the checklist requirements	None	1 Day	<i>Receiving Personnel</i> Department or Institute



	2.2 Check inventory of properties for accountabilities	None	1 Day	Property Inventory Committee <i>Receiving Personnel</i> Department or Institute
	2.3 Sign the Property Clearance	None	4 Hours	<i>Department Chairperson</i> <i>or Institute Head</i>
3. Employee checks e-mail for notification of availability of the requested document	3.1 Notify the employee through e-mail regarding the approval of the Property Clearance which will be forwarded to the Office of the Dean	None	5 Minutes	<i>Receiving Personnel</i> Department or Institute
	3.2 Forward the Property Clearance to the Office of the Dean	None	5 Minutes	
4. Employee waits for the release of University Clearance to be issued by the HRDO	4.1 Sign the Property Clearance	None	1 Day	<i>Supply Officer</i> <i>Administrative Officer</i> College of Social Sciences and Philosophy <i>Dean</i>
	4.2 Forward the Property Clearance to the HRDO through online	None	5 Minutes	
5. Employee receives Clearance from the HRDO	5. Releasing Personnel provides client with the copy of the clearance	None	1 Day	<i>Releasing Personnel</i> HRDO
TOTAL:		NONE	4 Days, 4 Hours, and 20 Minutes	



18. Request for Faculty Research and/or Extension Load Credit

Processing of request for Faculty Research and/or Extension Load Credit

Office or Division:	College of Social Sciences and Philosophy, All Departments and Institute			
Classification:	Multi-stage			
Type of Transaction:	Government to Government			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the UP Diliman Chancellor (through channels).		Requesting party		
2. Duly accomplished Request Form		Department or Institute		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty writes a request letter addressed to the Chancellor (through channels), fills out the request form and submits both to the Department	1. Receiving Personnel accepts the form and forwards it to proper authorities for evaluation and approval	None	29 Days	<i>Receiving Personnel</i> Department or Institute
2. Faculty receives the approved request for Research and/or Extension Load Credit	2. Department returns the approved Research and/or Extension Load Credit to the Faculty and files the receiving copy	None	1 Day	<i>Receiving Personnel</i> Department or Institute
TOTAL:		NONE	30 Days	



UP Integrated School (UPIS)

Internal Services



1. Replacement of K-2 Fetcher's ID

Request for replacement of lost Fetcher's ID

Office or Division:	UP Integrated School [Office of the Principal/K-2 Department]			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Parents of UP Integrated School K-2 students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fetcher's ID		UP Integrated School		
Payment for ID		K-2 Department		
2" x 2" picture (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the K-2 Faculty Room and request for a new Fetcher's ID	Teacher issues the blank Fetcher's ID	None	5 Minutes	Homeroom Adviser K-2 Faculty Room
Fill out details on the Fetcher's ID and attach photo of fetcher	Teacher collects the payment and issues acknowledgment receipt and ID	PHP 30.00	15 Minutes	Homeroom Adviser K-2 Faculty Room
Pay and claim the Fetcher's ID				
TOTAL:		PHP 30.00	Minutes	



2. Gate Pass for Grades 3-12 Students

Request for authorization to leave the UP Integrated School Campus during class hours for personal, emergency, and other purposes

Office or Division:	UP Integrated School [Office of the Assistant Principal for Administration (OAPA)/Office of Administration]			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Integrated School Grades 3-12 students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gate Pass Form		UP Integrated School Office of Administration (3-6 or 7-12)		
Authorization/Request Letter from Parents (via letter, phone call or text message)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get Gate Pass Form at the Office of Administration, accomplish and have it signed by Homeroom Adviser (HRA) or Grade Level Coordinator (GLC)	Issue Gate Pass Form	None	5 Minutes	<i>Administrative Staff</i> Office of Administration (3-6 or 7-12)
Give the accomplished Gate Pass Form and Parent's authorization/request letter to HRA or GLC	HRA or GLC signs the gate pass form and return the form to the student	None	10 Minutes	<i>Homeroom Adviser (HRA)</i> or <i>Grade Level Coordinator (GLC)</i> Faculty Room
Submit the form to the Office of Administration and wait for the form to be signed by the Assistant Principal for Administration (APA)	Receive and give the form to the Assistant Principal for Administration (APA) for signature	None		<i>Secretary/ Administrative Staff</i> Office of Administration (7-12)



	<p>APA signs the Gate Pass form if the request is valid</p> <p>If the APA is not available, the Assistant Principal for Academic Programs (APAP) or the Administrative Officer signs on his/her behalf</p>	None	10 Minutes	<p><i>Assistant Principal for Administration (APA)</i> or <i>Assistant Principal for Academic Programs (APAP)</i> or <i>Administrative Officer Office of Administration (7-12)</i></p>
	Gets the "Office File" copy and gives the "Guard's File" copy to the student	None		<p><i>Secretary/ Administrative Staff Office of Administration (7-12)</i></p>
Submit the signed gate pass form to the guard before leaving the campus	4. Check and receive the signed gate pass	None	5 Minutes	<i>Guard on Duty Gate</i>
TOTAL:		None	30 Minutes	



3. Commuter's Pass ID for Grades 3-6 Students

Request by parents for their child to leave the 3-6 building on their own after dismissal

Office or Division:	UP Integrated School [Office of the Assistant Principal for Administration (OAPA)/Office of Administration]			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Integrated School Grades 3-6 students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Commuter's Pass ID		UP Integrated School Administration Office (3-6)		
Payment for ID				
1" x 1" picture (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for blank Commuter's Pass ID and have it accomplished and signed by parent/guardian	Issue blank Commuter's Pass ID and advise the student to have it accomplish and sign by parent/guardian	None	5 Minutes	<i>Administrative Staff</i> Office of Administration (3-6)
Submit duly accomplished ID and give payment	Check the ID, record and issue Acknowledgement Receipt	PHP 20.00	15 Minutes	<i>Administrative Staff</i> Office of Administration (3-6)
Wait to be notified by the Administrative Staff when to claim the ID	Give the ID to the Assistant Principal for Administration (APA) for signature	None		<i>Administrative Staff</i> Office of Administration (3-6)
	APA signs the ID and return to staff for lamination	None	3 Days *	<i>Assistant Principal for Administration (APA)</i> Office of the Assistant Principals (7-12)



	Staff laminates the ID Notify the student or parents to claim the laminated commuter's pass ID	None		<i>Administrative Staff</i> Office of Administration (3-6)
Claim the laminated commuter's pass ID	Issue the commuter's pass ID to the student	None	5 Minutes	<i>Administrative Staff</i> Office of Administration (3-6)
TOTAL:		PHP 20.00	3 Days, 25 Minutes	

* Provided that, the Assistant Principal for Administration (APA) is available to sign the requested document.

4. Completion of Grades

For students who incurred deficiencies in subjects

Office or Division:	UP Integrated School [Office of the Assistant Principal for Academic Programs (OAPAP)/Student Records Section]			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPIS Students with grade deficiencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion Form (CF)		UP Integrated School Student Records Section Administration Building (7-12)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request and fill up the Completion Form	Issue and review Completion Form	none	5 Minutes	<i>Records Officer</i> Student Records Section Administration Bldg. (7-12)
Proceed to Subject Teacher and submit needed requirements	Issue grade, sign, and return the Completion Form to the student	none	15 Minutes	<i>Subject Teacher</i> Classroom/Faculty Room



Keep the "Student/Parent Copy", and give the other copies to Records Office, to Homeroom Adviser and to the Department	Receive copy of Completion Form	none	5 Minutes	Records Officer Student Records Section Administration Bldg. (7-12) Homeroom Adviser Classroom Department Head Department
TOTAL:		None	25 Minutes	

5. Application for Leave of Absence (LOA)

A student may apply for Leave of Absence (LOA) for reasons of poor health or change of residence (i.e. outside Metro Manila or out of the country/abroad only), and for a period not exceeding one year. The maximum Leave of Absence (LOA) that may be granted to a student admitted at Kindergarten for his/her entire stay in UPIS is two (2) years.

Office or Division:	UP Integrated School [Office of the Assistant Principal for Academic Programs (OAPAP)]			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Integrated School students currently enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Principal with the ff. details: Name of Student Reason of Filing Leave of Absence Duration/Period		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Request for Leave of Absence (LOA) addressed to the Principal	Receive and forward Letter to the Assistant Principal for Academic	None	5 Minutes	Secretary /Records Officer Office of Administration (7-12)



	Programs (APAP)			
Wait for the approval of the Principal and the Assistant Principal for Academic Programs (APAP)	Evaluate the Letter Write the reply and indicate approval or disapproval of the request Release the letter of reply	None	3 Days *	Assistant Principal for Academic Programs (APAP) Office of the Assistant Principals (7-12)
Follow-up your letter of request	Informs decision to client	None	1 Day *	
TOTAL:		None	4 Days, 5 Minutes	

* Provided that, the Principal and Assistant Principal for Academic Programs (APAP) are within the office and are available to review/approve/sign the documents

6. Issuance of Report Card for Grades 6-12 Students who were not able to claim the card on the scheduled release

The Student Records Section issues report card of students who were not able to claim the card on the scheduled release

Office or Division:	UP Integrated School [Office of the Assistant Principal for Academic Programs (OAPAP)/Student Records Section]			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Grades 6-12 UP Integrated School students currently enrolled			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Clearance Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present accomplished Clearance Form (duly				



signed by appropriate signatories)	Receive/ Review Clearance Form and check if signed by respective subject teachers and Homeroom Adviser (HRA) Release Report Card	None	1 Day	<i>Record Officer</i> Student Records Section Administration Bldg. (7-12)
TOTAL:		None	1 Day	



Research and Extension Programs



National Engineering Center (NEC)

Internal Services



1. Process Request for Rental of Facilities

The UP NEC offers rental of its facilities for the purposes of meetings, discussions, and fora.

Office or Division:	National Engineering Center – <i>Administrative Services Division</i>			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Units and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter containing information of the requesting party, purpose of the request, name of the activity, date and time of the activity, expected number of persons attending the activity, and other arrangements (1 Original or Scanned Copy).		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a request letter to either UP NEC Administrative Services Division Room, Room 202 or nec.admin.upd@up.edu.ph	Receive request letter and check availability of facilities Evaluate request Send approval/disapproval notice	None	2 Days	1.1 <i>Administrative Officer</i> UP NEC Administrative Division 1.2 <i>Deputy Executive Director</i> UP NEC 1.3 <i>Administrative Officer</i> UP NEC Administrative Division
Receive and acknowledge approval/disapproval notice	Record acknowledgement receipt	None	1 Day	<i>Administrative Officer</i>



				UP NEC Administrative Division
<p>3. Pay rental fee for approved requests through any of the following payment options:</p> <p>3.1 UPD Cash Office 3.2 UP NEC Special Collecting Officer 3.3 UP Diliman's Landbank Account</p>	<p>3. Based on the payment option chosen:</p> <p>3.1 UPD Cash Office: Receive payment and issue official receipt</p> <p>3.2 UP NEC Special Collecting Officer: Receive payment and issue official receipt</p> <p>3.3 Landbank: Receive payment and issues machine-validated deposit slip/bank confirmation receipt (subject to verification) and acknowledge receipt of deposit slip/confirmation</p>	Refer to the Table of Rates below	<p>3.1 UPD Cash Office: 1 Day</p> <p>3.2 UP NEC Special Collecting Officer: 1 Day</p> <p>3.3 Landbank: 1 Day (verification not included)</p>	<p>3.1 <i>Cashier</i> UP Diliman Cash Office</p> <p>3.2 <i>Special Collecting Officer</i> UP NEC</p> <p>3.3 <i>Administrative Officer</i> UP NEC Administrative Division</p>
TOTAL:			4 Days	

FACILITIES	CAPACITY (Persons)	FEES TO BE PAID
Seminar Room A	50	PHP 3,800.00 for the 1 st 4 hours + PHP 1,000.00/hour for the succeeding hours
Seminar Room B	40	PHP 3,050.00 for the 1 st 4 hours + PHP 770.00/hour for the succeeding hours
Seminar Room C	30	PHP 2,300.00 for the 1 st 4 hours + PHP 575.00/hour for the succeeding hours
Seminar Room D	40	PHP 3,050.00 for the 1 st 4 hours + PHP 770.00/hour for the succeeding hours
Audio Visual Room	90	PHP 4,350.00 for the 1 st 4 hours



		+ PHP 1,200.00/hour for the succeeding hours
Computer Room	30	PHP 3,750.00 for the 1 st 4 hours + PHP 950.00/hour for the succeeding hours
Lounge A	60	PHP 3,000.00 for the 1 st 4 hours + PHP 500.00/hour for the succeeding hours
Lounge B	50	PHP 2,500.00 for the 1 st 4 hours + PHP 1,000.00/hour for the succeeding hours
Lounge C	40	PHP 2,250.00 for the 1 st 4 hours + PHP 400.00/hour for the succeeding hours
Executive Board Room	24	PHP 2,500.00 for the 1 st 4 hours + PHP 600.00/hour for the succeeding hours

2. Process Submission of Manuscript for Possible Publication in the Philippine Engineering Journal

The UP NEC accepts submission of manuscripts for possible publication in the Philippine Engineering Journal.

Office or Division:	National Engineering Center - Engineering Information Division (EIMD)	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	Open to all UP faculty members and students who have unpublished research works in any field of engineering	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Cover Letter (1 Original or Scanned Copy) 2. Curriculum Vitae of all Authors (1 Original or Scanned Copy per Author) 3. Manuscript (1 Original Copy in Word File)	Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit all the requirements to UP NEC Engineering Information Division, Room 203 or pej.nec@up.edu.ph</p>	<p>1.1 Receive requirements and forward to the Editor in-Chief</p> <p>1.2 Assess initially the Manuscript for publication worthiness and relevance</p> <p>1.3 If there are comments and request for revisions, inform the authors</p> <p>1.4 If approved without comments for revisions, inform the authors that it will proceed to the review process.</p> <p>1.5 Receive and consolidate reviews and comments</p>	<p>None</p>	<p>30 Days</p>	<p><i>1.1 Publication Coordinator</i> Engineering Information and Marketing Division</p> <p><i>1.2 Editor-in-Chief or Associate Editor</i> Philippine Engineering Journal</p> <p><i>1.3 Publication Coordinator</i> Engineering Information and Marketing Division</p> <p><i>1.4 Publication Coordinator</i> Engineering Information and Marketing Division</p> <p><i>1.5 Publication Coordinator</i> Engineering Information and Marketing Division</p>
<p>2. Revise and send the revised manuscript</p>	<p>2.1 Send consolidated review to author for revisions</p>	<p>None</p>	<p>120 Days</p>	<p><i>Publication Coordinator</i> Engineering Information and Marketing Division</p>



	<p>2.2 Receive the revised manuscript</p> <p>2.3 Forward the revised manuscript to the reviewers</p> <p>2.4 If there are still comments and request for revisions, inform the authors that publication will depend on satisfying the comments of reviewers</p> <p>2.5 If approved without comments for revisions, inform the authors of approval for publication</p>			
TOTAL:		None	150 Days	

3. Process request for project/consultancy/research proposals from UP units

The UPNEC provides a venue for continuing interaction among government, industry, and the university which will be beneficial to all concerned and, at the same time, serve the interests of national development. As the research and extension arm of the UP College of Engineering (UPCOE), the UPNEC also provides consultancy and research services to both government and non-government agencies as well as the general public.

Office or Division:	National Engineering Center – Project Development and Management Division (PDMD)
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Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request containing contact information of the requesting party and description of the project/consultancy/ research proposal needed (1 Original or Scanned Copy) Terms of Reference (1 Original or Scanned Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to UP NEC Project Development and Management Office, Room 220-221 or nec.projects.upd@up.edu.ph	Receive and verify request; forward to NEC Executive Director or Deputy Executive Director for proper action	None	5 Days	<i>Receiving Personnel</i> Project Development and Management Division
Attend pre-proposal meetings that may be arranged; coordinate site inspection if needed	Coordinate logistics of the meeting/ site visit	None	5 Days	<i>Division Head</i> Project Development and Management Division
Submit agency documents as required to aid in the development	Receive documents	None	30 Days	<i>Receiving Personnel</i> Project Development and



of the project proposal				Management Division
Approve proposal and submit budget-funded proposal	Receive approved and budget-funded proposal	None	30 Days	<i>Receiving Personnel</i> Project Development and Management Division
TOTAL:		None	70 Days	

4. Process Request to Attend a Training Program

The UP NEC offers and conducts training programs that are designed to provide continuing education and to upgrade the skills of engineers, researchers, practitioners, public servants, and the like.

Office or Division:	National Engineering Center – Professional Engineering Training Division (PETD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Government			
Who may avail:	All UP Units and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Registration Form (<i>Hard copy or link to online to Registration can be requested from Professional Engineering Training Division, Room 204 or nec.training@up.edu.ph</i>) (1 Accomplished Form)		Professional Engineering Training Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the registration form <i>which can be in hard copy or through online</i> (link to	1.1 Receive and verify registration	None	1 Day	<i>Training Coordinator</i> UP NEC Professional



<p>online registration can be requested from UP NEC Professional Engineering Training Division, Room 204 or nec.training@up.edu.ph)</p>	<p>1.2 Send reminders including payment</p> <p>1.3 Ask for confirmation of attendance</p> <p>1.4 Include in the database of initial registered participants</p>			<p>Engineering Training Division</p>
<p>2. Pay the necessary fee through any of the following payment options:</p> <p>2.1 UPD Cash Office</p> <p>2.2 UP NEC Special Collecting Officer</p> <p>2.3 UP Diliman's Landbank Account</p>	<p>Based on the payment option chosen:</p> <p>2.1 UPD Cash Office: Receive payment and issue official receipt</p> <p>2.2 UP NEC Special Collecting Officer: Receive payment and issue official receipt</p> <p>2.3 Landbank: Receive payment and issues machine-validated deposit slip/bank confirmation receipt (subject to verification) and acknowledge receipt of deposit slip/confirmation receipt (subject to verification)</p>	<p>Refer to the Table of Rates below</p>	<p>2.1 UPD Cash Office: 1 Day</p> <p>2.2 UP NEC Special Collecting Officer: 1 Day</p> <p>2.3 Landbank: 1 Day (verification not included)</p>	<p>2.1 Cashier UP Diliman Cash Office</p> <p>2.2 Special Collecting Officer UP NEC</p> <p>2.3 Training Coordinator UP NEC Professional Engineering Training Division</p>



TOTAL:		2 Days	
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NO. OF TRAINING DAYS

FEES TO BE PAID

1 Day	PHP 4,500.00
2 Days	PHP 9,000.00
3 Days	PHP 13,000.00
5 Days	PHP 20,500.00
8 Days	PHP 25,000.00

5. Process Request for a Customized Training Program

The UP NEC offers and conducts customized training programs to suit specific needs of a certain company or organization. Based on the needs or request of an organization; a regular training or certification program can be customized, a new training program can be developed, customized training program can be organized either in UP NEC or at the organization’s premises or preferred venue, and participation to customized training programs is exclusive to the requesting organization.

Office or Division:	National Engineering Center – Professional Engineering Training Division (PETD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter stating preferred training program or issues/concerns to be addressed through training program, target dates, venue, profile of participants, etc. (1 Original or Scanned Copy) 2. Signed Memorandum of Agreement (MOA) or Proposal (1 Original or Scanned Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to UP NEC Professional Engineering Training	1. Receive the request letter and submit the MOA or	None	1 Day	Training Coordinator UP NEC Professional



<p>Division, Room 204 or nec.training@up.edu.ph</p>	<p>Proposal for review</p>			<p>Engineering Training Division</p>
<p>2. Receive and submit reviewed MOA or Proposal</p>	<p>2.1. Receive and finalize MOA or Proposal 2.2 Send finalized MOA or Proposal for signature</p>	<p>None</p>	<p>2.1.1 UP NEC: 1 Day 2.1.2 OVCRD-OEC: 22 Days, 1 Hour and 22 Minutes 2.1.3 DLO: 20 Days 2.1.4 OVCRD-OEC: 22 Days, 1 Hour and 22 2.1.5 OC: 12 Days 2.2 UP NEC: 1 Day</p>	<p><i>Training Coordinator</i> UP NEC Professional Engineering Training Division</p>
<p>3. Receive and send signed MOA or Proposal</p>	<p>3.1 Receive signed MOA or Proposal and request head of unit to sign as witness 3.2 Submit to OVCRD-OEC for endorsement to OC 3.3 Receive signed MOA 3.4 Notarize signed MOA and submit 1 original copy to Client and OEC for UP BOR confirmation</p>	<p>None</p>	<p>3.1 UP NEC: 2 Days 3.2 OVCRD-OEC: 22 Days, 1 Hour and 22 3.3 UP NEC: 1 Day 3.4 UP NEC: 1 Day</p>	<p><i>Training Coordinator</i> UP NEC Professional Engineering Training Division</p>
<p>4. Receive notarized MOA and pay the agreed fees through</p>	<p>Based on the payment option chosen:</p>	<p>As stated in the signed</p>	<p>4.1 UPD Cash Office: 1 Day</p>	<p>4.1 <i>Cashier</i> UP Diliman Cash Office</p>



<p>any of the following payment options:</p> <p>4.1 UPD Cash Office</p> <p>4.2 UP NEC Special Collecting Officer</p> <p>4.3 UP Diliman's Landbank Account</p>	<p>4.1 UPD Cash Office: Receive payment and issue official receipt</p> <p>4.2 UP NEC Special Collecting Officer: Receive payment and issue official receipt</p> <p>4.3 Landbank: Receive payment and issues machine-validated deposit slip/bank confirmation receipt (subject to verification) and acknowledge receipt of deposit slip/confirmation receipt (subject to verification)</p>	<p>MOA or Proposal</p>	<p>4.2 UP NEC Special Collecting Officer: 1 Day</p> <p>4.3 Landbank: 1 Day (verification not included)</p>	<p>4.2 <i>Special Collecting Officer</i></p> <p>UP NEC</p> <p>4.3 <i>Training Coordinator</i></p> <p>UP NEC Professional Engineering Training Division</p>
<p>TOTAL:</p>		<p>As stated in the signed MOA or Proposal</p>	<p>106 Days, 4 Hours and 6 Minutes</p>	



6. Process Request to Avail Training Discounts

The UP NEC offers Early Bird and Group Discounts to further promote its training programs.

Office or Division:	National Engineering Center – Professional Engineering Training Division (PETD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Government			
Who may avail:	All UP Units and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter containing contact information of the requesting party and type of discount to be availed (1 Original or Scanned Copy) UP Appointment or UP Contract of Service (1 Photocopy or Scanned Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to UP NEC Professional Engineering Training Division, Room 204 or nec.training@up.edu.ph	1. Receive the request letter, verify applicability of discount, and issue statement of account with approved discount	None	1 Day	Training Coordinator UP NEC Professional Engineering Training Division
TOTAL:		None	1 Day	

TYPES OF DISCOUNTS

Early Bird
(Payment of Registration Fee 1 Month before the Training)

Group Discount

DISCOUNT RATE

5% of the Training Fee

5% of the Training Fee



(Five or more Participants paying as a Group)

UP Employees' Discount

50% of the Training Fee

Note: Only one type of discount can be availed per participation to a certain training program.

7. Issuance of Bill for Payment/Statement of Account

To facilitate payment, the UP NEC processes Electronic Copies of Statement of Account as a billing document.

Office or Division:	National Engineering Center – Professional Engineering Training Division (PETD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Government			
Who may avail:	All UP Units and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter containing training program, dates, profile of participant, approved discounts (if any), etc. (1 Original or Scanned Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request to UP NEC Professional Engineering Training Division, Room 204 or nec.training@up.edu.ph	1. Receive the request letter, verify qualification, and issue Statement of Account	None	1 Day	Training Coordinator UP NEC Professional Engineering Training Division
TOTAL:		None	1 Day	



8. Reprinting of Certificates

In cases of loss or damage, the UP NEC reprints Certificates upon the request of participants.

Office or Division:	National Engineering Center – Professional Engineering Training Division (PETD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Government			
Who may avail:	All UP Units and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Request Letter indicating training program and dates and contact information of the requesting party (1 Original or Scanned Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter to UP NEC Professional Engineering Training Division, Room 204 or nec.training@up.edu.ph	1. Receive the request letter and verify information	None	1 Day	<i>Training Coordinator</i> UP NEC Professional Engineering Training Division
2. Pay the necessary fee through any of the following payment options: 2.1 UPD Cash Office 2.2 UP NEC Special Collecting Officer 3.3 UP Diliman's Landbank Account	Based on the payment option chosen: 2.1 UPD Cash Office: Receive payment and issue official receipt 2.2 UP NEC Special Collecting Officer: Receive payment and issue official receipt 2.3 Landbank: Receive payment and	P 350.00	2.1 UPD Cash Office: 1 Day 2.2 UP NEC Special Collecting Officer: 1 Day 2.3 Landbank: 1 Day (verification not included)	2.1 <i>Cashier</i> UP Diliman Cash Office 2.2 <i>Special Collecting Officer</i> UP NEC 2.3 <i>Training Coordinator</i> UP NEC Professional Engineering Training Division



	issues machine-validated deposit slip/bank confirmation receipt (subject to verification) and acknowledge receipt of deposit slip/confirmation receipt (subject to verification)			
TOTAL:		P 350.00	2 Days	

9. Process Request to Take Analytics Associate and Professional Certifications

After successfully completing the required modules, participants may opt to take the Business Analytics Associate and Professional Certifications.

Office or Division:	National Engineering Center – Professional Engineering Training Division (PETD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Government			
Who may avail:	All UP Units and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter indicating personal and contact information of the requesting party and target date of examination (1 Original or Scanned Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to UP NEC Professional Engineering Training	1. Receive the request letter, evaluate the request, and reply	None	1 Day	<i>Training Coordinator</i> UP NEC Professional



Division, Room 204 or nec.training@up.edu.ph	the approval or disapproval			Engineering Training Division
2. Receive and acknowledge the notice of approval or disapproval	2. Record the acknowledgement receipt and confirm schedule of examination for approved request	None	1 Day	<i>Training Coordinator UP NEC Professional Engineering Training Division</i>
3. Pay the necessary fee through any of the following payment options: 3.1 UPD Cash Office 3.2 UP NEC Special Collecting Officer 3.3 UP Diliman's Landbank Account	Based on the payment option chosen: 3.1 UPD Cash Office: Receive payment and issue official receipt 3.2 UP NEC Special Collecting Officer: Receive payment and issue official receipt 3.3 Landbank: Receive payment and issues machine- validated deposit slip/bank confirmation receipt (subject to verification)and acknowledge receipt of deposit slip/confirmation receipt (subject to verification)	Refer to the Table of Rates below	3.1 UPD Cash Office: 1 Day 3.2 UP NEC Special Collecting Officer: 1 Day 3.3 Landbank: 1 Day (verification not included)	3.1 <i>Cashier</i> UP Diliman Cash Office 3.2 <i>Special Collecting Officer</i> UP NEC 3.3 <i>Training Coordinator</i> UP NEC Professional Engineering Training Division
TOTAL:			3 Days	

TYPES OF EXAMINATION

Analytics Associate Certification
Analytics Professional Certification

FEES TO BE PAID

PHP 7,000.00
PHP 10,000.00



10. Process Request for Payment Refund

After successfully completing the required modules, participants may opt to take the Business Analytics Associate and Professional Certifications.

Office or Division:	National Engineering Center – Professional Engineering Training Division (PETD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Government			
Who may avail:	All UP Units and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official request letter addressed to Deputy Executive Director indicating personal and contact information, reason for refund, and applicable training programs (1 Original or Scanned Copy) 2. Issued Official Receipt (1 Scanned Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter and scanned copy of official receipt to UP NEC Professional Engineering Training Division, Room 204 or nec.training@up.edu.ph	1.1 Receive the request letter, and endorse to Head of Unit for approval 1.2 Endorse issued official receipt for Disbursement Voucher preparation and processing	None	2 Days	Training Coordinator UP NEC Professional Engineering Training Division
2. Receive notice via email or phone call of availability of payment refund check	2. Update records	None	1 Day	Training Coordinator UP NEC Professional Engineering Training Division
TOTAL:		None	3 Days	



**National Engineering Center
Building Research Service
(NEC-BRS)**

Internal Services



1. Request for Technical Assistance (Project/Consultancy/Research Proposals)

As part of U.P. Building Research Service's mandate to undertake advisory and information dissemination in building and housing in the Philippines, any requesting party requiring technical assistance for project, consultancy, or research proposals in relation to building and housing in the Philippines may refer to the steps shown below.

Office or Division:	U.P. BUILDING RESEARCH SERVICE			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	U.P.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter and Terms of Reference to the Director (1 Original and 1 Receiving Copy) 2. Notice of approval/disapproval (1 Original and 1 Receiving Copy) 3. Technical Proposal (1 Original and 1 Receiving Copy) 4. Draft Contract-reviewed & approved by client (1 Original and 1 Receiving Copy) 5. Final Contract, notice to proceed and mobilization fund (1 Original and 1 Receiving Copy)		1. Requesting Party 2. Director 3. Director 4. Director 5. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the UP BRS Director to Room 115 Junio Hall or to brs@upd.edu.ph	1. Receive and acknowledge request	None	1 Day	<i>Receiving Personnel</i> Administrative Assistant
2. Schedule consultation to discuss the required assistance	2. Attend consultation to determine client's needs	None	7 Days	<i>University Research Associate</i> U.P. Building Research Service <i>Director</i> U.P. Building Research Service
3. Prepare Terms of Reference (ToR) for the technical assistance	3. Prepare proposal in response to the ToR	None	7 Days	<i>University Research Associate</i> U.P. Building



				<p>Research Service</p> <p><i>Director</i> U.P. Building Research Service</p>
4. Acceptance of proposal	4.1 Preparation of Memorandum of Agreement (MOA) for Technical Assistance	None	<p>4.1.1 UP BRS: 2 Days</p> <p>4.1.2 OVCRD OEC: 22 Days 1 Hour 20 Minutes</p> <p>4.1.3 DLO: 20 Days</p> <p>4.1.4 OVCRD OEC 22 Days 1 Hour 20 Minutes</p> <p>4.1.5 OC 12 Days</p>	<p><i>University Research Associate</i> U.P. Building Research Service</p> <p><i>Director</i> U.P. Building Research Service</p>
5. Sign MOA for Technical Assistance	5. Sign MOA for Technical Assistance	None	1 Day	<i>Director</i> U.P. Building Research Service
6. Receive notarized MOA, issue notice to proceed and pay agreed fees	6.1 UPD Cash Office: Receive payment and issue official receipt	As stated in the signed MOA or Proposal	1 Day	<i>Cashier</i> UP Diliman Cash Office
TOTAL:		As stated in the signed MOA or Proposal	95 Days 2 Hour 40 Minutes	



2. Request for Technical Consultation

As part of U.P. Building Research Service's mandate to undertake advisory and information dissemination in building and housing in the Philippines, any requesting party requiring technical consultation in relation to building and housing in the Philippines may refer to the steps shown below.

Office or Division:	U.P. BUILDING RESEARCH SERVICE			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	U.P.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter w/ Schedule of Consultation (1 Original and 1 Receiving Copy)		1. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for Technical Consultation addressed to the UP BRS Director to Room 115 Juinio Hall or to brs@upd.edu.ph	1. Receive and acknowledge request	None	1 Day	<i>Receiving Personnel</i> U.P. Building Research Service
2. Finalize schedule of consultation	2. Schedule a consultation to meet the client's needs and refer to appropriate agency if necessary	None	6 Days	<i>University Research Associates</i> U.P. Building Research Service <i>Director</i> U.P. Building Research Service
TOTAL:		None	7 Days	



3. Request for Information or Consultation

As part of U.P. Building Research Service's mandate to undertake advisory and information dissemination in building and housing in the Philippines, any requesting party requiring technical information in relation to building and housing in the Philippines may refer to the steps shown below.

Office or Division:	U.P. BUILDING RESEARCH SERVICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	U.P.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original and 1 Receiving Copy)		1. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of inquiry or email inquiry addressed to the UP BRS Director to Room 115 Juinio Hall or to brs@upd.edu.ph	1. Reply to inquiry	None	1 Day	<i>Receiving Personnel</i> U.P. Building Research Service
TOTAL:		None	1 Day	



**National Engineering Center
Philippine Learning Center for Environmental and
Social Sustainability
(NEC-PHILCESS)**

Internal Services



1. Process Request to Attend Public Training Programs on Environmental and Social Sustainability

Training programs on environmental and social sustainability are offered by PHILCESS in partnership with development partners, such as Australian Government Department of Foreign Affairs and Trade (DFAT), Asian Development Bank (ADB), and the World Bank (WB) to address the need for efficient and sustainable environment and social safeguards integrated in every infrastructure and development project life cycle. They include, but are not limited to, the following:

- Environmental Assessment (EA) and EA Tools
- Environmental and Social Management of Construction
- Green Infrastructure in Natural Habitats and Physical Cultural Resources
- Indigenous Peoples and Social Assessment
- Involuntary Resettlement
- Project Supervision: Environmental and Social Management
- Environmental Health and Safety

Office or Division:	Philippine Learning Center for Environment and Social Sustainability (PHILCESS)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished registration via direct link to KoBo Toolbox Form		PHILCESS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about training programs through email communication (philcess.upd@up.edu.ph) or phone (+63 2) 8981-8500 local 3057)	1. Respond to phone and email inquiries accordingly	None	1 Day	Project Planning and Development Officer B PHILCESS
Request for invitation letter(s)	2. Send invitation letter(s) to clients with details of the training	None	1 Day	Project Planning and Development Officer B PHILCESS



Request for training syllabus and profile of resource persons	3. Send training syllabus and profile of resource persons	None	1 Day (assumption syllabus and profile readily available)	<i>Project Planning and Development Officer B</i> PHILCESS
Reservation of training slot(s)	4. Confirm reservation and prepare Statement of Account	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS
5. Pay the training fee through any of the following payment options: 5.1 UPD Cash Office 5.2 PHILCESS Special Collecting Officer 5.3 UP Diliman Trust Fund	Based on the payment option chosen: 5.1 UPD Cash Office: Receive payment and issue Official Receipt 5.2 Receive payment and issue official receipt 5.3 UP Diliman Trust Fund: Receive and acknowledge receipt of deposit slip/confirmation receipt (subject to verification)	Refer to the Table of Rates below	1 Day	5.1 Cashier UP Diliman Cash Office 5.2 Special Collecting Officer PHILCESS 5.3 Cashier UP Diliman Cash Office
TOTAL:			5 Days	

Number of Training Days	Training Fee
4 Days	PHP 9,000.00
3 Days	PHP 6,500.00



2. Process Request to Attend Public (Online) Training Programs on Environmental and Social Sustainability

Training programs on environmental and social sustainability are offered by PHILCESS in partnership with development partners, such as Australian Government Department of Foreign Affairs and Trade (DFAT), Asian Development Bank (ADB), and the World Bank (WB) to address the need for efficient and sustainable environment and social safeguards integrated in every infrastructure and development project life cycle. They include, but are not limited to, the following:

- Environmental Assessment (EA) and EA Tools
- Environmental and Social Management of Construction
- Green Infrastructure in Natural Habitats and Physical Cultural Resources
- Indigenous Peoples and Social Assessment
- Involuntary Resettlement
- Project Supervision: Environmental and Social Management
- Environmental Health and Safety

Office or Division:	Philippine Learning Center for Environment and Social Sustainability (PHILCESS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished registration form		PHILCESS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about training programs through email (philcess.upd@up.edu.ph) or phone (+63 2) 8981-8500 local 3057)	1. Respond to phone and email inquiries accordingly	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS
Request for invitation letter(s)	2. Send invitation letter(s) to clients with details of the training	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS
Request for training syllabus and profile of resource persons	3. Send training syllabus and profile of resource persons	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS



Reserve training slot(s)	4. Confirm reservation and prepare Statement of Account	None	1 Day	<i>Project Planning and Development Officer B PHILCESS</i>
<p>Pay the necessary training fee through any of the following payment options:</p> <p>5.1 UPD Cash Office</p> <p>5.2 PHILCESS Special Collecting Officer</p> <p>5.3 UP Diliman Trust Fund</p>	<p>Based on the payment option chosen:</p> <p>5.1 UPD Cash Office: Receive payment and issue Official Receipt</p> <p>5.2 Receive payment and issue official receipt</p> <p>5.3 UP Diliman Trust Fund: Receive and acknowledge receipt of deposit slip/confirmation receipt (subject to verification)</p>	Rates to be determined	1 Day	<p>5.1 Cashier UP Diliman Cash Office</p> <p>5.2 Special Collecting Officer PHILCESS</p> <p>5.3 Cashier UP Diliman Cash Office</p>
Receive access to Webinar and Learning Management System (LMS)	<p>6.1 Summarize names and email addresses of participants for uploading to the LMS</p> <p>6.2 Upload participant list to the LMS.</p> <p>6.3 Send email to participants regarding their access link to the webinar and the LMS</p> <p>6.4 Send reminder email to participants one day before the online training</p>	None	7 Days	<p>6.1 Project Development Assistant PHILCESS</p> <p>6.2 Project Planning and Development Officer B PHILCESS</p> <p>6.3 Project Planning and Development Officer B PHILCESS</p> <p>6.2 Project Planning and</p>



				<i>Development Officer B PHILCESS</i>
TOTAL:			12 Days	



**National Engineering Center
Training Center for Applied Geodesy and
Photogrammetry
(NEC-TCAGP)**

Internal Services



1. Request for LiDAR Data from TCAGP Research Projects

The UPTCAGP provides LiDAR data from previous or present research projects for free to all government agencies or academic institutions.

Office or Division:	Training Center for Applied Geodesy and Photogrammetry - Administrative Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Units and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		TCAGP Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter stating the purpose of the use of data to lipad@dream.upd.edu.ph	Receive the request letter and verify if the requested data are available	None	5 Days	1.1 Receiving Personnel
2. Follow-up the requested data	2.1 Make a formal reply	None	3 Days	2.1 Director
3. Receipt of requested data and sign Non-Disclosure Agreement	3.1 Release of requested data	None	1 Day	3.1 Research Staff UPDCS
TOTAL:		None	9 Days	



2. Request for the Borrowing of Surveying Instrument

The UPTCAGP allows for borrowing of its surveying instrument / equipment to students, researchers, faculty and other professionals.

Office or Division:	Training Center for Applied Geodesy and Photogrammetry - Administrative Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Units and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Accomplished Borrower's form (2 original/softcopies)		Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter stating the purpose and the date/period of use of surveying instrument to cssarmiento@up.edu.ph, cc: mcignacio1@up.edu.ph	1.1 Receive the request letter and verify if the requested equipment is available	None	1 Day <i>Please note that there will be at least 2 days prior to the scheduled use of the surveying instruments</i>	1.1 Receiving Personnel
2. Follow-up the requested vehicle	2.1 Sign request letter and borrower's form	None	15 Minutes	2.1 Administrative Officer and Director
3. Pay the necessary fee through any of the	Based on the payment option chosen:	Based on approved rates	3.1 UPD Cash Office: 1 Day 3.2 UP Diliman Trust Fund: 1 Day	3.1 Cashier UP Diliman Cash Office



following payment options: 3.1 UPD Cash Office 3.2 UPD Trust Fund	3.1 UPD Cash Office: Receive payment and issue official receipt 3.2 UPD Trust Fund: Receive and acknowledge receipt of deposit slip/confirmation receipt (subject to verification)		(verification not included)	3.2 Admin Staff TCAGP
4. Receipt of surveying instruments	4.1 Release of Surveying instruments	None	30 Minutes	4.1 Instrument Man
TOTAL:		Sent bill (if within TCAGP projects) Based on approved rates	3 Days and 45 Minutes	

3. Request to Attend the Training Courses: TC 24 (RS), TC 25 (GIS), TC 26 (GNSS)

The UP Training Center for Applied Geodesy and Photogrammetry (UPTCAGP) has revitalized its training program by consolidating and streamlining its courses to prove a more responsive approach to knowledge development and capability building with geomatics technology. The TCAGP has organized its courses to suit the institutional manpower requirements of the government engaged in resource information generation and management. As part of TCAGP's extension services, government trainees are exempted from payment of tuition fees.

Office or Division:	Training Center for Applied Geodesy and Photogrammetry - TC Committee (TCCom)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	All UP Units and employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished application form		TC Committee		
Recommendation/Endorsement letter from Agency/Institution Head		Institution		
Acceptance letter Confirmation of acceptance		TC Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the online application form through the website: http://dge.upd.edu.ph/dge/downloads/training-courses-tc/	Open online application form for duration of application period	None	1 Day	1.1 TC Committee
Submit recommendation/endorsement letter	Evaluate and send out the official acceptance letter	None	5 Days	2.1 TC Committee
Confirm acceptance to the training	Received the confirmation, assign trainee number and finalize official classlist	None	1 Hour	3.1 TC Committee
TOTAL:			6 Days and 1 Hour	



4. Request to Attend the Training Courses: TC 24 (RS), TC 25 (GIS), TC 26 (GNSS)

The UP Training Center for Applied Geodesy and Photogrammetry (UPTCAGP) has revitalized its training program by consolidating and streamlining its courses to prove a more responsive approach to knowledge development and capability building with geomatics technology. The TCAGP has organized its courses to suit the institutional manpower requirements of the industry and non-government agencies engaged in resource information generation and management. As part of TCAGP's extension services, industry and non-government trainees will pay minimal tuition fees.

Office or Division:	Training Center for Applied Geodesy and Photogrammetry - TC Committee (TCCom)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All UP Units and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form		TC Committee		
2. Recommendation/Endorsement letter from Agency/Institution Head		Institution		
3. Acceptance letter		TC Committee		
4. Confirmation of acceptance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online application form through the website: http://dge.upd.edu.ph/dge/downloads/training-courses-tc/	1.1 Open online application form for duration of application period	None	1 Day	1.1 TC Committee
2. Submit recommendation / endorsement letter	2.1 Evaluate and send out the official acceptance letter	None	5 Days	2.1 TC Committee



Confirm acceptance to the training	Received the confirmation, assign trainee number and finalize official classlist	None	1 Hour	3.1 TC Committee
Pay the necessary fee through any of the following payment options: 4.1 UPD Cash Office 4.2 UPD Trust Fund	Based on the payment option chosen: UPD Cash Office: Receive payment and issue official receipt UPD Trust Fund: Receive and acknowledge receipt of deposit slip/confirmation receipt (subject to verification)	PHP 4,500/course	4.1 UPD Cash Office: 1 Day 4.2 UP Diliman Trust Fund: 1 Day (verification not included)	4.1 <i>Cashier</i> UP Diliman Cash Office 4.2 <i>Admin Staff</i> TCAGP
TOTAL:		PHP 4,500/course	9 Days, 1 Hour and 30 Minutes	



Natural Sciences Research Institute (NSRI)

Internal Services



1. Advanced Molecular Biology Workshop

A three-day workshop with lecture and hands-on sessions on molecular biology techniques such as DNA/RNA isolation, protein extraction, ELISA, electrophoresis and polymerase chain reaction.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Accomplished Application Form		Online application form (link to be provided)		
2. Accomplished Registration Form		BRSL		
3. Basic molecular biology background		Requesting Party		
4. Proof of Payment		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online application form	Evaluate if applicant meets minimum requirements	None	1 Day	<i>University Researcher</i> <i>University Research Associate</i> BRSL
	Check availability of slots		1 Day	<i>Lab Secretary</i> BRSL
	Email applicant on the result of application with link to Registration Form if qualified		1 Day	<i>University Researcher</i> BRSL



<p>2. For qualified applicants with slots, submit accomplished Registration Form</p>	<p>2. Check and accept accomplished registration form</p> <p>2.1. Inform applicant of payment procedures.</p>	<p>None</p>	<p>Paused - clock</p>	<p><i>University Researcher Or University Research Associate</i> BRSL</p> <p><i>Lab Secretary</i> BRSL</p>
<p>3. Pay registration fee at BRSL or email proof of payment if sent via courier</p>	<p>Prepare statement of charges</p> <p>Accept payment</p> <p>Acknowledge receipt of proof of payment by email if sent by courier</p> <p>Fill out remittance form</p> <p>Issue Official Receipt (OR)</p> <p>Photocopy OR</p>	<p>PHP 15,000.00</p>	<p>5 Minutes</p> <p>5 Minutes</p> <p>Paused-clock</p> <p>5 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Lab Secretary</i> BRSL</p> <p><i>Lab Secretary</i> BRSL</p> <p><i>Lab Secretary</i> BRSL</p> <p><i>Special Collecting Officer</i> NSRI Administrative Office</p> <p><i>Lab Secretary</i> BRSL</p>
<p style="text-align: right;">TOTAL:</p>		<p>PHP 15,000.00</p>	<p>3 Days, 25 Minutes</p>	



2. Basic Molecular Biology Workshop

A two-day workshop with lectures and hands-on sessions on basic molecular biology techniques such as DNA isolation, electrophoresis and polymerase chain reaction.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Online Registration Form		Online application form (link to be provided)		
2. Proof of Payment		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online application form	Check availability of slots Send link to Registration Form	None	2 Days	<i>Lab Secretary</i> BRSL <i>University Researcher</i> Or <i>University Research Associate</i> BRSL
2. Accomplish Registration Form	Check and accept accomplished registration form Inform applicant of payment procedures	None	Paused-clock	<i>Lab Secretary</i> BRSL



3. Pay registration fee at BRSL or email proof of payment if sent via courier	Prepare statement of charges		5 Minutes	<i>Lab Secretary</i> BRSL
	Accept payment		5 Minutes	<i>Lab Secretary</i> BRSL
	Acknowledge receipt of proof of payment by email if sent by courier		Paused-clock	<i>Lab Secretary</i> BRSL
	Fill out remittance form	PHP 12,000.0 0	5 Minutes	<i>Lab Secretary</i> BRSL
	Issue Official Receipt (OR)		5 Minutes	<i>Special Collecting Officer</i> NSRI Administrative Office
	Photocopy OR		5 Minutes	<i>Lab Secretary</i> BRSL
TOTAL:		PHP 12,000.0 0	2 Days, 25 Minutes	



3. Laboratory Animal Workshop

A one day workshop with lecture sessions on the proper care, management and use of laboratory animals, and hands-on sessions on drug administration, blood glucose determination, and blood and tissue sample collection.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Identification Card		UP		
2. Accomplished Registration Form		Online registration form (link to be provided)		
3. Proof of payment		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online Registration Form	Check availability of slots	None	2 Days	<i>Lab Secretary</i> BRSL
	Inform applicant of payment procedures			
2. Pay registration fee at BRSL or email proof of payment if sent via courier	Prepare statement of charges	PHP 5,000.00	5 Minutes	<i>Lab Secretary</i> BRSL
	Accept payment		5 Minutes	<i>Lab Secretary</i> BRSL
			Paused-clock	<i>Lab Secretary</i> BRSL
	Acknowledge receipt of proof of payment by email if sent by		<i>Lab Secretary</i> BRSL	
				<i>Special Collecting Officer</i> NSRI Administrative Office



	courier			<i>Lab Secretary</i> BRSL
	2.3. Fill out remittance form		5 Minutes	
	2.4. Issue Official Receipt (OR)		5 Minutes	
	2.5. Photocopy OR		5 Minutes	
Total		PHP 5,000.00	2 Days, 25 Minutes	



4. Microalgae Workshop

A one day workshop with lecture and hands-on sessions on the isolation and purification of microalgae.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form		BRSL		
2. Accomplished Registration Form		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online application form	Check availability of slots Send link to Registration Form	None	2 Days	<i>University Researcher Or University Research Associate BRSL</i>
2. Accomplish Registration Form	Check accomplished registration form Inform applicant of payment procedures	None	Paused-clock	<i>University Researcher Or University Research Associate BRSL Lab Secretary BRSL</i>



3. Pay registration fee at BRSL or email proof of payment if sent via courier	3. Prepare statement of charges	PHP 5,000.00	5 Minutes	Lab Secretary BRSL
	3.1. Accept payment		5 Minutes	Lab Secretary BRSL
	3.2. Acknowledge receipt of proof of payment by email if sent by courier		Paused-clock	Lab Secretary BRSL
	3.3. Fill out remittance form		5 Minutes	Lab Secretary BRSL
	3.4. Issue Official Receipt (OR)		5 Minutes	Special Collecting Officer NSRI Administrative Office
	3.5. Photocopy OR		5 Minutes	Lab Secretary BRSL
TOTAL:		Php 5,000.00	2 Days, 25 Minutes	

5. Plant Chromosome Preparation Workshop

A one day workshop with lecture and hands-on sessions on techniques used in *Allium cepa* test.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. UP Identification Card		UP
2. Accomplished registration form		Online registration form (link to be provided)
4. Proof of payment		BRSL



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Registration Form	Check availability of slots Inform applicant of payment procedures	None	2 Days	<i>Lab Secretary</i> BRSL
2. Pay registration fee at BRSL or email proof of payment if	Prepare statement of charges Receive		5 Minutes 5 Minutes	<i>Lab Secretary</i> BRSL <i>Lab Secretary</i> BRSL
sent via courier	payment 2.2. Acknowledge receipt of proof of payment by email if sent via courier	PHP 4,000.00	Paused-clock	<i>Lab Secretary</i> BRSL
	2.3. Fill out remittance form		5 Minutes	<i>Lab Secretary</i> BRSL
	2.4. Issue Official Receipt (OR to be given at the workshop if fee is sent by courier)		5 Minutes	<i>special Collecting Officer</i> (NSRI Administrative Office)
	2.5. Photocopy OR		5 Minutes	<i>Lab Secretary</i> BRSL
TOTAL:		PHP 4,000.00	2 Days, 25 Minutes	



6. Cytotoxicity Test (Trypan Blue)

Evaluation of the safety and toxicity of samples by measuring cell viability using the trypan blue dye exclusion assay on normal human lymphocyte culture. Cell viability is determined by microscopic cell counting of the treated cultures. Assay includes two controls.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Identification card		UP		
2. Accomplished Request Form		BRSL		
3. Sample (liquid, water-miscible; approx. 2 ml)		Requesting Party		
4. Proof of Payment		NSRI Administrative Office Or UPD Cashier's Office		
5. Accomplished Evaluation Form		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form	Check accomplished Request Form and acceptability of sample Schedule test Refrigerate sample if needed	None	10 Minutes	<i>Lab Secretary</i> BRSL <i>University Research Associate</i> BRSL



<p>2. Pay charges based on client type and number of samples</p>	<p>2. Prepare Statement of Charges</p> <p>2.1. Receive payment</p> <p>2.2. Fill out remittance form</p> <p>2.3. Issue Official Receipt (OR)</p> <p>2.4. Photocopy OR</p> <p>Conduct test</p> <p>If necessary, conduct preliminary sample preparation as agreed upon by both parties</p> <p>2.7. Take photomicrograph (if requested)</p>	<p>Refer to Table</p> <p>Rates below</p> <p>To be determined as agreed upon by both parties</p>	<p>30 Minutes</p> <p>5 Days</p> <p>Paused-clock</p>	<p><i>Lab Secretary</i> BRSL</p> <p><i>NSRI Special Collecting Officer or UPD Cashier's Office</i></p> <p><i>Lab Secretary</i> BRSL</p> <p><i>University Research Associate</i> BRSL</p>
<p>3. Claim service report</p>	<p>3. Prepare and check service report</p> <p>3.1. Release service report</p>	<p>None</p>	<p>Paused-clock</p> <p>5 Minutes</p>	<p><i>University Research Associate and Lab Head</i> BRSL <i>Lab Secretary</i> BRSL</p>
<p>4. Accomplish Evaluation Form</p>	<p>4. Check for completeness, file for analysis</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Lab Secretary</i> BRSL</p>
<p>TOTAL:</p>			<p>5 Days, 55 Minutes</p>	



TABLE OF RATES

CLIENT TYPE	1 sample (PHP)	2 samples (PHP)	3 samples (PHP)	4 samples (PHP)	Photomicrography (PHP)
UPD Researcher with NSRI-funding	5,700.00	6,300.00	6,900.00	7,600.00	280.00

Other UP Researchers	7,000.00	7,800.00	8,600.00	9,400.00	345.00
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7. Genotoxicity or Antigenotoxicity Test (*Allium cepa* test)

Allium cepa is used to evaluate: (1) DNA damages such as chromosome aberrations and mitotic cycle disturbances upon exposure of cells to different substances or (2) antigenotoxic potential of substances upon exposure of cells to a mutagen.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	UP Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 UP Identification card		UP
2. Accomplished Request Form		BRSL
3. Accomplished Evaluation Form		BRSL
4. Sample (water miscible, in 350 mL volume, stored in ice)		Requesting Party
5. Proof of Payment		NSRI Administrative Office Or UPD Cashier's Office
6. Accomplished evaluation form		BRSL



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form, submit sample	1. Check accomplished Request Form and acceptability of sample 1.2. Refrigerate sample if needed	None	15 Minutes	<i>Lab Secretary</i> BRSL <i>University Researcher</i> BRSL
2. Pay charges based on number of samples	Prepare Statement of Charges Receive payment Fill out remittance form Issue Official Receipt (OR) 2.4.. Photocopy OR 2.5. Conduct test based on number of samples	Refer to Table of Rates below	5 Minutes 5 Minutes 5 Minutes 5 Minutes 20 Days (1 or 2 samples) 30 Days (3 samples) 40 Days (4 samples)	<i>Lab Secretary</i> BRSL <i>Lab Secretary</i> BRSL <i>Lab Secretary</i> BRSL <i>NSRI Special Collecting Officer</i> Or <i>UPD Cashier's Office</i> <i>Lab Secretary</i> BRSL <i>University Researcher</i> BRSL
3. Claim service report	3. Prepare and check service report 3.1. Release service report	None	Paused-clock	<i>University Researcher and Lab Head</i> BRSL <i>Lab Secretary</i> BRSL
4. Accomplish evaluation form	4. Check for completeness, file for analysis	None	5 Minutes	<i>Lab Secretary</i> BRSL
TOTAL:				



TABLE OF RATES

CLIENT TYPE	1 sample (PHP)	2 samples (PHP)	3 samples (PHP)	4 samples (PHP)
GENOTOXICITY TESTING				
UPD Researcher with NSRI funding	5,900.00	6,800.00	7,300.00	8,500.00
Other UP Researchers	7,400.00	8,400.00	9,000.00	10,500.00
ANTIGENOTOXICITY TESTING				
UPD Researcher with NSRI-funding	5,900.00	6,700.00	7,200.00	8,400.00
Other UP Researchers	10,000.00	11,200.00	11,800.00	13,300.00



8. Research Assistance, Equipment and Chemical Use

Research assistance is provided to clients in need of a laboratory space or facilities to conduct research experiments.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 UP Identification card		UP		
2. Request letter		BRSL		
3. Research protocol		Requesting party		
4. Accomplished service request form		BRSL		
5. Proof of Payment		BRSL		
6. Accomplished evaluation form		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/email/write/visit BRSL to request for research assistance, equipment, chemical, lab use	Check availability of lab, equipment, chemicals Request for protocol, if research assistance is needed	None	2 Days	<i>Lab Secretary</i> BRSL
2. Submit research protocol	Evaluate protocol Provide service request form if protocol is feasible	None	Paused-clock	<i>University Research Associate</i> BRSL



3. Accomplish service request form	3. Check accomplished service request form 3.1. Endorse service request form 3.2. Coordinate with other lab users, set schedule with client	None	5 Minutes 5 Minutes 5 Minutes	<i>University Research Associate</i> BRSL <i>Lab Head</i> BRSL <i>University Research Associate</i> BRSL
4. Work in the lab; use of equipment	4. Provide assistance, supervision, supplies on labwork and/or equipment/chemical use 4.1. Supervise clean up after use	None	Paused - clock	<i>University Research Associate</i> BRSL
5. Pay charges	5. Prepare statement of charges based on all materials used and minimum of 1 hour room use 5.1. Receive payment 5.2. Accomplish remittance form 5.3. Issue Official Receipt (OR) 5.4. Photocopy OR	Refer to Table of Rates below	30 Minutes	<i>Lab Secretary</i> BRSL <i>Lab Secretary</i> BRSL <i>Lab Secretary</i> BRSL <i>Special Collecting Officer</i> NSRI Administrative Office Or UPD Cashier <i>Lab Secretary</i> BRSL
6. Accomplish evaluation form	6. Receive and file evaluation form for analysis	None	5 Minutes	<i>Lab Secretary</i> BRSL
TOTAL:			2 Days, 50 Minutes	



TABLE OF RATES

LIST OF EQUIPMENT	CLIENT TYPE	
	UPD RESEARCHERS WITH NSRI FUNDING (PHP)	OTHER UP RESEARCHERS (PHP)
Autoclave	42.00	54.00
Centrifuge (swing-bucket)	96.00	132.00
Centrifuge (refrigerated)	330.00	426.00
Centrifuge (spindown)	24.00	30.00
Cryostat	370.00	560.00
Hotplate Stirrer	30.00	36.00
Incubator	54.00	66.00
Biosafety Cabinet Class II	66.00	78.00
Micropipettor	42.00	54.00
Oven up to 225°C	54.00	66.00
Shaker	30.00	36.00
Sonicator	78.00	102.00
Stove	30.00	36.00
Top-loading balance	228.00	240.00
UV Transilluminator (per view)	42.00	54.00
Vacuum pump	24.00	30.00
Vortex mixer	36.00	48.00
Water Bath	96.00	120.00



9. Microscopy Services

Microscopic analysis of biological and other specimens using light, fluorescence or phase con- trast microscope.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Identification card		UP		
4. Accomplished service request form		BRSL		
3. Specimen (non-infectious)		Requesting party		
5. Proof of Payment		BRSL		
6. Accomplished Evaluation Form		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/email/ write/ visit BRSL to request for microscopy services	Check availability of microscope and acceptability of sample Provide service request form	No ne	2 Days	<i>University Research Associate Or University Researcher</i> BRSL <i>Lab Secretary</i> BRSL
2. Accomplish service request form	Check accomplished service request form Endorse service request form	No ne	5 Minutes	<i>University Research Associate Or University Researcher</i> BRSL <i>Lab Head</i> BRSL
3. Arrange schedule	3. Set schedule	No ne	5 Minutes	<i>Lab Secretary</i> BRSL



4. Use microscope	Provide assistance Supervise clean up	None	Paused - clock	<i>University Research Associate Or University Researcher BRSL</i>
5. Pay appropriate service fee, minimum 1 hour use	Prepare statement of charges Receive payment Fill up remittance form Issue Official Receipt (OR) Photocopy OR	Refer to Table of Rates below	20 Minutes	<i>Lab Secretary BRSL Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSRI Administrative Office Or UPD Cashier Lab Secretary BRSL</i>
6. Accomplish evaluation form	6. Receive and file evaluation form for analysis	None	5 Minutes	<i>Lab Secretary BRSL</i>
TOTAL:			2 Days 35 Minutes	

TABLE OF RATES

CLIENT TYPE	LIGHT (PHP)	PHASE CONTRAST (PHP)	FLUORESCENCE (PHP)
UP Researcher with NSRI funding	180.00	180.00	420.00
Other UP Researcher	330.00	330.00	630.00



10. Laboratory Room Use

Laboratory space is available for research experiments.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Identification card		UP		
2. Request or Endorsement Letter		Requesting party		
3. Research protocol		Requesting party		
4. Accomplished service request form		BRSL		
5. Proof of Payment		BRSL		
6. Accomplished evaluation form		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/email/write/visit BRSL to request for lab room use	Check availability of lab room Request for research protocol	None	2 Days	<i>Lab Secretary</i> BRSL
2. Submit research protocol	Evaluate protocol Provide service request form if protocol is feasible	None	Paused-clock	<i>University Research Associate</i> BRSL
3. Accomplish service request form	Check accomplished request form Endorse service request form Coordinate with other lab users, set schedule with client	None	5 Minutes 5 Minutes 5 Minutes	<i>University Research Associate</i> BRSL <i>Lab Head</i> BRSL <i>University Research Associate</i> BRSL



4. Work in the lab	Provide assistance Supervise clean up after use	None	Paused-clock	University Research Associate BRSL
5. Pay charges	Prepare statement of charges, minimum of 1 hour use Receive payment Fill out remittance form Issue Official Receipt (OR) Photocopy OR	Refer to Table t Rates below	15 Minutes	Lab Secretary BRSL Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSRI Administrative Office Or UPD Cashier Lab Secretary BRSL
6. Accomplish evaluation form	6. Receive and file evaluation form for analysis	None	5 Minutes	Lab Secretary BRSL
TOTAL:			2 Days, 35 Minutes	

TABLE OF RATES

TYPE OF SERVICE	UPD COLLEGE OF SCIENCE RESEARCHERS (PHP)	UPD RESEARCHERS WITH NSRI FUNDING (PHP)	OTHER UP RESEARCHERS (PHP)
Lab room use (per hour)	35.00	35.00	55.00



IV. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in every unit/office.
How feedback is processed	<p>Every Friday, the Unit Anti Red Tape Focal Person of each unit/office opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to Head of Units/Colleges 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 copy furnished the UP Diliman ARTC.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: _____</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in every unit/office. Complaints can also be field via telephone. Make sure to provide the following information</p> <ul style="list-style-type: none"> Name of person being complained Incident Evidence <p>For inquiries and follow-up, clients may contact the following telephone number: _____</p>
How complaints are processed	<p>The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the UARTEFP shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The UARTEFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC.</p> <p>The UARTEFP will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: _____</p>
Contact Information of Anti Red Tape Committee (ARTC)	<p>UP Diliman Anti Red Tape Committee (UPD-ARTC)</p> <p>Email address: updartc@up.edu.ph</p> <p>Telephone Number: _____</p>



University of the Philippines Diliman
CLIENT FEEDBACK FORM

Unit: _____
Service Requested: _____

Instruction: Please encircle the number that corresponds to you rating.

How would you rate our service/s in term of quality?

Poor 2. Fair 3. Good 4. Very Good 5. Excellent

How would you rate our service/s in terms of timeliness?

Poor 2. Fair 3. Good 4. Very Good 5. Excellent

Overall, how would you rate your experience with our service/s?

Poor 2. Fair 3. Good 4. Very Good 5. Excellent

Any suggestion/s on how we can improve our service delivery?



University of the Philippines Diliman
CLIENT COMPLAINT FORM

Unit: _____
Service Requested: _____

Name of Person being complaint: _____
Incident: _____

Evidence _____

Contact Information of Complainant

In order for us to give feedback on the action taken relative to your complaint, kindly provide us the following information:

Name of Complainant: _____
Telephone Number: _____
C. Email Address: _____



VII. List of Offices

Office	Address	Contact Information
Office of the Chancellor	2nd Floor, South Wing Quezon Hall, U.P. Diliman, Quezon City, 1101 Philippines	(632) 929-5401, 927-1835, 926-6942 oc@upd.edu.ph
Computer Center	Magsaysay Ave. Cor. Apacible St., University of the Philippines, Diliman, Quezon City	(02) 8981-8500 VoIP 2025, 2020 computer.center@upd.edu.ph
Diliman Gender Office	M. Roxas Street, 2nd Floor of Benton Hall (old Registrar's Office) Palma Hall Annex (PHAN) Building	(632) 926-9053 (632) 981-8500 local 2467, 2465 updgo@upd.edu.ph
Diliman Information Office	2 nd Flr University Theatre, UP Diliman Quezon City	(632) 924-1881, 924-1882 (632) 981-8500 locals 3982, 3983 updio@upd.edu.ph
Diliman Legal Office	Quezon Hall, South Wing Building Quezon City, Philippines	(632) 981-8500 locals 2518, 2563 dilimanlegal.upd@up.edu.ph
Department of Military Science and Tactics	Ylanan Street, Diliman, Lungsod Quezon, 1101 Kalakhang Maynila	8981-8500 local 4201 (02) 8928-7577
Data Privacy Office	L/GF, Phivolcs Bldg. C.P. Garcia Avenue Diliman, Quezon City 1101	8255-3561 dpo.updiliman@up.edu.ph



Office of Anti-Sexual Harassment	2nd Floor Benton Hall (Beside Lagmay Hall) M. Roxas Ave., UP Campus 1101 Quezon City, Philippines	(632) 981-8500 locals 2465, 2466 oash@up.edu.ph
Office for Initiatives in Culture and the Arts	CP Garcia cor Purok Aguinaldo 1101 Quezon City, Philippines	(632) 981-8500 locals 2659, 2660 upd.oica@gmail.com
Sentro ng Wikang Filipino	3rd Floor, School of Urban and Regional Planning , E. Jacinto Street, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 426-5838 (632) 981-8500 lokal 4583 swf@upd.edu.ph
Theatre Complex	Osmeña Ave, U.P. Campus, Quezon City, Philippines	(632) 920-5802, 920-5996, 920-7556 uptheater@gmail.com
Office of the Vice Chancellor for Administration	Ground Floor, South Wing, Quezon Hall University of the Philippines, Diliman Q.C., Philippines, 1101	+2 9818500 local 2579, 2580, 2581 +2 928 28 28 ovca@upd.edu.ph
Diliman Accounting Office	PNB Bldg, Apacible St, UP Diliman	(632) 981-8500 locals 2759, 2765, 2755, 2758, 2757, 2756, 2764, 2753, 2754, 2752, 2770 updacctg@yahoo.com
Diliman Budget Office	Laurel Ave, Diliman, Quezon City, Metro Manila	(632) 436-3488, 436-2808, 436-2944, 928-3330



Diliman Cash Office	PNB Bldg, Apacible St, UP Diliman	(632) 981-8500 locals 2766, 2762, 2761 cashoffice.upd.edu.ph
Human Resource Development Office	Mezzanine floor, South Wing Quezon Hall University of the Philippines, Diliman Q.C., Philippines, 1101	(632) 981-8500 locals 2564, 2569, 2573 hrdo.updiliman@up.edu.ph
Supply and Property Management Office	Lakandula Street, Diliman, Quezon City, Metro Manila	(632) 981-8500 locals 4577, 4582, 4580, 4581 gfaspmo.upd@up.edu.ph
Utilities Management Team/ PABX Office	PNB Bldg, Apacible St, UP Diliman	(632) 981-8500 locals 2071, 2077 (632) 981-8500 local 2079 voip@upd.edu.ph
Office of the Vice Chancellor for Academic Affairs	Rm. 203, 2/F DILC Building, Magsaysay Avenue corner Apacible Street University of the Philippines Diliman, Quezon City 1101 Philippines	(632) 928-5107 (632) 981-8500 local 2583 ovcaa@ovcaa.upd.edu.ph
General Education Center	4/F DILC Building, Magsaysay Ave., cor. Apacible St., UP Diliman, Quezon City 1101	(632) 981-8500 local 2060 gec_ovcaa.upd@up.edu.ph
Interactive Learning Center, Diliman	DILC Bldg., corner Apacible St. and Magsaysay Ave., University of the Philippines, Diliman, Quezon City 1101	(632) 920-9556 (632) 981-8500 local 2058 ilcdiliman@up.edu.ph



National Service Training Program	4th Floor DILC Bldg., R. Magsaysay Ave. cor G. Apacible St., UP Diliman, Quezon City 1101	(632) 981-8500 local 4525 nstp.upd@up.edu.ph
Office of Advancement of Teaching	Rm. 101, 1/F DILC Building Magsaysay Avenue corner Apacible Street University of the Philippines Diliman, Quezon City 1101	(632) 236-3993 (632) 981-8500 local 2562 ovcaa.oatdiliman@up.edu.ph
Office of Field Activities	4/F DILC Building Magsaysay Avenue corner Apacible Street, University of the Philippines Diliman, Quezon City 1101	(632) 981-8500 local 2059 ofadiliman@up.edu.ph
Office of International Linkages, Diliman	Rm. 102, 1/F DILC Building Magsaysay Avenue corner Apacible Street, University of the Philippines Diliman, Quezon City 1101	(02) 981-8500 local 2561 international.upd@up.edu.ph
Office of the University Registrar	The New OUR Building T.M. Kalaw Street	(02) 927-6084 (02) 981-8500 local 4551, 4552, 4553 admin.our@upd.edu.ph
University Library	Gonzales Hall, Apacible Street University of the Philippines	(02) 981-8500 local 2852, 2856 library.updiliman@up.edu.ph



Office of the Vice Chancellor for Community Affairs	Ground Floor, Quezon Hall University of the Philippines, Diliman, Quezon City 1101	(632) 928-2947 (632) 981-8500 locals 8600, 8601 ovcca@upd.edu.ph, ovcca.upd@gmail.com
Campus Maintenance Office	Community Affairs Complex, Emilio Jacinto Street, U.P Campus Diliman, Quezon City, 1101 Metro Manila	(632) 361-8262, (0977) 784-1234 (632) 981-8500 locals 116, 4028, 4039 cmo@upd.edu.ph
Diliman Environmental Management Office	Balagtas St. corner Laurel St, Area 2 , UP Campus	9818500 local 4272/ 4330945
Office of Community Relations	E. Jacinto Street, Quezon City Metro Manila.	(632) 981-8627, 981-8628
Diliman Housing Office	Emilio Jacinto Street, Diliman, Quezon City, Metro Manila	(632) 927-7715 (632) 981-8500 locals 4036, 4037 housing@upd.edu.ph, housingoffice2014@gmail.com
UP Diliman Police	E. Delos Santos Street, Diliman, Quezon City, Metro Manila	981-8500 loc. 113
University Health Service	J.P.Laurel Avenue corner Apacible & Agoncillo Street, Diliman, Quezon City, 1101 Metro Manila	(632) 928-3608 (632) 981-8500 locals 111, 110, 2701, 2706, 2703, 2709 up.healthservice@gmail.com, uphs@upd.edu.ph



Office of the Vice Chancellor for Planning and Development	Community Affairs Center, Gen E Jacinto Street, Quezon City, Metro Manila	(632) 981-8500 locals 4035, 4040 ovcpd.upd@up.edu.ph
Office of the Campus Architect	Lakandula Street, corner I. Delos Reyes Street, Diliman, Quezon City, Metro Manila	(632) 920-5301, 927-8656 (632) 981-8500 local 8032 updoqa@yahoo.com.ph
Balay	Ikeda Hall, Guerrero cor. Dagohoy Streets University of the Philippines, Diliman, Quezon City 1101	(632) 920-4843, 426-1460 upbalay@hotmail.com
Office of the Vice Chancellor for Research and Development	Lower Ground Floor, PHIVOLCS Building, C.P. Garcia Ave, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 927-2568 (632) 981-8500 local 4046 (632) 9272567 ovcrd@upd.edu.ph, up.ovcrd@gmail.com
Center for Ethnomusicology	2nd floor, Jose Maceda Hall Ylanan St., cor. Magsaysay Ave., College of Music University of the Philippines Diliman 1101 Quezon City	(632) 981-8500 local 2626 upethno.upd @ up.edu.ph
Institute for Small Scale Industries	E. Virata Hall, E. Jacinto St. UP Campus Diliman Quezon City	(632) 981-8500 locals 4052, 4053 info.issi@up.edu.ph



Office of Extension Coordination	Lower Ground Floor, PHIVOLCS Building, C.P. Garcia Ave, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 981-8500 local 2621 oec.updiliman@up.edu.ph
Research Dissemination Office	Lower Ground Floor, PHIVOLCS Building, C.P. Garcia Ave, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 436-8720, 927-2568 (632) 981-8500 local 4048 research.dissemination1@upd.edu.ph
Research Management Office	Lower Ground Floor, PHIVOLCS Building, C.P. Garcia Ave, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 436-8720, 927-2568 (632) 981-8500 local 4050 pmrgo.ovcrd@upd.edu.ph, pmo.ovcrd@gmail.com, rlc.cwlc@gmail.com
Technology Transfer and Business Development Office	G/F National Institute of Molecular Biology and Biotechnology, Ma. Regidor St., National Science Complex UP Campus, Diliman, Quezon City 1101	(632) 981-8500 local 8763, 332-5690 techtransfer.ovcrd@up.edu.ph
Office of the Vice Chancellor for Student Affairs	First Floor Southwing, Quezon Hall Bldg. UP Diliman Campus Diliman, Quezon City	(632) 928-2886 (632) 981-8500 locals 2587, 2588 ovcsa@upd.edu.ph



Diliman Learning Resource Center	Kamia Residence Hall Epifanio delos Santos Street	(632) 927-5802 (632) 981-8500 local 4622 dlrctutors@gmail.com
Department of Science and Technology	DOST-ASTI Bldg., UP Technology Park Complex, C.P. Garcia Avenue, Diliman, Quezon City Philippines 1101	+63 2 8249 8500 info@asti.dost.gov.ph
Office of Counseling and Guidance	Room 3206-3208 College of Arts and Letters, Pavilion 3, University of the Philippines, Diliman Quezon City, Philippines	(632) 929-5835 (632) 981-8500 locals 4501, 4502 ocg.updiliman@up.edu.ph
Office of Student Ethics (SDC)	UP College of Engineering, Room 517	(632) 426-4940 (632) 981-8500 locals 4509, 4526 sdc@upd.edu.ph, upd.sdc@gmail.com
Office of Scholarship and Grants	Room 201 UP Institute for Small Scale Industries	(632) 928-7228 (632) 981-8500 locals 4504, 4505, 4506 osss@up.edu.ph, updscholarships@gmail.com



Office of Student Housing	Kalayaan Residence Hall Roces Avenue corner JP Laurel Street	(632) 426-5708 (632) 981-8500 locals 4510, 4524 osh@upd.edu.ph
Office of Student Projects and Activities (OSA)	Ilang-ilang Residence Hall, Conference Room	(632) 981-8671, 981-8672 osa@upd.edu.ph
University Food Service	Kalayaan Residence Hall Canteen, Kalayaan Lobby	(632) 929-2196 (632) 981-8500 locals 4513 to 4518 upfoodservice1975@gmail.co m
National Institute for Science and Mathematics Education Development	Quirino Avenue cor Velasquez Street, U.P. Diliman, Quezon City 1101 Philippines	(63 2) 9283545, 9281563, 9274276 (63 2) 9818500 locals 3901- 3910 nismed.upd@up.edu.ph
National Engineering Center	Juinio Hall, corner Agoncillo St. and Osmena Avenue University of the Philippines Diliman Quezon City 1101, Philippines	UP Trunkline: (632) 981-8500 3003 (Administrative Division), 3005 & 3004 (Professional Engineering Training Division), 3006 & 3008 (Engineering Information and Marketing Division), 3014 (Project Development and Management Division)



		<p>Fax: (632) 929-1710</p> <p>nec@up.edu.ph</p>
<p>Building Research Service</p>	<p>Room 101-102, Junio Hall, Osmeña Ave. cor Agoncillo St. U.P. Diliman, Quezon City Philippines 1101</p>	<p>UP Trunkline: +63 02 981-8500</p> <p>VOIP 3021</p> <p>Telefax: +63 02 426-3984</p> <p>brs.upd@up.edu.ph</p>
<p>National Center for Transportation Studies</p>	<p>G. Apacible St., Diliman, Quezon City 1101, Philippines</p>	<p>VoIP: (632) 981-8500 loc. 3551 (Admin), loc. 3552 (Training), loc. 3553 (Library), loc. 3554 (TE&E TeleFax), loc. 3555 (TEM TeleFax), loc. 3556 (Road Safety Research), loc. 3007 (Environment & Energy)</p> <p>up.ncts@gmail.com</p>
<p>Philippine Learning Center for Environment and Social Sustainability</p>	<p>Rm. 302, UP National Engineering Center, Junio Hall, Agoncillo St. corner Osmeña Avenue, University of the Philippines Diliman, Quezon City</p>	<p>981-85-00 ext. 3057, 3008</p> <p>phlearningcenter@upd.edu.ph</p>
<p>Training Center for Applied Geodesy and Photogrammetry</p>	<p>Department of Geodetic Engineering & Training Center for Applied Geodesy and Photogrammetry 406 Melchor Hall, College of Engineering Osmeña Avenue, University of the Philippines Diliman,</p>	<p>Phone: (+63-2) 981-8500 ext. 3147</p> <p>Fax: (+63-2) 920-8924</p>



	Quezon 1101 Metro Manila, Philippines	
Natural Sciences Research Institute	Miranda Hall, Quirino Corner Velasquez Sts, University of the Philippines Diliman, Quezon City	+63 981 8500 local 3605 Telefax: +632 925 2965 dnalab.updiliman@up.edu.ph



VIII. List of Colleges

Office	Address	Contact Information
College of Arts and Letters	College of Arts and Letters, Bulwagang Rizal, University of the Philippines, Diliman, Quezon City 1101, Philippines	(632) 928-7508 (632) 981-8500 locals 2102, 2104 to 06 kal.upd.edu.ph, kal@upd.edu.ph
College of Fine Arts	Bartlett Hall, E. Jacinto St., University of the Philippines, Diliman, Quezon City 1101, Philippines	(632) 981-8732, 920-9910, (632) 981-8500 locals 3976, 3977 cfa.upd.edu.ph, upcfa.bartlett.hall@gmail.com
College of Human Kinetics	Corner Magsaysay and E. Jacinto Sts., University of the Philippines Diliman, 1101 Quezon City, Philippines	(632) 981-8500 locals 4136, 4128 chk.upd.edu.ph, chk@upd.edu.ph
College of Mass Communication	Plaridel Hall, Ylanan Road, University of the Philippines Diliman, Quezon City 1101	(632) 981-8500 locals 2679, 2661 masscomm.upd.edu.ph, cmc@upd.edu.ph
College of Music	Osmeña Street, University of the Philippines, Diliman, Quezon City, Philippines, 1101	(632) 926-0026 (632) 981-8500 locals 2629, 2640, 2627 music.upd.edu.ph, music@upd.edu.ph



Asian Institute of Tourism	Commonwealth Avenue, Diliman, Quezon City, 1101 Philippines	(632) 922-3894 (632) 981-8500 locals 2796 to 2800 ait.upd.edu.ph, daa.ait@up.edu.ph
Cesar E.A. Virata School of Business	Cesar E.A. Virata School of Business, University of the Philippines, Diliman, Quezon City 1101, Philippines	(632) 928-4571 to 75, 9207990 (632) 981-8500 locals 3451 to 52 vsb.upd.edu.ph, cba@up.edu.ph
National College of Public Administration and Governance	National College of Public Administration and Governance, R.P. De Guzman St., UP Diliman, Quezon City, Philippines	(632) 928-3861, 9261432 (632) 981-8500 local 4152 upncpagcpage@yahoo.com
School of Economics	School of Economics University of the Philippines Guerrero corner Osmeña Sts. Diliman, Quezon City 1101	(632) 927-9686 locals 200, 202, 203 (632) 920-5463 econ.upd.edu.ph
School of Labor and Industrial Relations	School of Labor and Industrial Relations Bonifacio Hall, E. Jacinto St. University of the Philippines Diliman, Quezon City 1101 Philippines	(632) 928-6396, 920-7717 (632) 981-8500 locals 4069, 4077 solair.upd.edu.ph, solair@upd.edu.ph
School of Urban and Regional Planning	E. Jacinto St., Diliman, Quezon City 1101 Philippines	(632) 920-6853 to 54, 929-1637 (632) 981-8500 locals 4081, 4082, 4084



		surp.upd.edu.ph, we_plan_at_surp@upd.edu.ph
Technology Management Center	UP TMC, ASTI Bldg. CP Garcia Avenue, Diliman, Quezon City, 1101 Philippines	(632) 426-2765, 426-2767 (632) 981-8500 locals 3881, 3882 tmc.upd.edu.ph, tmc@up.edu.ph, uptmcdiliman@yahoo.com
UP Diliman Extension Program in Pampanga	Bldg. 7494, C.M. Recto Highway, Clark Freeport Zone, Pampanga	(6345) 599-6037, 599-2794 upepp@up.edu.ph
Archaeological Studies Program	Villadolid Hall , Lakandula Street, U.P. Campus , University of the Philippines , 1101 Quezon City , Metro Manila	(632) 926-9010, 426-0368 (632) 981-8500 local 2446 asp.upd.edu.ph, asp@upd.edu.ph
College of Architecture	UPCA Complex, Epifanio Delos Santos Street, University of the Philippines, Diliman Campus, Quezon City 1101, Philippines	63.2.8981-8500 local 3134 to 36 63.2.8957-7962 (direct line) upca.upd.edu.ph, uparki@upd.edu.ph
College of Engineering	Melchor Hall, Osmena Ave. University of the Philippines Diliman, Quezon City, Philippines 1101	+63-2-920-8860, +63-2-981-8500 loc. 3101-3103, +63-2-928-3144 upengg@coe.upd.edu.ph
College of Home Economics	Alonso Hall, Regidor St., University of the Philippines, Diliman,	+63-2-981-8500 local 3401



	Quezon City 1101, Philippines	che.upd.edu.ph
College of Science	CS Admin Office National Science Complex P. Velasquez Street, U.P. Campus Diliman	8981-8500 ext. 3801/3802 science.upd.edu.ph, csadmin@science.upd.edu.ph
School of Library and Information Studies	Quirino Avenue, Diliman, Lungsod Quezon, Kalakhang Maynila	(632) 981-8500 locals 2869 to 2871 upslis.info, admin@slis.upd.edu.ph
School of Statistics	Magsaysay Avenue, UP Diliman, Quezon City, 1101 Philippines	(632) 929-2875, 9280881 (632) 981-8500 local 3503 updstat@yahoo.com, stat@upd.edu.ph
Asian Center	GT-Toyota Asian Cultural Center, Magsaysay Avenue cor. Katipunan Avenue University of the Philippines, Diliman, Quezon City, Philippines 1101	(632) 927-0909, 920-3535 (632) 981-8500 locals 3577, 3580, 3586 acdean.upd@up.edu.ph
College of Education	Benitez Hall, University of the Philippines Diliman, Quezon City	(632) 920-7815, 929-9322 (632) 981-8500 local 2807, 2817 educdean.updiliman@up.edu.ph, educosec.updiliman@up.edu.ph
Institute of Islamic Studies	ISSI Virata and SURP University of the Philippines Diliman, Quezon City, 1101 Philippines	(632) 929-8286 (632) 981-8500 locals 3582 to 3585 iis.upd.edu.ph, iis@up.edu.ph
Law Center	Bocobo Hall, Magsaysay Avenue, U.P. Diliman, Quezon City	(632) 920-5514, 9270518 uplawdean.upd@up.edu.ph oad_law.upd@up.edu.ph



College of Social Sciences and Philosophy	Palma Hall, Roxas Avenue, UP Diliman Quezon City	(632) 981-8500 locals 2428, 2429 tanggapannngdekano@kssp.upd.edu.ph
College of Social Work and Community Development	Magsaysay Ave, University of the Philippines – Diliman Quezon City, Philippines 1101	(632) 929-2477, 927-2308 (632) 981-8500 locals 4101 to 4103 cswcd@upd.edu.ph
UP Integrated School	A.Ma.Regidor cor. Quirino Avenue, Diliman, Quezon City 1101	(632) 9297797 upis@upd.edu.ph
Center for International Studies	Benton Hall , M. Roxas Avenue, U.P. Campus , University of the Philippines , 1101 Quezon City , Metro Manila	(632) 981-8500 local 2460, 2462 cis.upd@up.edu.ph