



UNIVERSITY OF THE PHILIPPINES
DILIMAN

CITIZEN'S CHARTER
2020 (2nd 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.



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Request for reproduction of unpublished field and non-field audio recordings	1634
Request for reproduction and use of unpublished score for study	1636
Request for reproduction and use of unpublished score for performance	1639
Request for selected pages from unpublished score for publication	1642



Digitization of analog non-commercial audio recordings	1644
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Research Dissemination Office	1717
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OVCRD Journal Sales (Walk-in)	1718
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Clearance from the Office of the Vice Chancellor for Research and Development (OVCRD) in compliance with the University Clearance for former faculty members and Research, Extension and Professional Staff (REPS)	1752
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Issuance of Certificate for Technical Reviewer	1754
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Assistance in Filing Trademark Application	1789
Issuance of Certified True Copy of Trademark Certificate of Registration	1795
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Request for Assistance in UP Trademark Commercial Licensing	1805
Request for Review of Memorandum of Agreement (MOA)	1809
Request for IP and/or Technology Transfer Seminar/Training	1810
Request for Assistance in UP Trademark Commercial Licensing	1811
Request for Review of Memorandum of Agreement (MOA)	1815
Request for IP and/or Technology Transfer Seminar/Training	1816
Internal Services	
Assistance in Filing Copyright Application	1819
Issuance of Certified True Copy of Certificate of Copyright Registration and Deposit	1823
Assistance in Filing Trademark Application	1824
Issuance of Certified True Copy of Trademark Certificate of Registration	1830
Assistance on Utility Model (UM) / Industrial Design (ID) / Patent Registration of UP-owned Inventions	1831
Issuance of Certified True Copy (CTC) of Utility Model (UM) / Industrial Design (ID) / Patent Certificate of Registration	1837
Request for Assistance in Licensing of UP-owned Intellectual Property Rights (IPRs)	1839
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Request for Assistance in UP Trademark Commercial Licensing	1848
Request for Review of Memorandum of Agreement (MOA)	1852
Request for IP and/or Technology Transfer Seminar/Training	1853
Office of the Vice Chancellor for Student Affairs (OVCSA)	1854
External Services	
Review Educational Development Fee Form of foreign students	1855
Review: Various letters from students	1856
Internal Services	
Reviews Vouchers of Student and Graduate Assistants	1859
Review various vouchers from units	1860
Review: Various letters from OVCSA units	1861
Diliman Learning Resource Center (DLRC)	1863
External Services	
Borrowing of sample exams	1864
Reading of books and modules	1864



Computer Rental	1865
Document Printing	1865
Scanning1865	1866
CD Burning	1867
Request for tutorial	1867
DOST-Core Group (DOST)	1869
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Internal Services	
Request for Academic Performance of UP DOST Scholars	1873
Office of Counseling and Guidance (OCG)	1874
External Services	
Counseling	1875
Psychological Assessment and Evaluation	1876
Referral Service	1877
Seminars and Workshops, Career Orientation	1878
Assistance on Personnel Assessment and Evaluation Assessment	1879
Parent Conference	1880
Career Exploration and Job Search Assistance	1881
Processing of Participation in University Job Fair (For Companies)	1882
Internal Services	
Counseling	1885
Psychological Assessment and Evaluation	1886
Referral Service	1887
Seminars and Workshops, Career Orientation	1888
Assistance on Personnel Assessment and Evaluation Assessment	1889
Training Assistance	1890
Office of Student Ethics (OSE)	1882
External Services	



Issuance of OSE Clearance	1893
Signing of waiver of pre-requisite, university clearance, property clearance & certificate of candidacy	1895
Issuance of Certified True Copy of OSE Clearance	1897
Issuance of Certified True Copy of Case Documents	1898
Receipt of Complaints Against Students	1900
Determination of Jurisdiction and Probable Cause	1901
Conduct of Alternative Dispute Resolution	1903
Issuance of Summons	1905
Conduct of Preliminary Meeting/Hearing	1907
Preparation of Preliminary Meeting Report, Hearing Report and Final Committee Report	1909
Issuance of OSE Decision and Finality	1912
Consultation regarding the provisions on the Code of Student Conduct	1914
Request for Orientation on the Code of Student Conduct	1915
Internal Services	
Receipt of complaints against students	1918
Consultation regarding the provision on the Code of Student Conduct	1919
Request for orientation on the Code of Student Conduct	1920
Office of Scholarship and Grants (OSG)	1921
External Services	
Processing of Donation for Scholarships	1922
Processing of Donation for Adopt-a-Student Program	1926
Processing of Appointment for Student/Graduate Assistantships	1928
Processing of Application for Scholarship	1930
Processing of Application for Student Loan	1932
Processing of Claims for Medical Reimbursement (Under Student Contingencies Program)	1936
Processing of Benefits for Scholarships	1938
Processing of Benefits for Full Discount Plus Stipend (FDS)	1940



Processing of Benefits for Adopt-a-Student Program	1942
Issuance of Certification (Scholarships, ST Bracket, No ST Bracket, and for SAGA Employment)	1944
Issuance of Letter of Instruction for Landbank Enrollment for New Account	1945
Issuance of Statement of Account for Student Loan	1946
Issuance of Scholarship Application	1947
Tagging of Scholarship Assignment for Scholarships	1949
Tagging and Untagging of Scholarship Assignment for Socialized Tuition (ST) Bracket	1950
Signing of Clearances for UP Diliman (Student, Faculty and Non-Teaching Staff)	1951
Internal Services	
Processing of Donation for Scholarships	1953
Processing of Donation for Adopt-a-Student Program	1957
Signing of Clearances for UP Diliman (Student, Faculty and Non-Teaching Staff)	1960
Office of Student Housing (OSH)	1961
External Services	
Attends to inquiry letters	1962
Processing of Online Dorm Application	1963
Submission of appeal letter for disapproved / late applicants	1964
Processing of Approved Dorm Application and Checking-in (dorm assignment)	1965
Issuance of billing form / record	1967
Checking out of the residents	1968
Online tagging and untagging of residents during enrollment period	1969
Submission of appeal / request letter to waive dorm fee, change of dorm assignment and dorm complaints	1970
Internal Services	
Attends to inquiry letters (UP Units)	1973



Office of Student Projects and Activities (OSPA)	1974
External Services	
Request of Student Organization for University Grounds	1975
Request of Student Organization for Police Assistance	1976
Request of Student Organization for Posting of Posters	1977
Request of Student Organization for Tarpaulin Posting	1978
Request of Student Organization for using UP Trademarks	1979
Request of Student Organization for use of College Venue	1980
Request of Student Organization for Vehicle Entry	1981
Request of Student Organization for Dry-Goods Sale / Brand Sale	1982
University Food Service (UFS)	1983
External Services	
Provision of meals for student-athletes	1984
Preparation of payment for suppliers/dealers	1984
Preparation of billing	1985
Issuance of Official Receipt	1986
Practical training for students	1986
Internal Services	1989
Provision of catering services i.e. sit-down and big volume orders	1989
Provision of meals/snacks for walk-in customers	1994
Preparation of billing	2002

All Academic Units / Colleges	2003
External Services	
Request for Certifications / Documents	2004
a. Diploma	
b. Candidacy for Graduation	
c. Candidacy for Graduation with General Weighted Average (GWA)/ Course Weighted Average (CWA)	
d. Credited Subjects	
e. Course Weighted Average (CWA)	
f. Course Weighted Average (CWA with rank)	



g. Eligible for Readmission	
h. Enrolled in Residency	
i. Enrollment	
j. Good Standing	
k. Graduate courses not credited for undergraduate	
l. General Weighted Average (GWA)	
m. General Weighted Average (GWA with Percentage)	
n. General Weighted Average (GWA with Rank)	
o. No Pending Case / Good Moral Character	
p. Non-Contract	
q. Remaining Units	
r. Scholastic Standing	
s. Units Earned	
Request for Diploma	2005
Changing/Tagging of Status Non-Major/Non-Degree	2006
Issuance of Permit for Grade Completion / Removal Examination	2007
Process Application for Admission: Shifting and Transfer	2008
Process Application for Admission of New Graduate Students	2012
Process Application for Admission: International Graduate Students	2013
Requests and Invitations addressed to the Dean (meetings, interviews, partnerships)	2015
Request for Recommendation/ Endorsement Letter	2017
Request for Permit to Overload / Underload	2018
Request for Substitution of Courses	2019
Request for Permission to Cross-Register to Another UP Unit	2020
Request for Return from Absent Without Leave (AWOL)	2022
Request for Return from Leave of Absence (LOA)	2024
Request for Validation of Courses	2017
Endorsement Letter for Exchange Program or Study Abroad	2028
Endorsement for Deferment of Enrollment	2029
Endorsement for Appeal Late Registration and Payment	2030
Endorsement for Appeal for Late Application for Dropping or Change Matriculation	2032
Endorsement for Appeal for Late Application for Leave of Absence (LOA)	2033
Process Dropping or Change Matriculation	2024
Process Application for Leave of Absence (LOA)	2025
Process Permit to Transfer for Shifting Out	2026
Reservation Request (Room, Equipment, etc.)	2038
Issuance of Certificate of True Copy of Grades (TCG)	2040
Internal Services	
Reservation Request (Room, Equipment, etc.)	2042



Arts and Letter Cluster

College of Arts and Letters (CAL)	2044
External Services	
Application for Password Reset	2045
Akdang Buhay	2046
Amelia Lapena-Bonifacio Writers Workshop	2047
Education	2049
Educational Events as Artist Talks, Lectures, Forums, Workshops, Booklaunches, etc	2050
Exhibition	2051
Gemino H. Abad Seminar-Workshop on Teaching Literature	2052
Interdisciplinary Book Forum	2054
International Writers Conference	2055
Madrigal-Gonzalez Best First Book Award	2056
panitikan.ph	2057
Previous and Current Museum Activities	2058
Photo Reproduction Services	2059
Publish and disseminate Educational Guides	2061
Publications (Likhaan Journal)	2062
Saling Panitik: Bienvenido Lumbera Seminar-Palihan sa Pagsasalin	2063
UP Writers' Night	2065
Research	2067
Internal Services	
Comprehensive Examination Honorarium of Faculty	2070
Foreign Students' Writing Skills Assessment for Class Placement	2072
Intensive English Program (IEP)	2073
Preparation for Disbursement Vouchers and BUR	2075
Language Proficiency Exam	2077
Extramural Language Courses	2078
Certificate Course Application, Evaluation and Admission	2080
Room Reservations	2081
Voice Over Narration and Radio Productions	2082
Certificate Course Application	2083
Shiftees and Transferees Interview and Exam	2084
Speech Communication and Theater Workshop Enrolment	2086
UP National Writers' Workshop	2086
Amelia Lapena-Bonifacio Writers Workshop	2088
College of Fine Arts (CFA)	2091
External Services	
Process Request: Venue/Facilities/Equipment Rental	2092
Process Request: Venue/Facilities/Equipment Rental	2094



Process Request: Pen Tab and Laptop	2095
Process Request: Rental and Services of Fabrication Laboratory	2095
Process Request: Rental and Services of Ceramics Studio	2097
Process Application: Talent Determination Test – UPCAT Qualifier	2098
Process Application: Talent Determination Test – Non UPCAT Qualifier and Alternative School Passer	2099
Process Application: Talent Determination Test – Transferees from Other Schools	2100
Process Application: Talent Determination Test – Shiftees from other College and Transferee from Other UP Units	2102
Process Application: Talent Determination Test – 2 nd Degree Applicants	2103
Venue/Facilities/Equipment Rental	2104
Venue/Facilities/Equipment Rental	2106
Process Request: Rental and Services of Fabrication Laboratory Internal Services	2107
Venue/Facilities/Equipment Rental	2111
Venue/Facilities/Equipment Rental	2113
Process Request: Rental and Services of Fabrication Laboratory	2114
College of Human Kinetics (CHK)	2116
External Services	
VAAS Clearance	2117
Issuance of Athletic Scholarship Approval	2117
Physical Therapy Evaluation	2118
Physical Therapy Treatment	2119
Certificate of P.E. Exemption – for students 30 years old and above	2121
Certificate of P.E. Exemption - for students who hold the Associate in Arts title (or equivalent) or a Bachelor's degree	2121
Issuance of Certification of P.E. Exemption- for UP student member of Rayadillo, Members of ROTC Band	2122
Physical Education Proficiency Examination	2124
Community Recreation Program Application for the Associate in Arts (Sports Studies) –AASS	2125
Application for the Diploma in Exercise and Sports Science (DESS)	2126
Application for the Master of Science in Human Movement Science (MSHMS)	2128



Internal Services	
Application for the Master of Science in Human Movement Science (MSHMS)	2131
Physical Therapy Evaluation	2132
Physical Therapy Treatment	2133
Community Recreation Program	2134
College of Mass Communication (CMC)	2136
External Services	
Process Application for Admission: Shifting and Transfer	2137
Request for Venue (Theater)	2139
Request for Film Sponsorship	2140
Request for Equipment	2141
Request for Workshop Registration	2141
Request for Remote/Outside Broadcast	2142
Request for News Coverage	2144
Request for Interviews	2145
Request for Announcements-on-Board	2147
Request for Media Partnership for Organizations	2148
Request for Media Partnership for Government and UP Offices	2150
Request for Issuance of Certificate of Airing	2151
Request for Issuance of Certificate of Appearance	2152
Request for Facilitation of Station Visit and Studio Tours	2153
Request for Facebook Live	2154
Request for Analytics Report	2155
Request for Publicity Materials	2156
College of Music (CMu)	2159
External Services	
Application to the Associate in Arts (Music) or the Bachelor of Music Program	2160
Admission to a New Music Major	2161
Admission to a New CMu Program – From Associate in Arts (Music) or Diploma in Creative and Performing Musical Arts to Bachelor of Music	2162
Audition/Recital Venue Reservation	2163



Application: Master of Music (MM) and Doctor of Philosophy in Music (PhD)	2164
Admission of New CMu Graduate Students	2166
Application for Reading Language Exam	2169
Application for Comprehensive Examinations	2170
Application for Thesis/Dissertation Proposal Defense	2172
Application for Thesis/Dissertation Defense	2173
Reservation of Practice Room	2174
Reservation of Halls	2175
Reservation of Instruments/Equipment	2177
Request for the use of Halls/Rooms	2178

Management and Economics Cluster

Asian Institute of Tourism (AIT)	2180
External Services	
Process Application for Practicum / Pre-Practicum Training	2181
Process Request for Room and Equipment Reservations	2183
National College for Public Administration and Governance (NCPAG)	2185
External Services	
Respond to inquiries (CPED services)	2186
Extension services (CPED)	2186
Research services (CPED)	2188
Sale of Books & Publications	2189
Answers phone/email Inquiries	2196
Process Request for Room Reservation	2196
Respond to inquiries (Room Reservation)	2199
Respond to inquiries (CLCD Services)	2199
Extension services (CLCD)	2200
Research services (CLCD)	2202
Respond to inquiries (CLRG)	2204
Training and Extension services (CLRG)	2205
Research services (CLRG)	2206



Reply to email inquiries about admission and other student matters (CPAGE)	2208
Maintenance, updating and storage of all active and inactive student's Records (CPAGE)	2208
School of Economics (SE)	Services listed in All Common services for Academic Unit
School of Labor and Industrial Relations (SOLAIR)	2210
External Services	
Provide rental services for use of space / venue / accommodation facility	2211
Conduct of Institutional Training Programs	2214
Process Request for Resource Person and Consultancy Services	2215
School of Urban and Regional Planning (SURP)	2216
External Services	
Process Request for Customized Training	2217
Application for Regular Training Programs	2218
Technology Management Center (TMC)	Services listed in All Common services for Academic Unit
UP Diliman Extension Program in Pampanga (UPDEPP)	2220
External Services	
Issuance of Certificate of Good Moral Character	2221
Issuance of College Clearance	2221
Authentication of University Documents	2223
Scholarships Tagging	2224
Processing of Student Loan Documents	2225
Processing of Documents for Release of Stipend from Socialized Tuition	2226
Process Request for Room Reservation	2227
Virata School of Business (VSB)	Services listed in All Common services for Academic Unit



Science and Technology Cluster

Archaeological Studies Program (ASP)	Services listed in All Common services for Academic Unit
College of Architecture (CA)	2229
External Services	
Publication: Selling of Books	2230
Rental of Facilities	2230
Internal Services	
Publication: Selling of Books	2242
College of Engineering (COE)	2243
External Services	
Funding Request	2244
Processing: Room/Area Reservation or Rental of Facilities	2245
Process Application for Leave of Absence (LOA)	2247
Request for Return from Absent Without Leave (AWOL)	2249
Request for Certifications / Documents	2252
Request for Diploma	2253
Issuance of Permit for Grade Completion / Removal Examination	2254
Process Application for Admission: Shifting within the Department (Change of Program)	2255
Process Application for Admission of New Graduate Students	2256
Process Application for Admission: International Graduate Students	2258
Request for Permit to Overload	2261
Request for Substitution of Courses	2262
Request for Permission to Cross-Register to Another UP Unit	2264
Request for Return from Absent Without Leave (AWOL)	2265
Request for Return from Leave of Absence (LOA)	2268
Endorsement for Deferment of Enrollment	2271
Endorsement for Appeal Late Registration and Payment	2272
Endorsement for Appeal for Late Application for Dropping or Change Matriculation	2273
Endorsement for Appeal for Late Application for Leave of Absence (LOA)	2274
Process Dropping or Change Matriculation	2275
Process Application for Leave of Absence (LOA)	2277
Process Permit to Transfer	2278
Issuance of Certificate of True Copy of Grades (TCG)	2280
Internal Services	
Funding Request	2282



Processing of Original Appointment of Faculty (Instructor 1-7 and Lecturer 1-2)	2283
Department of Chemical Engineering (DChE)	2286
External Services	
Request to use analytical equipment	2287
Department of Computer Science (DCS)	2290
External Services	
Request for Internship of Senior High Students	2291
Request for Educational Tour / Field Trip / Benchmarking	2292
Request for Facilities / Room Use	2294
Request for Endorsement Letter for Student Scholarship	2296
Department of Geodetic Engineering (DGE)	2298
External Services	
Request for Internship of Junior High School Students	2299
Request for educational tour / field trip / benchmarking	2300
Request for the use Geodetic Engineering Theater (GE Theater)	2301
Request for Internship of Junior High Students	2303
Request for educational tour / field trip / benchmarking	2305
Request for the use Geodetic Engineering Theater (GE Theater)	2306
Department of Mechanical Engineering	2309
External Services	
Request for the use of ME Shop and Fabrication Facility	2310
Services	
Request for the use of Vehicle Research and Testing Laboratory	2311
Services	
Request for Educational Tour/Field Trip/Benchmarking	2313
Department of Mining, Metallurgical and Materials Engineering	2315
External Services	
Thermogravimetric Analysis Testing	2316
Fourier Transform Infrared (FTIR) Testing	2317
Evolved Gas Analysis (TG-IR) Testing	2318
Dynamic Thermomechanical Analyzer (DTMA) Test	2320
FE-SEM Imaging Testing	2321
FE-SEM with Energy Dispersive X-ray Spectrophotometer	2323
Ion Sputter Coating	2324
Brunauer-Emmett-Teller (BET) Surface Area and Porosity	2326
Particle Size Analysis via Dynamic Light Scattering	2327
IRHD Hardness Test	2329
Shore A Hardness Test	2330
Cure Test (Rubber Process Analyzer)	2332



Mooney Viscosity Measurement	2333
Mooney Stress Relaxation Test	2335
Tensile Test	2336
Sample Preparation - Crushing*	2338
Sample Preparation - Grinding*	2339
Sieve Analysis*	2340
Gravity Concentration - Tabling*	2341
Flotation Tests*	2343
Calcination*	2344
Zeta Meter Testing	2345
Atomic Absorption Spectroscopy (AAS)	2347
Proximate Analysis	2348
Density Measurement	2350
Rubber Aging	2351
X-ray Fluorescence Spectrometer (XRF)	2353
Sample Preparation - Polishing without Alumina	2354
Electro Spinning	2356
Cyanidation - Bottle-Roll	2358
Leaching Test	2359
Settling	2361
Room Use and Facilities Rental	2362
DMMME Lobby Rental	2364
Audio-Video Equipment Rental	2365
Electrical and Electronics Engineering Institute	2366
External Services	
Internship of Senior High School Students	2367
Request for Educational tour/ fieldtrip/ benchmarking	2368
Room Use and Facilities Rental	2369
Internal Services	
Room Use and Facilities Rental	2373
Environmental Engineering Program	2375
External Services	
Process on borrowing and use of Environmental Engineering Program (EnE) laboratory equipment	2376
Use of ICP-OES for Sample/Specimen Testing (Laboratory)	2377
Internal Services	
Process on borrowing and use of Environmental Engineering Program (EnE) Laboratory Equipment	2381
Use of ICP-OES for Sample/Specimen Testing (Laboratory)	2383
Institute of Civil Engineering	2385
External Services	



Facility Rental	2386
Equipment Rental	2388
Materials Testing	2390
College of Home Economics	2393
External Services	
Approval of request for Tour, visit or interview (Common Spaces in the College)	2394
Qualifying Examinations for Doctor of Philosophy (PhD) Students	2395
Conduct of Comprehensive Examination of Students	2396
Provide research consultation and/or materials	2398
Lend mannequins and other display modules	2399
Provide a guest speaker for a class, academic forum, exhibition, etc.	2400
Invitation for Speaker/Facilitator from FLCD Faculty	2401
Issuance of Certificate of Detailed Teaching Course Description	2402
Issuance of Certifications from the Department of Family Life and Child Development	2403
Issuance of Certification/Letter for waiver of subject of Non-CHE Student	2404
Approval of UPCDC-FLCD Room Reservation	2405
Request for Observation	2407
Application process for IDP	2407
Application for 11-month-old to 5 years and 5-month-old children	2409
Enrollment to UPCDC	2411
Issuance of Certificate of Enrollment	2412
Issuance of Certificate of Non-Issuance of Numeric Report Card	2414
Issuance of Certificate of Good Moral	2415
Issuance of Certificate of No Learner Reference Number (LRN)	2416
Approval of Request for Laboratory Equipment/Glassware	2417
Canning Service	2418
Vacuum Packing Service	2420
Product Development Services	2421
Heat Penetration Services	2424
Rental of Facilities and Equipment	2426
Food Quality and Safety Trainings	2428
Quality Assurance Service	2430
Quality Assurance Service with GMP Assessment of 1 Sit	2431
Plant Layout Services	2432
Shelf-life testing	2433
Commercial Sterility Testing	2435
Internship	2436
Process Request letter or Invitation as Speaker/ Facilitator	2437



Issuance of Certification or documents from Department of Hotel, Restaurant, & Institution Management	2438
Issuance of Certification for Language Proficiency Exam (LPE)	2439
Interview with HRIM Faculty of CHE	2441
Use Laboratory Equipment and Utensils/ Facilities	2443
Catering quotations and proposals for clients	2444
Orientation of student affiliates	2445
Scheduling of student affiliates	2446
Monitoring of student affiliates	2447
Evaluation of student affiliates	2448
Internal Services	
Approval and delivery of Creative Services	2452
Provide Laboratory Work to CT courses and other related disciplines	2453
Approval of UPCDCFLCD Room Reservation connected with the college activities	2454
College of Science	2456
External Services	
Application for ASTHRDP-HRDP-NSC Scholarship (S&T) for Graduate Students (MS/Ph.D. Degree)	2457
Application of Students to Shift/Transfer to other degree program	2460
Application for Admission to Graduate Program (MS / PhD)	2462
Provide and Maintain 24/7 Study Nook Area	2464
Computational Science Research Center	2465
External Services	
General Requests (Basic Requests)	2466
Technical Requests - Access to Network or to Existing Application Systems by Citizens	2469
Technical Requests - Access to Existing Application Systems by Government Institutions	2472
Internal Services	
General Requests (Basic Requests)	2477
Technical - High Performance Computing (HPC) Cluster Provisioning / Server Provisioning / Server Hosting / Server Colocation	2480
Technical Requests - Access to Network or to Existing Application Systems	2485
Technical Requests - Configurations on CS Network or Updates on Existing Application Systems	2489
Technical Requests - Personal Computer Systems Maintenance (for CS Units without I.T. Personnel)	2494
Technical - General Requests	2496
Institute of Biology	2500



External Services	
Request for Auditorium/Lecture and Conference Room	2501
Request for Laboratory and Museum Tour	2502
Request for Plant Identification and Classification	2503
Institute of Chemistry	2504
External Services	
Conduct Chemical Analysis	2505
Conduct Training Course	2508
Institute of Chemistry NMR Service Facility	2509
Conduct Chemical Analysis using Liquid Chromatography-Mass Spectrometry (LC-MS)	2512
Internal Services	
Conduct Chemical Analysis	2516
Provides equipment and supplies for research use	2519
Conduct Training Course	2522
Institute of Chemistry NMR Service Facility	2523
Conduct Chemical Analysis using Liquid Chromatography-Mass Spectrometry (LC-MS)	2525
Institute of Environmental Science and Meteorology	2428
External Services	
Reservation for use of facility and/or Equipment	2429
Rental of Facilities (Auditorium, Classroom, etc.)	2429
Institute of Mathematics	2532
External Services	
Application for Advance Placement Examination (APE)	2533
Request for Office Space Rental	2534
Marine Science Institute	2536
External Services	
Internship Application	2537
Request for Campus/Unit Educational Tour	2538
International Publication Award (IPA)	2539
Request for Vessel	2540
Imaging using the Confocal Laser Scanning Microscope (CLSM)	2542
Internal Services	
Water Quality Analysis (Nutrients)	2545
Water Quality Analysis (Chlorophyll-A)	2546
Water Quality Analysis (Total Suspended Solids)	2547
Water Quality Analysis (Total Alkalinity)	2548
Water Quality Analysis (Carbon Content)	2550
Request for MSI ID	2552
Employee Biometrics Registration	2553



Deputy Director for Facilities and Resources Work Order/Maintenance Request	2554
MSI Vehicle Request	2555
MSI Room Reservation	2555
Travel Order Request	2556
Travel Order	2557
Materials Science and Engineering Program	2558
External Services	
Application of Students to Graduate Studies	2559
Process Thesis or Dissertation Proposal	2560
National Institute of Geological Sciences	2562
External Services	
Earth Material Science Laboratories Services: X-Ray Diffraction Profile Laboratory Services	2563
Earth Material Science Laboratories Services: Clay Minerals and synthetic materials characterization Laboratory Services	2564
Earth Material Science Laboratories Services: Characterization and identification of an Unknown Material Laboratory Services	2565
Benchtop XRF Bulk Analysis Laboratory Services	2566
Handheld XRF Analysis Laboratory Services	2567
Microwave Plasma Atomic Emission Spectrometer Laboratory Services	2568
Atomic Absorption Spectrometer (AAS) Laboratory Services	2569
Inductively Coupled Plasma Mass Spectrometer Laboratory Services	2570
X-Ray Diffraction Profile Laboratory Services	2571
Handheld XRF Analysis Laboratory Services	2572
Environment Monitoring Laboratory Services	2573
Environment Monitoring Laboratory	2575
Scanning Electron Microscope Laboratory Services	2577
Nannoworks	2578
Earth Resources Laboratory Services	2578
Earth Resources Laboratory	2579
NIGS Library	2580
National Institute of Molecular Biology and Biotechnology	2581
External Services	
Request for Certificate of Academic Ranking (Institute Level)	2582
Request for Locker	2583
Travel Order for NIMBB Students	2584
Internship/Science Immersion Program (SIP)	2585
Request for Study/Laboratory Tour	2588



Disease Molecular Biology and Epigenetics Laboratory Services	2589
National Institute of Physics	2592
External Services	
Request for Auditorium (ICSI) or Seminar Rooms Rental	2591
Request for the conduct Science Immersion Program (SIP)	2594
Request for Laboratory Tour	2595
Science and Society Program	2597
External Services	
Process Request of All STS Students	2598
School of Library and Information Studies	2603
External Services	
Issuance of Certification: Candidacy for Graduation	2604
Issuance of Certification: Completion of Academic Requirements	2605
Issuance of Certification: Curriculum Weighted Average (CWA)	2606
Issuance of Certification: Earned and Remaining Units	2607
Issuance of Certification: Current Enrollment/bona fide student	2608
Issuance of Certification: General Weighted Average (GWA)	2609
Issuance of Certification: Good Moral Character	2610
Issuance of Certification: Honorific Scholarship	2611
Issuance of Certification: Honorific Scholarship	2612
Issuance of Certification: Scholastic/ Academic Standing	2613
Issuance of Certification: Term Expected to Graduate	2614
Issuance of Certification: True Copy of Grades	2615
Issuance of Certification: Year Level Standing	2616
Processing: Application for Admission (Graduate)	2617
Processing: Admission (Undergraduate – Shiftee)	2618
Processing: Admission (Undergraduate – Transferee 1)	2619
Processing: College Clearance	2620
Processing: Permit to Overload	2621
Processing: Permit to Transfer	2622
Processing: Permit to Underload	2623
Processing: Readmission from Absence Without Leave (AWOL)	2624
School of Statistics	2625
External Services	
Statistical Consultancy Services	2626
Statistical Consultancy Services under Stat 290	2627

Social Sciences and Law Cluster

Asian Center (AC)	2628
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External Services	
Application for Asian Center M.A. Programs	2629
Reservation of Facilities	2630
Purchase of Asian Center Publications	2632
Application for Tri-College PhD Philippine Studies Program	2633
College of Education (CED)	2635
External Services	
Reservation of Facilities	2636
Application of Scholarship Thesis/Dissertation Grant	2637
Enlistment in EDUC 300, EDUC 400 and Residency	2638
Application for 4th MRR Extension	2639
Application for 5th MRR Application	2641
Application for Waiver of MRR Undergraduate Program - Extension of Residence beyond Maximum Residency Requirement MRR	2643
Center for International Studies (CIS)	Services listed in All Common services for Academic Unit
Institute of Islamic Studies (IIS)	2646
External Services	
Arabic Language Proficiency Examination	2647
Translation Arabic/English/Filipino	2647
Translation of Philippine Muslim Languages/Dialects	2648
Islamic Rituals Khutbah, Prayer, Marriage, Paggunting	2649
Islamic Lectures, Forum, Workshop, Training and Seminars	2650
Islamic Consultancy	2650
College of Law (CL)	2652
External Services	



Conduct of Bar Review	2653
Legal Opinion / Comments on Pending Legislations/Executive Issuances	2654
Codification and Revision	2655
Registration to Mandatory Continuing Legal Education (MCLE) Program	2655
Application for UP Law Aptitude Examination (LAE)	2656
Providing Legal Assistance/Representation to Indigent Clients	2658
Tender Legal Services	2659
Rendering of Legal Opinion	2659
Receiving of Rules and Regulations filed by Different Government Agencies	2660
Issuance of Certification of Filing or Non-Filing of Rules and Regulations	2661
Issuance of Certified copies of rules and regulations filed with ONAR	2662
Request for Publication	2663
Processing of Certification for Bar Applications	2663
Request for Conduct of Trainings	2665
Internal Services	
Receiving of Rules and Regulations filed by Different Government Agencies	2667
Issuance of Certification of Filing or Non-Filing of Rules and Regulations	2668
Request for Publication	2669
College of Social Sciences and Philosophy (CSSP)	2670
External Services	
Request for venue/equipment AVR museum	2671
Geographic Information Systems GIS and Mapping Workshop	2671
Teacher training/seminar on the teaching of Geography	2673



Training/Seminar on Disaster Risk Reduction and Management DRRM	2674
Training/Seminar on Participatory 3D Mapping P3DM	2675
Request for Language Proficiency Exam	2675
Request to attend the National Training Seminar for Teachers of Philippine History PROFESS	2676
Request to attend the Philippine-Spanish Friendship Day Conference	2677
Administer Language Proficiency Exam	2677
Translation services to/from Philippine and Asian Languages	2678
Conduct seminar and training workshops	2679
Extension Program Offer through Extramural Classes in Asian Languages and Linguistics	2679
Issuance of certification of Philo 198 taken twice	2680
Endorsement of requests to take foreign language examination from other units	2681
Evaluation of request to shift track in MIS Program	2682
Request for certification of subject required for board examination	2684
Request for Research Participation Pool Access	2685
Conduct of Survey	2687
Training Request	2688
Data Requests	2689
Issuance and Processing Room Reservation/Facilities	2690
CSSP Extramural Training Seminar for Social Science Teachers CSSPEX	2691
CSSP PROFESS: Professional Education Series	2694
Facilities Reservation	2696
Request for Certificate of Good Moral	2698
Issuance of Organization Recognition Certificate	2699
Use of CSSP Multi-media Room PH400	2700
Use of Video-Conferencing Room PH119	2701



Use of LCD Projector	2702
Internal Services	
OCLA- Out of Classroom Learning Activities-AFA Academic Field Activity	2705
Request for Make-up Class	2706
College of Social Work and Community Development (CSWCD)	2707
External Services	
Rental of Facility	2708
Psychosocial services	2709
Prayer Room for those of Islamic Faith	2711
UP Integrated School (UPIS)	2712
External Services	
Kindergarten Admission Test KAT Application	2713
Grade 7 Admission Test GAT Application	2714
Equipment and Facility Rental	2716
Gate Pass	2721
Commuter's Pass for 3-6	2722
Replacement of Fetcher's ID K-2	2722
Classroom Observations	2724
Issuance of Clearance for the Release of Report Cards for 6-12 students	2725
Admission of Lateral and Varsity Athletic Admission System (VAAS)	2726
Parent-Teacher Consultation PTC	2728
Permission to conduct research in UPIS	2729

Research and Extension Units

National Engineering Center (NEC)	2732
External Services	
Process Request for Rental of Facilities	2733



Process Submission of Manuscript for Possible Publication in the Philippine Engineering Journal	2734
Process Application for Journal Referee	2736
Process of Application for Journal Subscription	2737
Process request for project/consultancy/research proposals from government agencies and government owned and controlled corporations (GOCCs)	2737
Preparation and signing of Memorandum of Agreement (MOA) / Consultancy Service Agreement (CSA) between UP (through the UPNEC) and government agencies / GOCCs	2739
Process request for project/consultancy/research proposals from private institutions	2740
Preparation and signing of Memorandum of Agreement (MOA) / Consultancy Service Agreement (CSA) between UP (through the UPNEC) and private institutions	2741
Process Request to Attend a Training Program	2743
Process Request for a Customized Training Program	2744
Process Request to Avail Training Discounts	2745
Issuance of an Electronic Copy of Statement of Account	2746
Reprinting of Certificates	2747
Process Request to Take Business Analytics Associate and Professional Certifications	2748
Internal Services	
Process Request for Rental of Facilities	2751
Process Submission of Manuscript for Possible Publication in the Philippine Engineering Journal	2752
Process Application for Journal Referee	2754
Process request for project/consultancy/research proposals from UP units	2755
Process Request to Attend a Training Program	2756
Process Request for a Customized Training Program	2757
Process Request to Avail Training Discounts	2758



Issuance of an Electronic Copy of Statement of Account	2759
Reprinting of Certificates	2760
Process Request to Take Business Analytics Associate and Professional Certifications	2761
Building and Research Service (BRS)	2762
External Services	
Request for Technical Assistance (Project/Consultancy/Research Proposals)	2763
Request for Technical Consultation	2764
Request for Technical Information	2765
Internal Services	
Request for Technical Assistance (Project/Consultancy/Research Proposals)	2767
Request for Technical Consultation	2768
Request for Technical Information	2769
National Center for Transportation Studies (NCTS)	270
External Services	
Request for Technical Services (Transport related studies)	2771
Request and provision of technical expertise in academic research in the University (collaborator, thesis panel/ critic)	2772
Request and provision of technical expertise thru Committee memberships (Technical Working Group) for government and non-government organizations and attendance in meetings, workshops and seminars	2773
Request to use available transport software and programs thru experts' assistance	2774
Request and provision of assistance to students through the Student Affairs Coordinator (on-the-job training/ internship and tours)	2775
Request and to host students, researchers and research projects	2776
Processing of requests and conduct of Regular Training Programs in Transportation	2777



Processing of requests and conduct of Customized Training Programs	2779
Issuance of Certified true copies of Certificates on Training Program Attended (Participants/ Lecturers)	2780
Processing of requests and provision of Transport Data	2781
Processing of requests for Library Access/ Use	2782
Processing of acceptance of donations for the Library	2783
Processing and accommodation of requests as resource person for interviews, lectures, seminars, workshops, etc.	2783
Accommodation and rendering of extension services to the community related to transportation and traffic (e.g. UPD Transportation Committee/ OVCCA requests, etc.)	2784
Accommodation of requests to use equipment and facilities	2785
Philippine Learning Center for Environment and Social Sustainability (PHILCESS)	2787
External Services	
Process Request to Attend Public Training Programs on Environmental and Social Sustainability	2788
Provide government discount for public training	2789
Process Request for In-house training	2790
Prepare Documentation reports for development partners	2793
Prepare Mid-year and Year-end progress reports for development partners	2795
Prepare Presentations about PHILCESS for Development Partners	2796
Prepare Annual Work Plan for Development Partners	2796
Internal Services	
Process Request to Attend Public Training Programs on Environmental and Social Sustainability	2801
Training Center for Applied Geodesy and Photogrammetry (TCAGP)	2803
External Services	
Process Request to Attend the Training Courses: TC 24 (RS), TC 25 (GIS), TC 26 (GNSS)	2804



Process Request to Attend the Training Courses: TC 24 (RS), TC 25 (GIS), TC 26 (GNSS)	2805
Process Request for Customized/Short Training Courses	2806
Process Request to Engage in Research Projects	2807
Process Request to Engage in Extension Services	2808
Process Request for LiDAR Data from TCAGP Research Projects	2809
Process Request for the Borrowing of Surveying Instrument Internal Services	2810
Process Request for LiDAR Data from TCAGP Research Projects	2813
Process Request for the Borrowing of Surveying Instrument	2813
Process Request to Attend the Training Courses: TC 24 (RS), TC 25 (GIS), TC 26 (GNSS)	2815
National Institute for Science and Mathematics Education Development (NISMED)	2817
External Services	
Training of Teachers	2818
Development of Curriculum Materials	2820
Conduct Research and Impact Studies	2821
Provide Printing Services	2822
Provide Rental Service for Facilities (Hostel)	2824
Provide Rental Service for Facilities	2825
Natural Sciences Research Institute	2828
External Services	
Advanced Molecular Biology Workshop, Registration	2829
Basic Molecular Biology Workshop, Registration	2830
Laboratory Animal Workshop, Registration	2831
Microalgae Workshop, Registration	2832
Plant Chromosome Preparation Workshop, Registration	2834
Request for Cytotoxicity Test (Trypan Blue)	2835
Request for Genotoxicity or Antigenotoxicity Testing (<i>Allium cepa</i> test)	2837
Request for Research Assistance, Equipment and Chemical Use	2839
Microscopy Services	2841
Request for Laboratory Room Use	2843
DNA Paternity/Maternity Testing/Parentage	2845



DNA Profiling (Blood Sample)	2847
Kinship Analysis (aSTR/XSTR/YSTR/Mitochondrial)	2849
DNA Profiling (Bone Samples from Cemetery or Funeral Parlor)	2851
DNA Profiling of Bone Samples from Cemetery or Funeral Parlor with Comparison to Living Individuals	2853
Sample Collection and 5 year storage (Blood samples)	2855
Sample Collection and 5 year storage (Bone samples)	2856
Sample Collection and Sending Out of Samples (Blood/Buccal samples)	2858
Consultation	2860
Appearance in court	2861
Consultation for thesis/research studies	2562
Microbiological Analysis of Drinking Water	2562
Microbiological Analysis of Non-Drinking Water	2565
Microbiological Analysis of Food and Beverage	2567
Microbiological Analysis of Cosmetics and Pharmaceuticals	2570
Microbiological Analysis of Surfactant	2573
Microbiological Testing of Bioactive-Containing Liquid	2875
Microbiological Testing of Bioactive-Containing Materials	2877
Assessment of Surface Microflora by Swabbing	2878
Preservative Challenge Test in Foods and Cosmetics	2879
Storage/Stability Studies on Foods and Cosmetics	2880
Isolation of Selected Microorganism from a Given Sample	2881
Characterization and Identification of Bacteria	2883
Regular Training Courses on Microbiology	2884
Customized Training Courses Related to Microbiology	2886
Conduct Chemical Analysis	2887
Conduct Training Course	2896
Conduct Training Courses	2897
Internal Services	
Advanced Molecular Biology Workshop, Registration	2901
Basic Molecular Biology Workshop, Registration	2902
Laboratory Animal Workshop, Registration	2903
Microalgae Workshop, Registration	2904
Plant Chromosome Preparation Workshop, Registration	2905
Request for Cytotoxicity Test (Trypan Blue)	2906
Request for Genotoxicity or Antigenotoxicity Testing (<i>Allium cepa</i> test)	2908
Request for Research Assistance, Equipment and Chemical Use	2910
Microscopy Services	2912
Request for Lab Room Use	2915



Microbiological Analysis of Drinking Water	2916
Microbiological Analysis of Non-Drinking Water	2918
Microbiological Analysis of Food and Beverage	2919
Microbiological Analysis of Cosmetics and Pharmaceuticals	2922
Microbiological Analysis of Surfactant	2924
Microbiological Testing of Bioactive-Containing Liquid	2926
Microbiological Testing of Bioactive-Containing Materials	2927
Assessment of Surface Microflora by Swabbing	2929
Preservative Challenge Test in Foods and Cosmetics	2930
Storage/Stability Studies on Foods and Cosmetics	2931
Isolation of Selected Microorganism from a Given Sample	2932
Characterization and Identification of Bacteria	2934
Regular Training Courses on Microbiology	2935
Customized Training Courses Related to Microbiology	2937
Conduct Chemical Analysis	2938
Conduct Training Course	2946
Conduct Training Courses	2947



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 s of the plan	NONE	1 Day	<i>1. Receiving Personnel</i> 1.1 <i>Executive Assistant</i> Office of the Chancellor
2. Wait for Chancellor's signature	2. Chancellor sign	NONE	5 Days	<i>Chancellor</i> Office of the Chancellor
2. Received signed Building/ Infrastructure Plans	3. Sign Building/ Infrastructure Plans released to the	NONE	1 Day	<i>Releasing Officer</i> Office of the Chancellor



from Office of Campus Architect	Office of Campus Architect			
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	NONE	4 Days	1. <i>Receiving Personnel</i> 1.1 <i>UES I/ Executive Assistant</i>



	1.1 Review the construction agreement if requirements are complete, proper and correct			Office of the Chancellor of UP Diliman
2. Wait for the signed Construction Agreement	2. Sign the Construction Agreement	NONE	2 Days	<i>Chancellor</i> Office of the Chancellor of UP Diliman
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>1.1 Executive Assistant and Chancellor</i> Office of the Chancellor
2. Wait for the report/ comment/recommendation of the concerned office.	2. Receive and review report/comment /recommendation from the concerned offices	NONE	7 Days	<i>Chancellor</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>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	18 Days, 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:	Highly Technical			
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 or Office of the Vice Chancellor for Research and Development 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, review and evaluate the MOA/ MOU	NONE	Pause-Clock (7 Days)	<i>1. Receiving Personnel</i> Office of the Vice Chancellor for Academic Affairs/ Office of the Vice Chancellor for Research and Development
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	2. Review the completeness of MOA/ MOU 2.1 Sign	NONE	3 Days	<i>2. University Extension Specialist I and Executive Assistant</i> <i>Chancellor</i> Office of the Chancellor



Office of the Chancellor				
3. Receive signed MOA/MOU from OVCAA/ OVCRD	3. Release MOA/MOU to OVCAA / OVCRD	NONE	2 Days	<i>Releasing Personnel</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:	Highly Technical			
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 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		
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	NONE	Pause-Clock (14 Days)	<i>1.Receiving Personnel</i> <i>Office of the Campus Architect</i>



	of Contract Time 1.1 Send endorsement to the Office of the Chancellor			
2. Wait for the signed notice of Suspension/ Notice of Extension from OCA and OVPD	2. Received endorsement from OCA and OVCPD 2.1 Check the completeness of signatures 2.2 Sign	NONE	2 Days	2. Receiving Personnel 2.1 Executive Assistant 2.2 Chancellor Office of the Chancellor
3. Received signed Notice of Suspension or Extension of Contract Time from OCA	3. Release signed signed Notice of Suspension or Extension of Contract Time to OCA	NONE	1 Day	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:	Highly Technical
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 2.Recommendation from the Unit (Chair/Director) of the person to be seconded 3.Recommendation of Dean 4.HRDO personnel clearance 5.Recommendation from the Office of the Vice Chancellor for Academic Affairs or Office of the Vice Chancellor for Administration	1. Requesting Party 2. Unit (Chair/Director) of the person to be seconded 3. College Dean 4. Human Resource Development Office's 5. OVCAA / OVCA
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request through HRDO	1.Receive, evaluate and endorse letter of request for secondment 1.1 Release endorsement to Office of the Chancellor	NONE	Pause - Clock 14 Days	<i>1. Receiving Personnel 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		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	3. Release approved request for secondment	NONE	1 Day	<i>Releasing Personnel Office of the Chancellor</i>



Resource Development Office	to the Human Resource Development Office			
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	NONE	5 Days	1. <i>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 <i>Receiving Personnel and Executive Assistant</i> 1.6 <i>Chancellor</i>



	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			1.7 Executive Assistant Office of the Chancellor
2. Receive decision through DLO	2. Release decision through DLO	NONE	1 Day	<i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	6 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		1. Requesting Party



3. Recommendation from (OUR) Office of the University Registrar 4. Recommendation from OVCAA		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. Receiving Personnel 1.1 University Extension Specialist IV 1.2 Chancellor Office of the Chancellor
2. Receive approved letter for readmission from the Office of the Chancellor	2. Release approved letter for readmission to Requesting Party, copy furnished to Office of the University Registrar and College	NONE	1 Day	Releasing Personnel 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
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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 Office of the Vice Chancellor for Academic Affairs		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, 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	<i>1. Receiving Personnel</i> 1.1 University Extension Specialist IV 1.2 Chancellor 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	NONE	1 Day	<i>Releasing Officer</i> Office of the Chancellor



	Registrar and College			
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	<i>1. Receiving Personnel</i> 1.1 University Extension Specialist IV 1.2 Chancellor 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	<i>Releasing Personnel</i> Office of the Chancellor



TOTAL:	NONE	2 Days	
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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. <i>Receiving Personnel</i> 1.2 <i>Executive Assistant and/or University Extension Specialist I</i> 1.3 <i>Chancellor</i> Office of the Chancellor
2. Receive signed scholarship contract the College	2. Release signed scholarship contract to the College	NONE	1 Day	<i>Releasing Personnel</i> Office of the Chancellor



TOTAL:	NONE	7 Days	
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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	<i>1. Receiving personnel</i> 1.1 <i>University Extension Specialist IV</i> 1.2 <i>Chancellor</i> 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	NONE	1 Day	<i>Releasing Personnel</i> Office of the Chancellor



	Requesting Party and College			
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 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	NONE	1 Day	Releasing Personnel Office of the Chancellor



	copy furnish to Requesting Party and College			
TOTAL:		NONE	3 Days	

14. Approval of Full Student Loan Application

Request for the approval of the Chancellor of full student loan application

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. Filled-up Student Loan Application Form 2. 2 pieces pictures (1x1) of the applicant 3. Thumb Mark of the applicant 4. Signature of principal and co-debtor 5. Photocopy of applicant's UP ID and co-debtor's valid ID	1. Online through CRS account of student 2-5 Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled-up form with required pictures and photocopy of applicant's UP ID and co-debtor's valid ID (Government issued ID or Company ID)	1. Receive filled-up Student Loan Application Form 1.1 Review filled-up Student Loan Application Form 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 Student Loan	2. Release approved	NONE	1 Day	Releasing Personnel



Application Form from the Office of the Chancellor	Student Loan Application Form to the Requesting Party			Office of the Chancellor
TOTAL:		NONE	3 Days	

15. 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 1.2 Approve	NONE	2 Days	1. Receiving Personnel 1.1 Executive Assistant 1.2 Chancellor Office of the Chancellor



2. Received approved LDDAP Form through Diliman Accounting Office	Release approved LDDAP Form to Diliman Accounting Office	NONE	1 Day	<i>Releasing Officer</i> Office of the Chancellor
TOTAL:		NONE	3 Days	



16. 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:	Highly Technical			
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	NONE	1 Day	1. <i>Receiving Personnel</i> 1.2 <i>Executive Assistant/ Chancellor</i> Office of the Chancellor
	2. Submit OVCAA recommendation including draft reply for the Chancellor's consideration.	NONE	Pause clock 5 Days	Office of the Vice Chancellor for Academic Affairs
	1. Received recommendation	NONE	1 Day	1. <i>Receiving Personnel</i> 1.1 <i>Executive Assistant</i>



	1.1 Review the documents if it is in order 1.2 Approve/ sign			<i>1.2 Chancellor</i> Office of the Chancellor
	2. Release approved documents to the Office of the Vice Chancellor for Academic Affairs	NONE	1 Days	<i>Chancellor</i> <i>Executive Assistant</i> <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	8 Days	



Office of the Chancellor (OC)

Internal Service



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	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		Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application of eHOPE reviewed and endorsed by eHOPE committee together with the endorsement of the Vice Chancellor for Administration to the Office of the Chancellor	1. Received Application of eHOPE reviewed and endorsed by eHOPE committee together with the endorsement of the Vice Chancellor for Administration 1.1 Review endorsed eHOPE applications if in order 1.2 Approve endorsed	NONE	2 Days	1. Receiving Personnel 1.1 Executive Assistant 1.2 Chancellor Office of the Chancellor



	eHOPE applications			
2. Receive approved eHOPE application through Human Resource Development Office	Release approved eHOPE application to the Human Resource Development Office	NONE	1 Day	<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	1. Received letter of request with the recommendation	NONE	2 Days	<i>1. Receiving Personnel</i> <i>1.1 Executive Assistant</i> <i>1.2 Chancellor</i>



Chancellor for Administration	of the Vice Chancellor for Administration 1.1 Review if request is in order 1.2 Approve			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	<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 from the Procurement Office Director/authority	1. Received document/s 1.1 review recommendations are in order 1.2 Approve	NONE	2 Days	1. Receiving Personnel 1.1 Executive Assistant 1.2 Chancellor Office of the Chancellor
2. Received signed document/s from the Procurement Office	Release signed procurement document/s to Procurement Office	NONE	1 Day	1. Releasing Personnel Office of the Chancellor
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</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 and 1.7 Executive Assistant/ Releasing or Receiving Personnel</i></p> <p><i>1.6 Chancellor</i></p> <p>Office of the Chancellor</p>
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	confidential cover			
	1.8. Received Decision prepared by DLO for signature of the Chancellor 1.9 Sign the Decision	NONE		1.8 Receiving Personnel 1.9 Chancellor Office of the Chancellor
2. Receive decision through DLO	2. Release decision through DLO	NONE	1 Day	2. Executive Assistant/Releasing Personnel Office of the Chancellor
TOTAL:		NONE	6 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 1.2 Approve	NONE	2 Days	1. Receiving Personnel 1.1 Executive Assistant 1.2 Chancellor 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	Executive Assistant/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	Releasing Personnel Office of the Chancellor
TOTAL:		NONE	3 Days	

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
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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 for Research and Development	1. Received documents from the Office of the Vice Chancellor for Research and Development 1.1 Review recommendations if in order 1.2 Approve various Grant/ Awards	NONE	2 Days	1. Receiving Personnel 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	Release approved Grants/ Award to the Office of the Vice Chancellor for Research and Development	NONE	1 Day	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		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of complaint to the Office of the Chancellor	1. Received letter of complaint 1.1 Evaluate letter of complaint and refer to appropriate office	NONE	2 Days	1. Receiving Personnel 1.1 Executive Assistant/Chancellor Office of the Chancellor
TOTAL:		NONE	2 Days	

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. 1 Receives report and recommendation from OASH 1.2 study/review the report and recommendation 1.3 Refer action of the Chancellor to Diliman Legal Office for preparation of the Notice of Decision	NONE	5 Days	1.1 Receiving Personnel Executive Assistant Chancellor Office of the Chancellor
	2. Signature of the Notice of Decision	NONE	1 Day	Executive Assistant Chancellor Office of the Chancellor
2. Received notice of decision from DLO	3. Release Notice of Decision through the Diliman Legal Office	NONE	1 Day	Chancellor Executive Assistant Releasing Personnel Office of the Chancellor
TOTAL:		NONE	7 Days	

10. Documents from Human Resource Development Office: Approving Basic Paper (BP), Appointment, Retirement letter, Retirement Gratuity, Application for Leave of Absence of Administrative Staff, Research Extension and Professional Staff (REPS) and Faculty

Request for the approval of the Chancellor on the BP, Appointment, Retirement letter, retirement gratuity, application for leave of absence for admin, Research Extension and Professional Staff and faculty.

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		Human Resource Development Office		
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 1.2 Action of the Chancellor	NONE	2 Days	1. Receiving Personnel 1.1 University Extension Specialist IV 1.2 Chancellor Office of the Chancellor
2. Received 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	Releasing Personnel Office of the Chancellor
TOTAL:		NONE	3 Days	

11. 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 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 and Finalize Travel Authority 1.1 Review Travel Authority and attachments if they are in order 1.3 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 approved Travel Authority to the Human Resource Development Office	NONE	1 Day	Releasing Personnel Office of the Chancellor
TOTAL:		NONE	3 Days	

12. 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:	Complex			
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	<i>1. Receiving Personnel</i> 1.1 Chancellor 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	<i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	4 Days	

13. 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 Release to the Office of the Vice Chancellor for Academic Affairs / Office of the Vice Chancellor for Administration/ OVCRD 1.3 Approve	NONE	2 Days	1. Receiving Personnel University Extension Specialist IV Chancellor Human Resource Development Office
	1.4 Release signed Limited Practice of Profession Form to the Human Resource Development Office	NONE	1 Day	Chancellor University Extension Specialist IV Releasing Personnel Office of the Chancellor
TOTAL:		NONE	3 Days	

14. 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 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		1. Requesting Party 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	Chancellor University Extension Specialist IV 3. Releasing Personnel Office of the Chancellor
TOTAL:		NONE	3 Days	

15. Approval of Research Dissemination Grant (RDG)

Request for the approval of the Chancellor for Research Dissemination Grant.

Office or Division:	Office of the Chancellor
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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 1.2 Release to the Office of the Vice Chancellor for Academic Affairs / Office of the Vice Chancellor for Administration/ OVCRD 1.3 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	<i>Chancellor</i> <i>University Extension Specialist IV</i> <i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	3 Days	



16. 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> <i>1.1 University Extension Specialist IV</i> <i>1.2 Chancellor</i> Office of the Chancellor
2. Receive Disbursing Voucher from Office of the Chancellor	2. Release signed Disbursement Voucher to Requesting Party	NONE	1 Day	<i>Chancellor</i> <i>University Extension Specialist IV</i> <i>Releasing Personnel</i> Office of the Chancellor



TOTAL:	NONE	2 Days	
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17. 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 Affairs	1. Received filled-up form for reduced fee 1.1 Review the form if in-order 1.2 Approve t	NONE	2 Days	1. Receiving Personnel 1.1 University Extension Specialist IV 1.2 Chancellor Office of the Chancellor
2. Received approved Reduce Fee of Matriculation from the Human	2. Release approved Reduced Fee of Matriculation to	NONE	1 Day	Chancellor University Extension Specialist IV



Resource Development Office	the Human Resource and Development Office			<i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	3 Days	

18. 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	2. Release signed research contract to the Office of the Vice Chancellor for	NONE	1 Day	<i>Chancellor</i> <i>Executive Assistant</i> <i>Releasing Personnel</i>



Research and Development	Research and Development			Office of the Chancellor
TOTAL:		NONE	4 Days	

19. 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. Receiving Personnel 1.1 Executive Assistant 1.2 Chancellor Office of the Chancellor
2. Received approved request for class size from the Office of the	2. Release approved request for	NONE	1 Day	Chancellor Executive Assistant



Vice Chancellor for Academic Affairs	class size through the Office of the Vice Chancellor for Academic Affairs			<i>Releasing Personnel</i> Office of the Chancellor
TOTAL:		NONE	2 Days	



Data Protection Office (DPO)

External 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:	Government to Citizen			
Who may avail:	All UP Diliman Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Email/Letter/Request/Any other form of written requests or referral letter from the Chancellor			1. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Email/Letter/Request /Any other form of written requests or referral letter from the Chancellor	1. Acknowledge receipt Email/ Letter/Request/Any other form of written or verbal requests or referral letter from the Chancellor 1.1 Forward the request to Data Protection Officer 1.2 Draft and Finalize Advisory Opinion	None	13 Days	1 & 1.1 Receiving Personnel 1.2 Data Protection Officer Data Protection Office
2. Received Advisory Opinion	2. Released Advisory Opinion	None	1 Day	Releasing Personnel Data Protection Office
TOTAL:		None	14 Days	



2. 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:	Government to Citizen			
Who may avail:	All UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		1. 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. Acknowledged receipt of the Email	None	1 Hour	<i>1 Receiving Personnel</i> Data Protection Office
	1.1 Categorization of the Incident		1 Hour	<i>1.1 Privacy Focal Person</i>
	1.2 Investigation and identification of the Incident		4 Hours	<i>1.2 Unit-Level Breach Response Team</i>
2. Received Notification	2. If necessary, reporting to National Privacy Commission and Notification to affected Data Subjects	None	66 hours	<i>2 Data Protection Officer</i>
	2.1 Containment and Eradication of the cause of Security Incident or		PAUSE Clock (Max 7 Days)	<i>2.1 to 2.4 Unit-Level Breach Response Team</i>



	Personal Data Breach 2.2 Restore the system or application to its working state 2.3 Update the status of the Security Incident or Personal Data Breach 2.4 Discussion of lessons learned		PAUSE Clock (Max 7 Days) 1 Day 1 Day	
TOTAL:		None	19 Days	



Data Protection 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:	Government to Government			
Who may avail:	All UP Diliman Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Email/Letter/Request/Any other form of written requests or referral letter from the Chancellor			1. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Email/Letter/Request /Any other form of written requests or referral letter from the Chancellor	1. Acknowledge receipt Email/ Letter/Request/Any other form of written or verbal requests or referral letter from the Chancellor 1.1 Forward the request to Data Protection Officer 1.2 Draft and Finalize Advisory Opinion	None	13 Days	1 & 1.1 Receiving Personnel 1.2 Data Protection Officer Data Protection Office
2. Received Advisory Opinion	2. Released Advisory Opinion	None	1 Day	Releasing Personnel Data Protection Office
TOTAL:		None	14 Days	



2. Investigate security incidents and data breaches

Investigate security incidents and 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:	Government to Government			
Who may avail:	All UP Diliman Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		1. 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. Acknowledged receipt of the Email	None	1 Hour	<i>1 Receiving Personnel</i> Data Protection Office
	1.1 Categorization of the Incident		1 Hour	<i>1.1 Privacy Focal Person</i>
	1.2 Investigation and identification of the Incident		4 Hours	<i>1.2 Unit-Level Breach Response Team</i>
2. Received Notification	2. If necessary, reporting to National Privacy Commission and Notification to affected Data Subjects	None	66 hours	<i>2 Data Protection Officer</i>
	2.1 Containment and Eradication of the cause of Security Incident or		PAUSE Clock (Max 7 Days)	<i>2.1 to 2.4 Unit-Level Breach Response Team</i>



	Personal Data Breach		PAUSE Clock (Max 7 Days)	
	2.2 Restore the system or application to its working state		1 Day	
	2.3 Update the status of the Security Incident or Personal Data Breach		1 Day	
	2.4 Discussion of lessons learned			
	TOTAL:	None	19 Days	

3. Conducts and facilitates 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:	Government to Government		
Who may avail:	All UP Diliman Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Email requesting for lecture with the following: Data privacy topics to be discussed; Preferred schedule and venue; Participant's background; and Contact Info		1. Requesting Party	



2. Reservation of venue and catering services (if the lecture is with food and drinks)				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Email requesting for lecture on Data Privacy	1. Acknowledge receipt of the request 1.1 Forward request to Data Privacy Resource 1.2 Evaluate request if will be accommodated or not	None	2 Days	1, 1.1 Receiving Personnel 1.2 Data Privacy Resource Data Protection Office
2. Received Confirmation	2. Communicate with Requesting Party whether request is accommodated or not	None	1 Day	Releasing Personnel Data Protection Office
3. Reserve the venue and the catering services	3. Make sure that the venue is reserved, complete with basic logistical requirements, food and drinks were properly coordinated	None	PAUSE Clock (Max 3 Days)	Data Protection Team
4. Attend the lecture	4. Conduct the lecture 4.1 Get feedback from the participants	Honorarium	1 Day	4, 4.1 Data Privacy Resource and Data Protection Team
TOTAL:			7 Days	



Department of Military Science and Tactics (DMST)

External Services



1. Request for use of facilities

Processing of request for use of facilities

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 letter indicating the facility to be used, date and time of use, and contact information of the requesting party.		Requesting party		
2. Proof of payment		UP Diliman Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the admin office for processing.	1. Receive the request letter.	None	1 Hour	<i>Receiving Personnel,</i> Department of Military Science and Tactics
2. Wait for the evaluation of the request.	2.1. Evaluate and process the request. 2.2. Decide on the request. 2.3. Notify the client of the decision.	None	2 Days	2.1. Administrative Officer 2.2. Commandant and Department Head 2.3. <i>Releasing Personnel,</i> Department of Military Science and Tactics



3. Proceed to admin office, upon notification of the approval of the request, for billing.	Issue a bill to the client.	None	1 Hour	Administrative Assistant
4. Pay the fee to the UP Diliman Cash Office		See schedule of fees	Pause-Clock (To be accomplished by the client within one working day)	Requesting Party
5. Present the proof of payment to the admin office for documentation.	Note the receipt number	None	1 Hour	Administrative Assistant
6. Pay janitorial services if the day of use of the requested facility falls on a Sunday.	Receive the payment and forward it to the maintenance personnel	See schedule of fees	1 Hour	Administrative Assistant
TOTAL:		None	2 Days and 4 Hours	

Table of Rates

First three hours: PHP1,000.00

Per succeeding hour or fraction thereof: PHP200.00

Janitorial services: PHP1,000.00

2. Request for ROTC Certification

Processing of request for ROTC Certification

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



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filling-out of DMST Form 1		DMST Admin Office		
2. Proof of Payment		UP Diliman Cash Office		
3. Valid ID of the requesting party		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished DMST Form 1 to the admin office.	1.1. Receive the DMST Form 1. 1.2. Issue a bill to the client.	None	1 Hour	1.1. <i>Receiving Personnel</i> , Department of Military Science and Tactics 1.2. Administrative Assistant
2. Pay the fee to the UP Diliman Cash Office.		See schedule of fees	Pause-Clock	
3. Wait for the certificate to be processed.	3.1. Check and retrieve the records of the client. 3.2. Input the record and print the certificate. 3.3. Sign the certificate.	None	2 Days	3.1. School Credits Evaluator 3.2. Administrative Aide 3.3. NSTP ROTC Coordinator
4. Present the proof of payment and valid ID of the requesting party for claiming.	Release the certificate to the client.	None	1 Hour	<i>Releasing Officer</i> , Department of Military Science and Tactics
TOTAL:		None	2 Days and 3 Hours	
Table of Rates				
Rayadillo PE Exemption: PHP20.00				



ROTC Grades Certification: PHP20.00

3. Request for manpower/personnel

Facilitating of request for manpower/personnel

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 letter indicating the service to be requested, date, time and nature of the event, and contact information of the requesting party.		Requesting party		
2. Honorarium		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the admin office for processing.	Receive the request letter.	None	1 Hour	<i>Receiving Personnel,</i> Department of Military Science and Tactics
2. Wait for the evaluation of the request.	2.1. Evaluate and process the request. 2.2. Decide on the request. 2.3. Notify the client	None	6 Days	2.1. University Research Associate 2.2. Commandant and Department Head 2.3. <i>Releasing Personnel,</i> Department of Military Science and Tactics



	of the decision.			
3. Pay the honorarium to the requested personnel upon performance of the service.	None	See schedule of fees	Pause-Clock	<i>Requested Personnel,</i> Department of Military Science and Tactics
TOTAL:		None	6 Days and 1 Hour	

Table of Rates

Rayadillo Honor Guards: PHP750.00 per cadet

Ushers: PHP1,000.00 per sponsor

Lectures: PHP750.00 per cadet officer



Department of Military Science and Tactics (DMST)

Internal Services



1. Request for use of facilities

Processing of request for use of facilities

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 letter indicating the facility to be used, date and time of use, and contact information of the requesting party.		Requesting party		
2. Proof of payment		UP Diliman Cash Office		
3. Payment of Janitorial Services		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the admin office for processing.	Receive the request letter.	None	1 Hour	<i>Receiving Personnel</i> , Department of Military Science and Tactics
2. Wait for the evaluation of the request.	2.1. Evaluate and process the request. 2.2. Decide on the request. 2.3. Notify the client of the decision.	None	2 Days	2.1. Administrative Officer 2.2. Commandant and Department Head 2.3. <i>Releasing Personnel</i> , Department of Military Science and Tactics
3. Proceed to admin office, upon notification of the	Issue a bill to the client.	None	1 Hour	Administrative Assistant



approval of the request, for billing.				
4. Pay the fee to the UP Diliman Cash Office		See schedule of fees	Pause-Clock (To be accomplished by the client within one working day)	Requesting Party
5. Present the proof of payment to the admin office for documentation.	Note the receipt number	None	1 Hour	Administrative Assistant
6. Pay janitorial services if the day of use of the requested facility falls on a Sunday.	Receive the payment and forward it to the maintenance personnel	See schedule of fees	1 Hour	Administrative Assistant
TOTAL:		None	2 Days and 4 Hours	

Table of Rates

First three hours: PHP500.00

Per succeeding hour or fraction thereof: PHP100.00

Janitorial Services: PHP1,000.00

2. Request for logistics

Processing of request for logistics

Office or Division:	Department of Military Science and Tactics (DMST)
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizen
Who may avail:	University of the Philippines Units and Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter indicating the logistics to be used, date and time	Requesting party



of use, and contact information of the requesting party.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the admin office for processing.	Receive the request letter.	None	1 Hour	<i>Receiving Personnel,</i> Department of Military Science and Tactics
2. Wait for the evaluation of the request.	2.1. Evaluate and process the request. 2.2. Decide on the request. 2.3. Notify the client of the decision.	None	2 Days	2.1. Administrative Officer 2.2. Commandant and Department Head 2.3. <i>Releasing Personnel,</i> Department of Military Science and Tactics
3. Proceed to admin office, upon notification of the approval of the request, for claiming.	Issue the requested logistics to the client.	None	1 Hour	<i>Releasing Personnel,</i> Department of Military Science and Tactics
4. Claim the requested logistics.		None	Pause-Clock (To be accomplished by the client not later than one working day before use)	
5. Return the requested logistics	Receive the loaned	None	1 hour	<i>Receiving Personnel,</i>



within two working days after use.	logistics to the client.			Department of Military Science and Tactics
TOTAL:		None	2 Days and 3 Hours	

3. Request for manpower/personnel

Facilitating of request for manpower/personnel

Office or Division:	Department of Military Science and Tactics (DMST)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Request letter indicating the service to be requested, date, time and nature of the event, and contact information of the requesting party.	Requesting party
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the admin office for processing.	Receive the request letter.	None	1 Hour	<i>Receiving Personnel,</i> Department of Military Science and Tactics
2. Wait for the evaluation of the request.	2.1. Evaluate and process the request. 2.2. Decide on the request. 2.3. Notify the client	None	6 Days	2.1. University Research Associate 2.2. Commandant and Department Head 2.3. <i>Releasing Personnel,</i> Department of Military Science and Tactics



	of the decision.			
	TOTAL:	None	6 Days and 1 Hour	



Diliman Gender Office (DGO)

External Services



1. Request for Counseling Services

The UP Diliman Gender Office offer interventions for students, faculty and staff 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client voluntarily asks (phone or email) for a psychosocial or legal counseling session.	Scheduled appointment for psychosocial or legal counseling	None	5 Days	Guidance Counselor Legal Consultant
2. Client walks in the Office for psychosocial counseling.	Conducted intake counseling	None	2 Hours	<i>Guidance Counselor</i> Diliman Gender Office
TOTAL		None	5 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:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All students, student organizations			
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
1. Submit letter of request (hard copy, email)	1.1 Received letter of request	None; If training is an outside request and not from UP, payment for trainors and resource persons will be made by the requesting party.	10 Days	<i>Receiving personnel</i>
	1.2 Scheduled gender sensitivity trainings			<i>Training officer</i>
	1.3 Asked requesting party to accomplish training needs assessment			<i>Training officer</i>
	1.4 Conducted gender sensitivity training.			<i>Training officer</i>
TOTAL			10 Days	



Diliman Gender Office (DGO)

Internal Services



1. Request for Counseling Services

The UP Diliman Gender Office offer interventions for students, faculty and staff 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:	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. Client voluntarily asks (phone or email) for a psychosocial or legal counseling session.	Scheduled appointment for psychosocial or legal counseling	None	5 Days	Guidance Counselor Legal Consultant
2. Client walks in the Office for psychosocial counseling.	Conducted intake counseling	None	2 Hours	<i>Guidance Counselor</i> Diliman Gender Office
TOTAL			5 Days and 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:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS, administrative staff, other UP units or offices			
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
1. Submit letter of request (hard copy, email)	1.1 Received letter of request	None; If training is an outside request and not from UP, payment for trainers and resource persons will be made by the requesting party.	10 Days	Receiving personnel
	1.2 Scheduled gender sensitivity trainings			Training officer
	1.3 Asked requesting party to accomplish training needs assessment			Training officer
	1.4 Conducted gender sensitivity training.			Training officer



TOTAL	10 Days	
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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:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP colleges, units or offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Diliman Gender Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter	Received letter of request	None	3 Days	Receiving personnel
2. Wait for DGO approval	Scheduling of the request. Inform client for the schedule	None	3 Days	GAD officer
TOTAL:		None	6 Days	



Diliman Information Office (DIO)

External Services



1. Request for Campus Tour

Requests by Academic and Other Institutions for Tour of the University of the Philippines (UP) Diliman Campus

Office or Division:	UP Diliman Information Office (UPDIO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	All Government Agencies, Local Government Units, Academic Institutions, Tour Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Read Visitors on Campus Guidelines</p> <p>a. Letter of request for group tours should be submitted to the UPD Information Office at least two weeks prior to the proposed visit.</p> <p>b. Letter of request should be addressed to: Director, UP Diliman Information Office.</p> <p>c. Please state the purpose of your visit, the <i>number of students and teachers</i> and the <i>mode of transportation</i> to be used for the tour.</p> <p>2. Payment of campus tour fees.</p> <p>3. Certification/Permit</p>		<p>1. UP Diliman website (www.upd.edu.ph) / UPDIO</p> <p>2.-3. Requesting Party</p> <p>4. UPDIO</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone call/Office visit/Email Inquiry	1. Inform clients about the Visitors on Campus Guidelines	None	1 Day	<i>Public Relations Officer</i> UPDIO
2. Letter of request indicating compliance to	2. Acknowledging receipt of campus tour requests.	None	1 Day	<i>Receiving Personnel</i> UPDIO



Visitors on Campus Guidelines				
3. Wait for UPDIO Action (approved or denied)	3. Evaluate, and approve or disapprove campus tour request(s).	None	1 day	<i>Deputy Director</i> UPDIO
4. Receive reply from UPDIO	4.1. Inform requesting party whether request is approved or denied; 4.2 If denied, communicate reason for regrets 4.3.If approved, staff assigned will coordinate with requesting party regarding tour details	None	1 Day	4.1. <i>Administrative Officer</i> 4.2. <i>Administrative Officer</i> 4.3. <i>Public Relations Officer</i> UPDIO
5. Wait for Billing Statement	5.1. Prepare Billing Statement 5.2. Send Billing Statement to client via email 5.3. Prepare certification/permit for the client's mode of transportation for the tour.	None	1 day	<i>Administrative Officer</i> UPDIO
7.1 Pay campus tour fees at the UP Diliman Cash Office 7.2 Provide a photocopy of the Official Receipt (OR) to UPDIO through office visit; or send scanned copy of the OR via email.	7.1.Send a copy of the certification/permit to concerned offices/units 7.2. Issue certification/ permit and information kit to client (per vehicle) <i>Note: Scanned copy of the Certificate/Permit shall be issued to the client via email in case the client cannot do an office visit after paying the campus tour fees.</i>	a. PHP 1,500 (1 AUV with 2 tour guides) b. PHP 1,700 (1 Bus with 2 tour guides) c. PHP 300 (additional AUV w/o	PAUSE Clock (2-30 days)	<i>Public Relations Officer</i> UPDIO



	<p><i>Meanwhile, the UP Diliman Information kit shall be issued to the client on the day of the campus tour.</i></p>	<p>tour guides)</p> <p>d. PHP 500 (additional Bus w/o tour guides)</p> <p>e. PHP 2,000 (Institutional fee for travel agencies)</p> <p>f. PHP 600 (additional tour guide)</p>		
<p>8. Coordinate with UPDIO staff through SMS or phone call at least 15 minutes before arrival.</p>	<p>8. Conduct actual tour.</p>	<p>None</p>	<p>1 day (tour duration per client's request)</p>	<p><i>Public Relations Officer; Administrative Officers</i></p> <p>UPDIO</p>
<p>TOTAL:</p>		<p>a. PHP 1,500 (1 AUV with 2 tour guides)</p> <p>b. PHP 1,700 (1 Bus with 2 tour guides)</p> <p>c. PHP 300 (additional AUV w/o tour guides)</p>	<p>8-36 Days</p>	



	<p>d. PHP 500 (additional Bus w/o tour guides)</p> <p>e. PHP 2,000 (Institutional fee for travel agencies)</p> <p>f. PHP 600 (additional tour guide)</p>		
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2. 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	



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 Citizens			
Who may avail:	UP Diliman Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request. 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	<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	

4. 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. 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;	None	3 days	<i>3.1. Administrative Officer</i>



	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			3.2. <i>Administrative Officer</i> 3.3. <i>Media & Public Relations Section Head; Multimedia Section Head</i> UPDIO
TOTAL:		None	5 Days	

5. 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:	Highly Technical		
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 addressed to the UPDIO Director stating:</p> <ul style="list-style-type: none"> a. Purpose of request b. Date when article or image was published; or when the event was covered by the UPDIO c. Compliance to clause on giving UPDIO proper credit should the materials be used for printed or online publication 		<p>Requesting party provides UPDIO</p>	



2. Email address where the files will be sent; or USB or hard drive when files are too large to be sent online				
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; or 4.2. Visit UPDIO to download with own USB or external hard drive	4.1. Email files to requesting party; or 4.2. For large files, release file by allowing requesting party to download with their own USB or external hard drive.	None None	1 Day PAUSE Clock (1-5 Days)	<i>4.1. Administrative Officer</i> <i>4.2. Releasing Personnel</i> UPDIO
TOTAL:		None	10 Days	



6. 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		
1. 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	<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, materials are assessed for compatibility with house style/policy and edited as needed.	None	3 Hours	<i>UPDIO Social Media Account Managers</i> UPDIO



	3.4. Materials are posted on institutional social media accounts			
TOTAL:		None	1 Day	

7. Request for Information made through social media account

Respond to inquiries 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/Government to Citizen/Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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	<i>UPDIO Social Media Account Managers</i> UPDIO
2. Wait for UPDIO Action	2. Evaluate request and formulate appropriate reply	None	4 Hours	<i>UPDIO Social Media Account Managers</i> 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	<i>UPDIO Social Media Account Managers</i> UPDIO



TOTAL:	None	8 Hours	
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8. 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		
1. Voluntary submission of: 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	



Diliman Information Office (DIO)

Internal Service



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 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
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, UPDIO staff will be present on the day of the event	None	1 Day	<i>3.1. Releasing Personnel</i> <i>3.2 Releasing Personnel</i> <i>3.3. Writer Assigned to Beat</i> UPDIO



TOTAL:	None	3 Days	
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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
4. 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	None	1 Day	3.1. <i>Administrative Officer</i> 3.2. <i>Administrative Officer</i> 3.3. <i>Media & Public Relations Section Head;</i>



	within the day of approval			<i>Multimedia Section Head UPDIO</i>
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. 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 UPDIO</i>
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 UPDIO</i>
3. Receive reply from UPDIO	3.1. Inform requesting party whether request is approved or denied;	None	1 Day	<i>3.1. Administrative Officer 3.2. Administrative Officer</i>



	3.2 If denied, communicate reason for regrets 3.3. If approved, coordinate with Multimedia Section for posting of events in the UPD website			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. 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; Multimedia Section Head</i> UPDIO
TOTAL:		None	5 Days	

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		
1. Letter of request 2. 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	4 Hours	<i>Receiving Personnel</i> UPDIO



2. Wait for UPDIO Action (approved or denied)	2. Evaluate request for digital visual materials	None	1 Day	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,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 completed digital visual materials from UPDIO	4. Release completed digital visual materials to requesting unit and have requesting unit fill up the receiving copy	None	4 Hours	<i>Releasing Personnel</i> 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
1. Letter of request		Requesting party provides UPDIO



2. Complete details of person requesting calling card 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				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Receive letter of request with complete details	None	4 Hours	<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	<i>3.1.Administrative Officer</i> <i>3.2.Administrative Officer</i> <i>3.3. Multimedia Section Head</i> UPDIO



4. Receive completed calling card layout	4. Release completed calling card layout to requesting unit and have requesting unit fill up the receiving copy	None	4 Hours	<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 <ul style="list-style-type: none"> a. Title of the event b. Date c. Time d. Venue e. Contact details or other information 		Requesting party provides UPDIO		
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 completed tarpaulin layout	2. Release completed tarpaulin layout to requesting unit and have requesting unit fill up the receiving copy	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:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	All UP Diliman Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Request addressed to the UPDIO Director stating: a. Purpose of request		Requesting party provides UPDIO



<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; or 4.2. Visit UPDIO to download with own	4.1. Email files to requesting party; or 4.2. Release file by allowing requesting	None	1 Day	<i>4.1.Administrative Officer</i>



USB or external hard drive	party to download with their own USB or external hard drive.	None	PAUSE Clock (1-5 Days)	4.2. <i>Releasing Personnel</i> UPDIO
TOTAL:		None	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		
1. Letter of Request 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	4 Hours	<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, prepare materials based on type and quantity	None	4 Hours	Administrative Officer UPDIO
4. Claim materials requested	5. Release materials requested	None	1 Day	Releasing Personnel 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		
1. 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	<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, 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	<i>UPDIO Social Media Account Managers</i> UPDIO
TOTAL:		None	1 Day	

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	



1. 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	<i>UPDIO Social Media Account Managers</i> UPDIO
2. Wait for UPDIO Action	2. Evaluate request and formulate appropriate reply	None	4 Hours	<i>UPDIO Social Media Account Managers</i> 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	<i>UPDIO Social Media Account Managers</i> UPDIO
TOTAL:		None	1 Day	

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
1. Letter/email/verbal request with: a. Reason for request		Requesting party provides the UPDIO



b. Content of message to be sent (limited to 385 characters including spaces)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from the Office of the Chancellor, Vice Chancellors' Offices	1.1. Consult with Director for action 1.2. With go signal, text is crafted for approval 3. Upon approval, message is sent through the system	None	2 hours	<i>UPDIO Infocast Administrator</i> 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: a. Reason for request b. Message to be sent (limited to 385 characters including spaces) 2. 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to UPDIO	1. Receive letter of request	None	4 Hours	<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
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, 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>	None	1 Day	<p>3.1.-3.3. <i>Administrative Officer;</i></p> <p>3.4. <i>Publication Section Head,</i></p> <p><i>UPDIO Infocast Administrator</i></p> <p>3.5. <i>UPDIO Director</i></p> <p>UPDIO</p>
4. Provide SMART prepaid cards	<p>4.1. SMART prepaid load is entered into the system</p> <p>4.2. Approved message is sent to registered subscribers.</p>	SMART prepaid cards amounting to the total number of Globe subscribers in the system at PHP 1 per subscriber	4 Hours	<i>UPDIO Infocast Administrator</i> UPDIO
TOTAL:		SMART prepaid cards amounting to the total	3 Days	



	number of Globe subscriber s in the system at 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		
1. Voluntary submission of: 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	
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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		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	



16. Request for Campus Tour

Requests by University of the Philippines (UP) Units 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:	Office of International Linkages-Diliman, and UP Office of International Linkages			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. The following details must be indicated in the letter: <ol style="list-style-type: none"> affiliation of guests purpose of the visit number of participants <i>mode of transportation</i> to be used for the tour 		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	4 Hours	<i>Receiving Personnel</i> UPDIO
2. Wait for UPDIO Action (approved or denied)	2. Evaluate, and approve or disapprove campus tour request(s).	None	1 Day	<i>Deputy 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, staff assigned will coordinate	None	4 Hours	3.1. <i>Administrative Officer</i> 3.2. <i>Administrative Officer</i> 3.3. <i>Public Relations Officer</i>



	with requesting party regarding tour details			UPDIO
4. Coordinate with UPDIO staff through SMS or phone call at least 15 minutes before arrival.	4. 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 * If for personal reasons 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. Receives the Request	None	1 day	<i>Receiving Personnel</i> Diliman Legal Office
	1.1. Drafts CNPAC	None	1 day	<i>Senior Research Assistant</i> Diliman Legal Office
	1.2. Checks Records if Employee has a pending administrative case/case status	None	3 days	<i>Senior Research Assistant</i> Diliman Legal Office
	1.3. 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. 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/System

Advises to Inquiry 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/System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter/Memo 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. Receives Referral	None	1 Day	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2. Reviews the Referral & supporting documents; 2.1 Reviews/recommends facts and studies applicable law/policy; 2.2 Drafts Memo	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	3. Approves/ Signs Memo	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	



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 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. Receives Referral	None	1 Day	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2. Reviews the Referral & supporting documents; 2.1 Reviews/recommends facts and studies applicable law/policy; 2.2 Drafts Memo	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	3. Approves/ Signs Memo	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	



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 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. Receives Referral	None	1 Day	<i>Receiving Personnel</i> Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2. Reviews the Referral & supporting documents; 2.1 Reviews/recommends facts and studies applicable law/policy; 2.2 Drafts Memo	None	16 Days	<i>University Legal Counsel</i> Diliman Legal Office
	3. Approves/ Signs Memo	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	



5. Sexual Harassment Cases Prosecution and Defense/Review

Sexual Harassment Cases Prosecution and Defense/Review

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 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. Receives Referral	None	*based on the UP Anti-Sexual Harassment Code	<i>Receiving Personnel Diliman Legal Office</i>
	1.1. Act accordingly on what is needed	None		<i>University Legal Counsel Diliman Legal Office</i>
TOTAL:		None		

6. Administrative Cases Prosecution and Defense

Administrative Cases Prosecution and Defense

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 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. Receives Referral	None	*based on the 2017 Rules on Administrative Cases in the Civil Service	<i>Receiving Personnel Diliman Legal Office</i>
	1.1. Act accordingly on what is needed	None		<i>University Legal Counsel Diliman Legal Office</i>



TOTAL:	None		
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7. Judicial Cases Prosecution and Defense

Judicial Cases Prosecution and Defense that are not personal in nature

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 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. Receives Referral	None	*based on Rules of Court	<i>Receiving Personnel</i> Diliman Legal Office
	1.1. Act accordingly on what is needed	None		<i>University Legal Counsel</i> Diliman Legal Office
TOTAL:		None		

8. 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 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. Receives Referral	None	1 Day	<i>Receiving Personnel</i> Diliman Legal Office



2. Coordinates with Handling Lawyer for additional clarifications	2. Reviews the Referral & supporting documents; 2.1 Reviews/recommends facts and studies applicable law/policy; 2.2 Drafts Memo	None	16 Days	University Legal Counsel Diliman Legal Office
	3. Approves/ Signs Memo	None	2 Days	Chief Legal Officer Diliman Legal Office
3. Receives the signed Memorandum	3.1. Releases Memo to Sender	None	1 Day	Releasing Personnel Diliman Legal Office
TOTAL:		None	20 Days	

9. Legal Services on Procurement /Reneging Fellows Committee/Housing Committee/SBURC/IP Committee/JIMT/ Security Committee/Naming Rights/Technical Working Groups
Legal Assistance on 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 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. Receives Referral	None	1 Day	Receiving Personnel Diliman Legal Office
2. Coordinates with Handling Lawyer for additional clarifications	2. Reviews the Referral	None	16 Days	University Legal Counsel Diliman Legal Office



	& supporting documents; 2.1 Reviews/ recommends facts and studies applicable law/policy; 2.2 Drafts Memo			
	3. Approves/ Signs Memo	None	2 Days	<i>Chief Legal Officer Diliman Legal Office</i>
3. Receives the signed Memorandum	3.1. Releases Memo to Sender	None	1 Day	<i>Releasing Personnel Diliman Legal Office</i>
TOTAL:		None	20 Days	



Office of Anti-Sexual Harassment (OASH)

External Services



1. Request for Case Investigation

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

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All students, student organizations (see Sec 3 of the ASH Code)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint signed by the aggrieved party		Complainant or Aggrieved Party		
2. Evidentiary requirements as deemed necessary (e.g. written testimonies of witnesses, screen shots of groupchat, 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Complaint (hard copy or oral or email) signed by the aggrieved party	1. Received Letter of Complaint 1.1 Notarized Complaint 1.2 Advised complainant to submit necessary	None	5 calendar days (see ASH Code Sec. 16 (c))	<i>Receiving Personnel</i> <i>University Extension Specialist</i>



	<p>evidentiary requirements</p> <p>1.3 Advised Complainant 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 of sexual harassment and encouraged complainant to submit complaint in writing</p>			<p><i>University Extension Specialist</i></p> <p><i>University Research Associate</i></p> <p><i>University Extension Specialist</i></p> <p>Office of Anti-Sexual Harassment</p>
<p>2. Client will be called to an Anti-Sexual Harassment Council Clarificatory Hearing</p>	<p>2. Anti-Sexual Harassment Council will meet to determine if there is or there is no probable cause for the complaint filed; if there is a probable cause, preliminary</p>	<p>None</p>	<p>PAUSE CLOCK (30 days) (see also ASH Code Sec. 16 (e))</p>	<p><i>Anti-Sexual Harassment Council:</i></p> <p><i>(see ASH Code Sec 8)</i></p> <p><i>3 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>



	investigation report will be issued; if no probable cause, the case will be dismissed			Office of Anti-Sexual Harassment
3. Client will be called for a Hearing Committee Clarificatory Hearing	<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>	None	<p>PAUSE CLOCK</p> <p>60 days (see ASH Code Sec. 20)</p>	<p><i>Hearing Committee (HC)</i></p> <p><i>(see ASH Code Sec. 20):</i></p> <p><i>Chair of the Hearing Committee (faculty), and 1 representative from each of the contending parties</i></p> <p>Office of Anti-Sexual Harassment</p>
TOTAL:		None	<p>PAUSE CLOCK</p> <p>95 Days</p>	



2. Request for Issuance of Case Filed

Only the complainant and the person complained of has the right to secure a certificate of case filed from the Office of Anti-Sexual Harassment.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students, student organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request signed by the aggrieved party or by the person complained of		Complainant or Aggrieved Party, Person Complained of		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request	1. Received Letter of Request 1.1 Prepared Certification of Case Filed 1.2 Coordinator signed the Certificate of Case Filed 1.3 Released Certificate of Case Filed to client	None	1 Day	<i>Receiving Personnel</i> <i>University Extension Specialist</i> <i>Coordinator</i> <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL:		None	1 Day	

3. Request for Issuance of Counseling Certificate

Only the complainant and the person complained of has the right to secure a Counseling Certificate from the Office of Anti-Sexual Harassment.



Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students, student organizations (see Sec. 3 of ASH Code)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Complainant or aggrieved party, Person Complained of		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request	1. Received Letter of Request 1.1 Prepared Certification of Counseling 1.2 Guidance Counselor signed the Certificate 1.3 Released Counseling Certificate to the client	None	1 Day	<i>Receiving Personnel</i> <i>Guidance Counselor</i> <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL:		None	1 Day	

4. Request for an 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-Sexual Harassment
Classification:	Complex



Type of Transaction:	Government to Citizen			
Who may avail:	All students, student organizations			
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request or Invitation (hard copy or oral or email) signed by the requesting party	1.1 Received Letter of Request or Invitation 1.2 Asked requesting party to fill up Training Needs Assessment Forms	None	1 Day	<i>Receiving Personnel</i> <i>University Extension Specialist</i>
2. Requesting party 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 scheduled the Orientation 2.2 Informed requesting party of the	None	5 days	<i>Receiving Personnel</i> <i>University Extension Specialist</i> <i>University Extension Specialist</i>



	date of Anti-Sexual Harassment Orientation			Office of Anti-Sexual Harassment
TOTAL:		None	5 Days	

5. Request for Issuance of an Anti-Sexual Harassment Orientation Certificate

All persons who have undergone an Anti-Sexual Harassment Orientation can request for a Certificate.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students, student organizations			
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. Client submit Letter of Request	1.1 Received Letter of Request	None	1 Day	<i>Receiving Personnel</i>
	1.2 Prepared Certificate of Anti-Sexual Harassment Orientation			<i>University Extension Specialist</i>
	1.3 Coordinator signed the Certificate of Anti-Sexual Harassment Orientation			<i>Coordinator</i>
				<i>Releasing Personnel</i>



	1.4 Released Certificate of Anti-Sexual Harassment Orientation			Office of Anti-Sexual Harassment
TOTAL:		None	1 Day	

6. Request for a Referral Service

If a service is not available or not offered by the Office of Ant-Sexual Harassment, the requesting party will be referred to an appropriate agency or unit to enable him or her to access such service/s.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students, student organizations (see ASH Code Sec. 3)			
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. Client submit Letter of Request	1. Received Letter of Request 1.1 Prepared referral letter 1.2 Coordinator signed the Referral Letter 1.3 Released Referral Letter to client	None	1 Day	<i>Receiving Personnel</i> <i>University Extension Specialist</i> <i>Coordinator</i> <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL:		None	1 Day	



Office of Anti-Sexual Harassment (OASH)

Internal Services



1. Request for Case Investigation

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

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Employees (see Sec 3 of the ASH Code)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint signed by the aggrieved party		Complainant or Aggrieved Party		
2. Evidentiary requirements as deemed necessary (e.g. written testimonies of witnesses, screen shots of groupchat, 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Complaint (hard copy or oral or email) signed by the aggrieved party	1. Received Letter of Complaint 1.1 Notarized Complaint 1.2 Advised complainant to submit necessary evidentiary requirements	None	5 calendar days (see ASH Code Sec. 16 (c))	<i>Receiving Personnel</i> <i>University Extension Specialist</i>



	<p>1.3 Advised Complainant 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 of sexual harassment and encouraged complainant to submit complaint in writing</p>			<p><i>University Extension Specialist</i></p> <p><i>University Research Associate</i></p> <p><i>University Extension Specialist</i></p> <p>Office of Anti-Sexual Harassment</p>
<p>2. Client will be called to an Anti-Sexual Harassment Council Clarificatory Hearing</p>	<p>2. Anti-Sexual Harassment Council will meet to determine if there is or there is no probable cause for the complaint filed; if there is a probable cause, preliminary investigation report will be issued; if no</p>	<p>None</p>	<p>PAUSE CLOCK (30 days) (see also ASH Code Sec. 16 (e))</p>	<p><i>Anti-Sexual Harassment Council:</i> (see ASH Code Sec 8)</p> <p><i>3 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>



	probable cause, the case will be dismissed			
3. Client will be called for a Hearing Committee Clarificatory Hearing	<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>	None	<p>PAUSE CLOCK</p> <p>60 days (see ASH Code Sec. 20)</p>	<p><i>Hearing Committee (HC)</i></p> <p><i>(see ASH Code Sec. 20):</i></p> <p><i>Chair of the Hearing Committee (faculty), and 1 representative from each of the contending parties</i></p> <p>Office of Anti-Sexual Harassment</p>
TOTAL:		None	<p>PAUSE CLOCK</p> <p>95 Days</p>	



2. Request for Issuance of Case Filed

Only the complainant and the person complained of has the right to secure a certificate of case filed from the Office of Anti-Sexual Harassment.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request signed by the aggrieved party or by the person complained of		Complainant or Aggrieved Party, Person Complained of		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request	1. Received Letter of Request 1.1 Prepared Certification of Case Filed 1.2 Coordinator signed the Certificate of Case Filed 1.3 Released Certificate of Case Filed to client	None	1 Day	<i>Receiving Personnel</i> <i>University Extension Specialist</i> <i>Coordinator</i> <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL:		None	1 Day	

3. Request for Issuance of Counseling Certificate

Only the complainant and the person complained of has the right to secure a Counseling Certificate from the Office of Anti-Sexual Harassment.

Office or Division:	Office of Anti-Sexual Harassment
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	All UP Employees (see Sec. 3 of ASH Code)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Complainant or aggrieved party, Person Complained of		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit Letter of Request	1. Received Letter of Request 1.1 Prepared Certification of Counseling 1.2 Guidance Counselor signed the Certificate 1.3 Released Counseling Certificate to the client	None	1 Day	<i>Receiving Personnel</i> <i>Guidance Counselor</i> <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL:		None	1 Day	

4. Request for an 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-Sexual Harassment		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	All UP Employees		
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request or Invitation (hard copy or oral or email) signed by the requesting party	1.1 Received Letter of Request or Invitation	None	1 Day	<i>Receiving Personnel</i>
	1.2 Asked requesting party to fill up Training Needs Assessment Forms			<i>University Extension Specialist</i>
2. Requesting party submit (online or hard copy) duly accomplished Training Needs Assessment forms of the participants	2. Received duly accomplished training needs assessment forms	None	5 days	<i>Receiving Personnel</i>
	2.1 Training team will be composed and scheduled the Orientation			<i>University Extension Specialist</i>
	2.2 Informed requesting party of the date of Anti-Sexual Harassment Orientation			<i>University Extension Specialist</i> <i>Office of Anti-Sexual Harassment</i>
TOTAL:		None	6 Days	



5. Request for Issuance of an Anti-Sexual Harassment Orientation Certificate

All persons who have undergone an Anti-Sexual Harassment Orientation can request for a Certificate.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Employees			
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. Client submit Letter of Request	1.1 Received Letter of Request	None	1 Day	<i>Receiving Personnel</i>
	1.2 Prepared Certificate of Anti-Sexual Harassment Orientation			<i>University Extension Specialist</i>
	1.3 Coordinator signed the Certificate of Anti-Sexual Harassment Orientation			<i>Coordinator</i>
	1.4 Released Certificate of Anti-Sexual Harassment Orientation			<i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL:		None	1 Day	



6. Request for a Referral Service

If a service is not available or not offered by the Office of Anti-Sexual Harassment, the requesting party will be referred to an appropriate agency or unit to enable him or her to access such service/s.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP employees			
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. Client submit Letter of Request	1. Received Letter of Request 1.1 Prepared referral letter 1.2 Coordinator signed the Referral Letter 1.3 Released Referral Letter to client	None	1 Day	<i>Receiving Personnel</i> <i>University Extension Specialist</i> <i>Coordinator</i> <i>Releasing Personnel</i> Office of Anti-Sexual Harassment
TOTAL:		None	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. 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. E-mailed copy of duly accomplished and signed Grant Proposal Form. E-mailed to OICA Grants coordinator for checking		2. & 3. Requesting Party, with downloadable online blank template/form from link: http://www.oica.upd.edu.ph/grants/oica-grants-program/		
3. Hard copy of accomplished and signed Grant Proposal Form (15 copies, including original)				
4. Brief profile of the organization		4. Requesting party		
5. 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)		5. Requesting party		
6. Additional information such as mechanics, detailed program description, as needed		6. Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Visit the OICA website or like the OICA FB page to access the announcement. Wait for announcement of	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>



OICA re call for grant application				
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 the proposal is for revision or if it can proceed for submission.</p>	NONE	1 Day	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>
3. After passing the initial screening, submit to OICA the hardcopy of the following requirements (15 copies including original):	<p>3.1. Accept grant application. Provide applicant a receiving copy</p> <p>3.2. Review and screen grant proposal for completeness and correctness</p> <p>3.3. Input grant application details in database and include in matrix & agenda for approval of the OICA Advisory Board</p>	NONE	1 Day 1 Day 1 Day	<p>- <i>Receiving personnel, 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>- <i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i></p>
<p>a. Accomplished and signed Grant Proposal Form</p> <p>b. Brief profile of the organization</p> <p>c. 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)</p> <p>d. Additional information such as</p>				



mechanics, detailed program description, as needed				
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>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 and hardcopy to be picked-up by applicant</p>	NONE	<p>Maximum of 31 Days (due to meeting done only once a month)</p> <p>1 Day</p>	<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>
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	<p>1 Day</p> <p>1 Day</p> <p>Pause-clock (estimated at 7 Days)</p>	<p>- <i>Grants Coordinator</i>, Office for Initiatives in Culture and the Arts (OICA)</p> <p>- <i>Releasing Personnel/ Messenger</i>, Office for Initiatives in Culture and the Arts (OICA)</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	- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)
TOTAL:		NONE	9 DAYS	

Excluding Advisory Board Meeting

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 re approval of grant and schedule orientation of grantee within 7 days upon approval of grant	NONE	1 Day	- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)
2. Confirm attendance to the orientation	2.1. Wait for confirmation from grantee 2.2. Prepare notice of approval and grant contract	NONE	2 Days	- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)
3. Attend orientation and receive notice of approval of grant and grant contract form	3.1. Orient grantee on grant requirements and processes 3.2. Give notice of grant approval and grant contract form to grantee.	NONE	4 Days	- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)
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
1. Completion of actual project funded by the OICA grant 2. Duly accomplished and signed Grant Contract 3. Duly accomplished and signed financial documents: 3.1. For payment of services:	1. Requesting party 2. Requesting party 3. Requesting party, with downloadable online blank template/form from link:



3.1.1. Contract of Service with TIN and LandBank/Veterans/DBP Account No. or Student Number if student,

3.1.2. Certificate of Service

3.1.3. Photocopy of Form5 if payee is a UP Student

3.2. For direct payment to supplier

3.2.1. Inspection and Acceptance Report (IAR)

3.2.2. Billing Statement/Sales Invoice

3.2.3. Purchase Order (PO)

3.2.4. Three Price Quotations for transaction above P1,000, with actual payee having the lowest quote

3.2.5. Purchase Request (PR)

3.2.6. Venue Certification if the expense is for venue rental

3.3. For reimbursement of expenses:

3.3.1. Official receipts/Sales invoices/cash invoices/ Reimbursement Expense Receipt (RER) of expenses with grant claimant as "Payee"

3.3.2. Inspection and Acceptance Report (IAR)

3.3.3. Purchase Order (PO)

3.3.4. Purchase Request (PR)

3.3.5. Venue Certification if the expense is for venue rental

3.3.6. Three Price Quotations for each transaction expense above P1,000, with the actual supplier purchased from having the lowest quote

4. Accomplishment report, including copy of publicity materials, programs, video of program/event and photos

<http://www.oica.upd.edu.ph/grants/oica-grants-program/>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Complete/Finish the project funded by grant	1. Wait for completion of project funded by grant	NONE	Pause-clock (est. within 3 months)	- <i>Grants Coordinator</i> , Office for Initiatives in Culture and the Arts (OICA)
<p>2. Submit the following documents to OICA:</p> <p>Duly accomplished and signed financial documents:</p> <p>2.1. For payment of services:</p> <p>2.1.1. Contract of Service with TIN and LandBank/ Veterans/DBP Account No. or Student Number if student,</p> <p>2.1.2. Certificate of Service</p> <p>2.1.3. Photocopy of Form5 if payee is a UP Student</p> <p>2.2. For direct payment to supplier</p> <p>2.2.1. Inspection and</p>	<p>2.1. Receive submitted required documents, check for completion and correctness</p> <p>2.2. Update database/matrix and monitoring sheet of grant</p>	NONE	3 Days	- <i>Receiving Personnel</i> , Office for Initiatives in Culture and the Arts (OICA)



<p>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 "Payee"</p>				
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<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,</p>	<p>NONE</p>	<p>5 Days</p>	<p>- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</p>



	<p>attach certified true copies of project proposal, grant contract, and budget approval.</p> <p>3.2. Have the DV and BUR/ObR signed by the OICA Director.</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>3.4. Wait for completion of processing by Budget, Accounting, Supplies and Property Office and Cashier's office.</p>		<p>1 Day</p> <p>1 Day</p> <p>Pause-clock (Within 3 Weeks)</p>	<p>- <i>Grants Coordinator</i>, Office for Initiatives in Culture and the Arts (OICA)</p> <p>- <i>Releasing Personnel/Messenger</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. 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>	<p>NONE</p>	<p>1 Day</p>	<p>- <i>Grants Coordinator</i>, Office for Initiatives in Culture and the Arts (OICA)</p>
TOTAL:		<p>NONE</p>	<p>11 DAYS</p>	



4. General Orientation of Student Performing Groups Regarding the Program: Honorific 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 regarding details of the orientation and call for online pre-registration.	1. Release announcement regarding details of orientation and call for online pre-registration (thru FB page and website) Note: Call for pre-registration is made at least 3 weeks before the	NONE	1 Day	<i>HASPAG Coordinator, Office for Initiatives in Culture and the Arts</i>



	scheduled orientation			
2. Fill-up and submit pre-registration form via online or submit to OICA office on or before set deadline of submission	2.1. Wait for submissions 2.2. Receive completed pre-registration form	NONE	Pause-clock (est. 7 days) 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 5.2. Conduct orientation	NONE	(After est. 3 weeks) 1 Day	<i>HASPAG Coordinator, Office for Initiatives in Culture and the Arts</i>
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		
<p>1. Visit the OICA website or like the OICA FB page to access the announcement/call for application</p> <p>2. Submission of the following documents by the requesting party:</p> <p>2.1. Duly accomplished and signed HASPAG Application Form</p> <p>2.2. Supporting documents (project/production reports, photos, videos, certificates, proof of awards, citations)</p> <p>2.3. Cover letter addressed to the UP Diliman Chancellor</p> <p>2.4. Endorsement page duly signed by the College Dean (for college-based orgs) or the Vice Chancellor for Student Affairs (for Univ-based orgs)</p> <p>2.5. Curriculum Vitae of Faculty Adviser</p> <p>2.6. List of current members w/ their corresponding GWA duly certified by the Faculty Adviser and Artistic Director</p>		<p>1. UPD Office for Initiatives in Culture and the Arts website and FB page</p> <p>2.1. 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/</p> <p>2.2. Requesting Party</p> <p>2.3. Requesting Party</p> <p>2.4. 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/</p> <p>2.5. Requesting party</p> <p>2.6. 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/</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>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>	<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 to all colleges and identified student organizations</p>	<p>NONE</p>	<p>7 Days</p>	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
<p>2. Applying group submits duly accomplished HASPAG application form and all other required documents to OICA on or before the deadline for submission</p>	<p>2. Receives application form and all required documents, checks for correctness and completion</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i></p>



	of submission			
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	NONE	7 Days	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
	3.2. Screening committee conducts evaluation and deliberations and prepares recommended list of awardees to the OICA Advisory Board		2 Days	<i>Screening committee (appointed by UPD-OICA) and secretariat, UPD Office for Initiatives in Culture and the Arts</i>
	3.3. OICA Board conducts regular meeting and reviews and approves the recommendation of the screening committee		Pause-clock (Maximum period of 30 days waiting for scheduled meeting since meeting is scheduled only once a month) 1 Day	<i>OICA Advisory Board and secretariat, UPD Office for Initiatives in Culture and the Arts</i>
	3.4. Upon endorsement of the OICA Advisory Board, OICA Coordinator		1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>



	<p>prepares letter of recommendation to the Office of the Chancellor for his approval and endorsement to the BOR</p> <p>3.5. Submit recommendation to the Office of the Chancellor</p> <p>3.6. Chancellor or reviews and endorse the recommendation to the UP Board of Regents (BOR)</p> <p>3.7. BOR reviews and approves the recommendation</p>		<p>1 Day</p> <p>Pause-clock (est. 7 days)</p> <p>Pause-clock (est. 30 days)</p>	<p><i>Releasing Personnel/ Messenger, UPD Office for Initiatives in Culture and the Arts</i></p> <p><i>UP Diliman Chancellor, Office of the Chancellor</i></p> <p>UP Board of Regents and secretariat</p>
<p>4. Wait for notice of approval</p>	<p>4.1. OICA receives and reviews decision of the Chancellor and the BOR</p> <p>4.2. Prepares official notice of award or notice of disapproval</p>	<p>NONE</p>	<p>1 Day</p> <p>2 Days</p>	<p>- <i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>



5. Receive notice of award/disapproval	5. Releases notice of approval/disapproval to applying group	NONE	1 Day	- <i>Releasing Personnel/Messenger</i> , UPD Office for Initiatives in Culture and the Arts
	5.1. Post announcement of list of HASPAG awardees in OICA website and FB Page	NONE	1 Day	- <i>HASPAG Coordinator</i> , UPD Office for Initiatives in Culture and the Arts
TOTAL:		NONE	25 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	1.1. Confirm budgeting, planning and preparation	NONE	30 Days	<i>HASPAG Coordinator and other support staff</i> , UPD Office for Initiatives in Culture and the Arts
	1.2. Prepare invitations (design and printing)		3 Days	



2. Accept invitation	3. Release/ Send out of invitations to the HASPAG Awardees (at least 2 weeks before the event)	NONE	2 Days	<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)	3.1. Wait for confirmation	NONE	Pause-clock (est. 7 Days)	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
	3.2. Accept confirmation		3 Days	
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	46 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 regarding mutually agreed schedule of orientation to HASPAG awardee (via phone or email)	NONE	1 Day	HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts
2. HASPAG Awardee waits for scheduled orientation	2. Prepares documents for orientation. Waits for scheduled orientation		5 Days	HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts
3. HASPAG Awardee representatives attend the scheduled orientation	3. Conducts orientation	NONE	1 Day	HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts
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	



<p>3. Cover Letter addressed to the Chancellor</p> <p>4. Concept Paper</p> <p>5. Research Agenda</p> <p>6. Production Schedule</p>	<p>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/</p> <p>3. Requesting Party</p> <p>4. Requesting Party</p> <p>5. Requesting Party</p> <p>6. Requesting Party</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. HASPAG awardee waits for notification from OICA (via email/phone) regarding the start and deadline of application for creative grant</p>	<p>1. Issues announcement regarding start and deadline of application for creative grant (via email/phone)</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
<p>2. HASPAG Awardee submits to OICA on or before the deadline the following duly accomplished and signed forms:</p> <p>2.1. Creative Grant proposal</p> <p>2.2. Cover letter addressed to the Chancellor</p> <p>2.3. Concept Paper</p> <p>2.4. Research Agenda</p> <p>2.5. Production schedule</p>	<p>2. Accepts proposal and all other required documents, check for correctness and completion</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i></p>
<p>3. Waits for notification from OICA to get HASPAG Creative Grant Contract</p>	<p>3.1. Prepares 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>3.4. Prepare s HASPAG Creative Grant Contract signed by OICA Director</p>		<p>7 Days</p> <p>2 Days</p> <p>1 Day</p>	<p>- OICA Advisory Board and secretariat, Office for Initiatives in Culture and the Arts</p> <p>- HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</p>
4. Receives original Creative Grant Contract from OICA	4. Release original Creative Grant Contract to HASPAG awardee for signing of the group's faculty adviser and dean (for college-based orgs) or Vice-	NONE	1 Day	Releasing Personnel, UPD Office for Initiatives in Culture and the Arts



	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	7 Days	<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	Pause-clock (est. 7 days)	<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	NONE	1 Day	- <i>Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</i>
	7.2. Contact requesting party and release to them the Creative Grant Contract with the Chancellor's signature		1 Day	- <i>Releasing Personnel, UPD Office for Initiatives in Culture and the Arts</i>



	7.3. Wait for return of Creative Grant Contract with notarization		Pause-clock (est. 2 Days)	
8. Submit duly notarized Creative Grant Contract to OICA	8. Receive duly notarized Creative Grant Contract. Issues requesting party a photocopy of said contract	NONE	1 Day	- Receiving Personnel, UPD Office for Initiatives in Culture and the Arts
TOTAL:		NONE	25 DAYS	

9. Processing of HASPAG Creative Grant 1st Tranche (60% of Grant Amount)

OICA processes the release of the 1st tranche of the creative grant to the HASPAG awardee

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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HASPAG awardee waits for completion of processing of 1 st tranche of HASPAG Creative Grant	1.1. OICA, upon receiving the notarized HASPAG	NONE	5 Days	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>



	<p>Creative Grant Contract shall prepare the following documents, duly accomplished and signed, for submission to the Budget Office:</p> <ul style="list-style-type: none">1.1.1. Disbursement voucher for the 1st tranche of the Creative Grant1.1.2. Budget Utilization Request (BUR) or Obligation Request (ObR)1.1.3. Copy of Creative Grant Contract,1.1.4. Copy of Project Proposal1.1.5. Copy of approved Budget <p>1.2. Submit documents</p>		<p>1 Day</p>	
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	to the Budget Office for processing 1.3. Wait for completion of processing by the Budget Office, Accounting, and Cashier's Office		Pause-Clock (est. 14 Days)	
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 HASPAG Creative Grant to the HASPAG awardee

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. Accomplishment report/Production Report 2. Notarized Fund Utilization Report 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	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
1. After completion of project, HASPAG awardee submits the following to OICA: 1.1. Accomplishment /Production report 1.2. Notarized Fund Utilization Report 1.3. Favorable review from External Evaluator (assigned by HASPAG Group) 1.4. Favorable review from External	1.1. Receives Accomplishment/ Production Report and all other requirements from HASPAG awardee 1.2. Checks for correctness and completion	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>



<p>Evaluator (assigned by UPD-OICA)</p> <p>1.5. Copy of pubmats, videos, photos, and program</p>				
<p>2. Waits for completion of processing of 2nd tranche of creative grant</p>	<p>2.1. OICA shall prepare the following documents, duly accomplished and signed, for 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>5 days</p>	<p><i>HASPAG</i> <i>Coordinator, UPD</i> <i>Office for Initiatives in Culture and the Arts</i></p>



	<p>2.2. Submit documents to the Budget Office for processing</p> <p>2.3. Wait for completion of processing by the Budget Office, Accounting, and Cashier's Office</p>		<p>1 Day</p> <p>Pause-clock (est. 14 Days)</p>	
<p>3. Receives notification of availability of check via email and/or text message</p> <p>HASPAG Group Faculty Adviser may claim check payment of 2nd tranche from the cashier</p>	<p>3. Upon verification with the UPD Cashier's Office that the check is already available, notifies HASPAG awardee of availability of check payment for 2nd tranche of the Creative Grant via text message and/or email</p>	NONE	1 Day	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
TOTAL:		NONE	8 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		
<p>1. Visit the OICA website or like the OICA FB page to access the announcement/call for application</p> <p>2. Duly accomplished and signed PASP Application Form</p> <p>3. Cover letter addressed to the Chancellor</p> <p>4. Portfolio, list of projects of the HASPAG group that the applicant participated in, other proof of participation</p> <p>5. True Copy of Grades/TCG (original or certified true copy)</p> <p>6. Recommendation form duly accomplished and signed by the artistic director and faculty adviser of the HASPAG group where the applicant is a member</p> <p>7. Additional certifications if applicable/needed (e.g. Certification by College Secretary that the applicant is graduating; Letter of explanation for underloading, etc)</p> <p>8. Signed Data Privacy Agreement</p>		<p>1. UPD Office for Initiatives in Culture and the Arts website and FB page</p> <p>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/</p> <p>3. Requesting Party</p> <p>4. Requesting Party</p> <p>5. Requesting Party</p> <p>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/</p> <p>7. Requesting Party</p> <p>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/</p>		
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	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>



	<p>start and deadline for application for PASP Note: Call is made annually, beginning after the last day of class of the 2nd semester</p>			
<p>2. Applicant submits to his/her HASPAG Group coordinator the following complete requirements, duly accomplished and signed:</p> <ul style="list-style-type: none"> 2.1. PASP Application Form 2.2. Cover letter addressed to the Chancellor 2.3. Portfolio (indicating list of projects participated in, photos, certificates, other proofs) 2.4. TCG (original or certified true copy) 2.5. Additional certifications if applicable/needed 2.6. Signed Data Privacy agreement <p>HASPAG GROUP COORDINATOR collates all individual applications and supporting documents</p>	<p>2. Receives PASP Recommendation Form and PASP Application Forms 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, UPD Office for Initiatives in Culture and the Arts</i></p>



<p>and submits these to OICA 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 for approval and signature</p> <p>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>5 Days</p>	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>
<p>4. Wait for approval of the Chancellor</p>	<p>4.1. Submit letter of recommendation w/</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i></p>



	<p>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>Pause-clock (est. 7 Days)</p>	<p>(Office of the Chancellor)</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 recommended with the Chancellor's approval and with budget clearance</p> <p>5.2. Post announcement in FB page and OICA website indicating the list of approved PASP recipients</p> <p>5.3. Issue written notice to the HASPAG GROUP COORDINATOR, Faculty Adviser, and</p>	<p>NONE</p>	<p>3 Days</p>	<p>- <i>Receiving Personnel</i>, UPD Office for Initiatives in Culture and the Arts</p> <p>- <i>HASPAG Coordinator</i>, UPD Office for Initiatives in Culture and the Arts</p> <p>- <i>HASPAG Coordinator</i>, UPD Office for Initiatives in Culture and the Arts</p>



	Artistic Director re approved PASP recipients from their group (via email)			
TOTAL:		NONE	12 DAYS	

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)

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PASP Recipients who are applying for TUITION WAIVER/SCHOLARSHIP			
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. List of approved PASP Recommendees/Recipients duly received by the Office of the University Registrar (OUR) for tagging as scholars		2. UPD Office for Initiatives in Culture and the Arts		
3. Duly accomplished Special Assessment Form		3. Requesting Party, with blank form from UPD Office for Initiatives in Culture and the Arts (Office)		
4. Photocopy of Form5a, duly checked and signed by enrollment adviser		4. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for notice from OICA that the list of approved PASP recipients has been	1.1. Forward s a copy of the approved list of PASP	NONE		<i>Releasing Personnel/ Messenger, UPD Office for Initiatives in Culture and the Arts</i>



forwarded to the Office of the University Registrar (OUR) for tagging	Recipients to the OUR for tagging 1.2. Notifies HASPAG GROUP COORDINATOR that the list has been forwarded to the OUR		1 Day	<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: 2.1. Duly accomplished Special Assessment Form 2.2. Photocopy of Form5a, duly checked and signed by enrollment adviser	2.Receives Special Assessment Form and copy of Form5a 2.1 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	3.1. Signs Special Assessment Form 3.2. Release Special Assessment form to PASP recipient		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 to OICA a photocopy of his/her Form5a showing completed enrollment	1. Receives copy of 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	2.1. Waits for the completion of submission of form5 of all applicants per HASPAG Group 2.2. Prepares the following documents: 2.2.1. Disbursement voucher per HASPAG Group	NONE	Pause-clock (est. 7 Days after last day of enrollment) 3 Days	<i>- HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>



	<p>2.2.2. Budget Utilization Request (BUR) or Obligation Request (ObR)</p> <p>2.2.3. Copy of OC approved list of PASP Recipients with budget approval</p> <p>2.2.4. Copy of form5a of all PASP recipients per HASPAG Group</p> <p>2.3. Submit above documents to the Budget Office for processing</p> <p>2.4. Waits for completion of processing by the Budget Office, Accounting Office, and Cashier</p>		<p>1 Day</p> <p>Pause-clock (est. 14 Days)</p>	<p>- <i>Releasing Personnel / Messenger</i>, UPD Office for Initiatives in Culture and the Arts</p>
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<p>3. Receives notification via email and/or text message that check for stipend is ready at the cashier's office</p> <p>*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 PASP recipient of availability of check payment for stipend thru text message and/or email to his/her HASPAG GROUP COORDINATOR and Faculty Adviser</p>	<p>NONE</p>	<p>2 Days</p>	<p>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</p>
<p>TOTAL:</p>		<p>NONE</p>	<p>7 DAYS</p>	

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 (VACCSP) 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)		
<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. Visit the OICA website or like the OICA FB page to access the announcement/call for application</p> <p>2. Duly accomplished and signed VACSSP Application Form</p> <p>3. True Copy of Grades (TCG)</p> <p>4. Recommendation letters</p> <p>5. Cover letter addressed to the Chancellor</p> <p>6. Portfolio of works</p> <p>7. Signed Data Privacy Agreement</p>	<p>1. UPD Office for Initiatives in Culture and the Arts website and FB page</p> <p>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/</p> <p>3.-7. Requesting Party</p>
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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	<p>1.1. Post announcement re beginning and deadline of applications for VACSSP on OICA website and FB page</p> <p>1.2. Send out letters to the college deans re beginning and deadline of applications for VACSSP, to be disseminated to their students</p> <p>Note: Call is made annually, beginning after the last day of class of the 2nd semester</p>	NONE	2 Days	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts
2. Applicant submits to OICA the following complete requirements, duly	2.1. Receive VACSSP Application Form together with complete requirements	NONE	1 Day	- Receiving Personnel, UPD Office for Initiatives in Culture and the Arts



<p>accomplished and signed:</p> <p>2.1. VACSSP Application Form</p> <p>2.2. TCG (original or certified true copy)</p> <p>2.3. Recommendation letters</p> <p>2.4. Cover letter addressed to the Chancellor</p> <p>2.5. Portfolio (indicating list of projects, sample of works, certificates, others)</p> <p>2.6. TCG (original or certified true copy)</p> <p>2.7. Signed Data Privacy Agreement</p>	<p>2.2. Checks for correctness and completeness</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 of the screening committee</p> <p>3.3. Screening committee conducts evaluation and</p>	<p>NONE</p>	<p>Pause-clock til deadline (est. 2 months)</p> <p>3 Days</p> <p>Pause-clock (est. 7 Days from deadline of application)</p> <p>1 Day</p>	<p>- VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts</p> <p>- VACSSP Screening Committee and its secretariat, UPD Office for</p>



	<p>deliberations and prepares recommended list of awardees to the OICA Advisory Board</p> <p>3.4. Send letter with list of recommendees via referendum to OICA Advisory Board Members for their approval/disapproval</p> <p>3.5. Wait for OICA Board approval/disapproval</p> <p>3.4. 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>3.5. Submit recommendation letter and budget proposal to the Office of the Chancellor</p> <p>3.6. Chancellor reviews and approves the recommendation and budget proposal</p>		<p>1 Day</p> <p>Pause-clock (est. 7 Days)</p> <p>1 Day</p> <p>1 Day</p> <p>Pause-clock (est. 14 Days)</p>	<p>Initiatives in Culture and the Arts</p> <p>- VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts</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>4. Wait for notice of approval</p>	<p>4.1. Receive list of recommendees with the Chancellor's approval, (including approval of budget)</p> <p>4.2. Prepare official notice of award or notice of disapproval for VACSSP applicants</p>	<p>NONE</p>	<p>1 Day</p> <p>2 Days</p>	<p>- Receiving Personnel, UPD Office for Initiatives in Culture and the Arts</p> <p>- VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts</p>



5. Receive notice of approval of VACSSP application	5.1. Post announcement of successful VACSSP applicants on OICA website and FB page 5.2. 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	15 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	
1. List of approved VACSSP Recipients duly received by the Office of the University Registrar (OUR) for tagging as scholars 2. Duly accomplished Special Assessment Form 3. Photocopy of Form5a, duly checked and signed by enrollment adviser			1. UPD Office for Initiatives in Culture and the Arts (OICA) 2. Requesting Party, with blank template/form from OICA office 3. 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	1. Notifies VACSSP Recipient 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



Office of the University Registrar (OUR) for tagging				
<p>2. VACSSP recipient who is applying for tuition waiver and not stipend, submits to OICA:</p> <p>2.1. Duly accomplished Special Assessment Form</p> <p>2.2. Photocopy of Form5a, duly checked and signed by enrollment adviser</p>	<p>2.1. Receives Special Assessment Form and copy of Form5a</p> <p>2.2. Checks for correctness and completeness</p>	NONE	1 Day	<p>- <i>Receiving Personnel</i>, UPD Office for Initiatives in Culture and the Arts</p> <p>- <i>VACSSP Coordinator</i>, UPD Office for Initiatives in Culture and the Arts</p>
<p>3. Receive signed Special Assessment Form.</p> <p>*Requesting Party may now proceed with the special assessment of his/her enrollment forms</p>	<p>3.1. Signs Special Assessment Form</p> <p>3.2. Release Special Assessment form to VACSSP recipient</p>	NONE	1 Day	<p>- <i>VACSSP Coordinator</i>, UPD Office for Initiatives in Culture and the Arts</p>
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	PROCES- SING TIME	PERSON RESPONSIBLE



<p>1. Like the OICA website and FB page to access the announcement from OICA re beginning and deadline of application for CCTGACH</p>	<p>1.1. Post announcement re beginning and deadline of application for CCTGACH on OICA website and FB page.</p> <p>1.2. Send out letters to the college deans re beginning and deadline of applications for CCTGACH, to be disseminated to their students Note: Call is made annually, every December</p>	<p>NONE</p>	<p>2 Days</p>	<p><i>CCTGACH Coordinator</i>, UPD-Office for Initiatives in Culture and the Arts</p>
<p>2. Submit to OICA the following complete requirements, 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>2.1. Receive CCTGACH Application Form together with complete requirements</p> <p>2.2. Checks for correctness and completeness</p>	<p>NONE</p>	<p>1 Day</p>	<p>- <i>Receiving Personnel</i>, UPD Office for Initiatives in Culture and the Arts</p> <p>- <i>CCTGACH Coordinator</i>, UPD Office for Initiatives in Culture and the Arts</p>



<p>2.6. Endorsement from the Deans of his/her respective college</p> <p>2.7. Signed Data Privacy Agreement</p>				
<p>3. Wait for the completion of the screening process</p>	<p>3.1. Wait for the deadline of submissions</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>NONE</p>	<p>Pause-clock til deadline (est. 2 months)</p> <p>3 Days</p> <p>Pause-clock (est. 7 Days from deadline of application)</p> <p>1 Day</p> <p>1 Day</p>	<p>- CCTGACH Coordinator, UPD Office for Initiatives in Culture and the Arts</p> <p>- CCTGACH Screening Committee and its secretariat, UPD Office for Initiatives in Culture and the Arts</p> <p>- CCTGACH Coordinator, UPD Office for Initiatives in Culture and the Arts</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>3.9. Chancellor reviews and approves the recommendation and budget proposal</p>		<p>Pause-clock (est. 7 Days)</p> <p>1 Day</p> <p>1 Day</p> <p>Pause-clock (est. 14 Days)</p>	<p>- <i>CCTGACH Coordinator</i>, UPD Office for Initiatives in Culture and the Arts</p> <p>- <i>Releasing Personnel/ Messenger</i>, UPD Office for Initiatives in Culture and the Arts</p>
4. Wait for notice of approval	<p>4.1. Receive list of recommendees with the Chancellor's approval, (including approval of budget)</p> <p>4.2. Prepare official notice of award or notice of disapproval for CCTGACH applicants</p>	NONE	<p>1 Day</p> <p>2 Days</p>	<p>- <i>Receiving Personnel</i>, UPD Office for Initiatives in Culture and the Arts</p> <p>- <i>CCTGACH Coordinator</i>, UPD Office for Initiatives in Culture and the Arts</p>
5. Receive notice of approval of CCTGACH application	<p>5.1. Post announcement of successful CCTGACH applicants on OICA website and FB page</p> <p>5.2. Inform via email all CCTGACH applicants of approval/ disapproval of their application</p>	NONE	<p>1 Day</p> <p>1 Day</p>	<p>- <i>CCTGACH Coordinator</i>, UPD Office for Initiatives in Culture and the Arts</p>
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</i> , Office for Initiatives in Culture and the Arts
2. Wait for scheduled orientation	2.1. Prepares documents for orientation, including CCTGACH Contract. 2.2. Waits for scheduled orientation	NONE	1 Day Pause-clock (est. 3 Days from date of notice)	<i>CCTGACH Coordinator</i> , Office for Initiatives in Culture and the Arts
3. Attend the scheduled orientation and signs contract	3.1. Conducts one-on-one orientation 3.2. Have the awardee sign the contract for CCTGACH	NONE	1 Day	<i>CCTGACH Coordinator</i> , Office for Initiatives in Culture and the Arts



<p>4. Wait for completion of signing of CCTGACH Contract by OICA Director, Dean of the awardee's respective college, and the Chancellor</p>	<p>4.1. Have the contract signed by OICA Director and send to the dean of the awardee's respective college for signing</p> <p>4.2. Upon receipt of contract signed by the dean, submit contract to the Chancellor for his signature</p>	<p>NONE</p>	<p>Pause-clock (est. 7 Days)</p>	<p>- <i>CCTGACH Coordinator</i>, Office for Initiatives in Culture and the Arts</p> <p>- <i>Releasing Personnel/Messenger</i>, Office for Initiatives in Culture and the Arts</p>
<p>5. Receive duly signed contract. Have it notarized.</p>	<p>5.1. Upon receipt of contract, duly signed by the dean and the Chancellor, notify CCTGACH Awardee and release the contract to him/her for notarization</p> <p>5.2. Wait for contract to be returned, duly notarized</p>	<p>NONE</p>	<p>1 Day</p> <p>Pause-clock (est. 4 Days)</p>	<p><i>CCTGACH Coordinator</i>, Office for Initiatives in Culture and the Arts</p>
<p>6. Submit the following to OICA:</p> <p>6.1. Notarized CCTGACH contract</p> <p>6.2. Line Item Budget</p>	<p>6. Receive Notarized CCTGACH Contract and Line Item Budget</p>	<p>NONE</p>	<p>1 Day</p>	<p><i>Receiving Personnel</i>, Office for Initiatives in Culture and the Arts</p>
<p>7. Wait for completion of processing of 1st tranche of CCTGACH Grant</p>	<p>7.1. Prepare the following documents:</p> <p>7.1.1. Disbursement Voucher for 1st Tranche of CCTGACH Grant</p> <p>7.1.2. Budget Utilization Request (BUR) or Obligation Request (ObR)</p> <p>7.1.3. Copy of notarized CCTGACH contract</p> <p>7.1.4. Certified true copy of Line Item Budget</p> <p>7.1.5. Copy of Budget Approval</p>	<p>NONE</p>	<p>3 Days</p>	<p><i>CCTGACH Coordinator</i>, Office for Initiatives in Culture and the Arts</p>



	<p>7.1.6. Copy of Thesis Proposal</p> <p>7.2. Submit documents to Budget Office for processing of payment</p> <p>7.3. Wait for completion of processing by Budget Office, Accounting Office, and Cashier's Office</p>		<p>1 Day</p> <p>Pause-clock (est. 14 Days)</p>	
<p>8. Receive notification from OICA via email and/or text message regarding availability of check payment at the Cashier</p> <p>CCTGACH Awardee may claim check payment of 1st tranche from the cashier</p>	<p>8. Upon confirmation from Cash Office, inform awardees that check payment for 1st tranche of the CCTGACH grant is available for claiming at UPD Cash Office.</p>	NONE	1 Day	<p><i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i></p>
TOTAL:		NONE	10 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		
<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. Letter or Certification from thesis adviser that student has passed his/her thesis defense		1. 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	1. Receive Certification by thesis adviser that CCTGACH Awardee has passed his/her thesis defence	NONE	1 Day	<i>Receiving Personnel, Office for Initiatives in Culture and the Arts</i>
2. Wait for completion of processing of 2 nd tranche of CCTGACH Grant	2.1. Prepare the following documents: 2.1.1. Disbursement Voucher for 2 nd Tranche of CCTGACH Grant 2.1.2. Budget Utilization Request (BUR) or Obligation Request (ObR) 2.1.3. Copy of notarized CCTGACH contract 2.1.4. Letter or Certification from Faculty Adviser 2.1.5. Copy of Budget Approval	NONE	3 Days	- <i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i>
	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		1 Day Pause-clock (est. 14 Days)	- <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	3. Upon confirmation from Cash Office, inform awardee that check payment for 2 nd tranche of the CCTGACH grant is	NONE	1 Day	<i>CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</i>



of check payment at the Cashier CCTGACH may claim check payment of 2 nd tranche from the cashier	available for claiming at UPD Cash Office.			
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
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. Notarized Funds Utilization Report (FUR)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. After completion of thesis, submit to OICA the following documents: 1.1. Cover letter (submission letter)	1. 1. Receiving cover letter addressed to the Chancellor and all other required documents. 1.2. Check for completeness and correctness	NONE	1 Day	<i>CCTGACH</i> Coordinator, Office for Initiatives in Culture and the Arts



<p>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)</p>				
<p>2. Wait for completion of processing of 3rd tranche of CCTGACH Grant</p>	<p>2.1. Prepare the following documents:</p> <p>2.1.1. Disbursement Voucher for 3rd Tranche of CCTGACH Grant</p> <p>2.1.2. Budget Utilization Request (BUR) or Obligation Request (ObR)</p> <p>2.1.3. Notarized Funds Utilization Report (FUR)</p> <p>2.1.4. Certified true copy of cover letter</p> <p>2.1.5. Copy of notarized CCTGACH contract</p> <p>2.1.6. Copy of Budget Approval</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>	<p>NONE</p>	<p>3 Days</p> <p>1 Day</p> <p>Pause-clock (est. 14 Days)</p>	<p>- CCTGACH Coordinator, Office for Initiatives in Culture and the Arts</p> <p>- Releasing Personnel/Messenger, Office for Initiatives in Culture and the Arts</p>
<p>3. Receive notification from</p>	<p>3. Upon confirmation from Cash Office, inform awardee that</p>	<p>NONE</p>	<p>1 Day</p>	<p>CCTGACH Coordinator, Office for</p>



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	check payment for 3 rd tranche of the CCTGACH grant is available for claiming at UPD Cash Office			Initiatives in Culture and the Arts
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	NONE	1 Day	<i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i>



	purchased by the client			
2. Fill out Payment Slip and submit to OICA	<p>2.1. Receive filled-out Payment Slip</p> <p>2.2. Sign the payment slip.</p> <p>2.3. Give Payment Slip to requesting party/buyer, keep one copy for the office</p>	NONE	1 Day	<i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i>
3. Present Payment Slip and pay for items at the UPD Cashier	3. Wait Release the purchased OICA publication to the client	<p>(Payment should be settled at the UP Cashier Office)</p> <p>Pasyal 2nd Edition- Php120.00</p> <p>Pasyal Art Trail - PhP250.00</p> <p>Florante at Laura- PhP350.00</p>	Pause-clock (est. 3 Days)	(UPD Cashier's Office)
4. Present the Official Receipt to OICA and receive purchased item/s	<p>4.1. Photocopy Official Receipt presented by Buyer/Requesting Party</p> <p>4.2. Release purchased item/s to Buyer/ Requesting Party</p>	NONE	1 Day	<i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i>



TOTAL:	NONE	3 DAYS	
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21. Processing and Approval of Requests to Borrow Production/Office Equipment (External Clients)

OICA lends to **UPD student organizations** 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 (UPD-OICA)
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UPD recognized/accredited student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 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) 2. Duly signed Equipment Release Form	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 letter of request addressed to the OICA Director, duly signed by head of organization and faculty adviser, indicating details of request (event, equipment needed, schedule, venue, mode of pickup and return)	1. 1. Receive letter of request 1.2. Check availability and condition of equipment being borrowed	NONE	1 Day	- <i>Receiving Personnel</i> , UPD Office for Initiatives in Culture and the Arts - <i>Administrative Assistant I (AVEO III)</i> , UPD Office for Initiatives in Culture and the Arts
2. Receives notification of approval, arranges schedule and mode of pickup and return of equipment	2.1. Issue approval/disapproval of request to borrow equipment,	NONE	2 Days	<i>Administrative Officer II</i> , UPD Office for Initiatives in Culture and the Arts



	via phone call or email 2.2. Coordinate schedule and mode of release, and return of equipment			
3. Wait for scheduled release/pick-up of borrowed equipment	3. Wait for scheduled release/pick-up of borrowed equipment	NONE	Pause-clock (est. 4 Days)	
4. Receives/Pick-up equipment on agreed schedule. Signs the Equipment Release Form	4.1. Release equipment to borrower on agreed schedule 4.2. Receives the duly signed Equipment Release Form	NONE	1 Day	<i>Administrative Assistant I (AVEO III), UPD Office for Initiatives in Culture and the Arts</i>
5. Wait for scheduled return of borrowed equipment	5. Wait for scheduled return of borrowed equipment	NONE	Pause-clock (est. 1 Day after event)	
6. Return borrowed equipment as per agreed schedule	6.1. Accept borrowed equipment 6.2. Inspect returned equipment for completeness and condition	NONE	1 Day	<i>Administrative Assistant I (AVEO III), UPD Office for Initiatives in Culture and the Arts</i>



TOTAL:	NONE	5 DAYS	
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22. 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</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	
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23. 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/VACSSP/ 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	



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>1. Visit the OICA website or like the OICA FB page to access the announcement/call for application</p> <p>2. E-mailed copy of duly accomplished and signed Grant Proposal Form. E-mailed to OICA Grants coordinator for checking</p> <p>3. Hard copy of accomplished and signed Grant Proposal Form (15 copies, including original)</p> <p>4. Additional information such as mechanics, detailed program description, as needed</p>		<p>1. UPD Office for Initiatives in Culture and the Arts website and FB page</p> <p>2. & 3. Requesting Party, with downloadable online blank template/form from link: http://www.oica.upd.edu.ph/grants/oica-grants-program/</p> <p>4. 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	2.1. Accept and screen grant proposals sent via email. Ensure Financial Grant Proposal Form is	NONE	1 Day	<i>Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</i>



<p>or if it needs revision/completion</p>	<p>duly accomplished and signed and attachments are complete</p> <p>2.2. Send feedback to applicant via e-mail if the proposal is for revision or if it can proceed for submission.</p>			
<p>3. After passing the initial screening, submit to OICA the hardcopy of the following requirements (15 copies including original):</p> <p>a. Accomplished and signed Grant Proposal Form</p> <p>b. Additional information such as mechanics, detailed program description, as needed</p>	<p>3.1. Accept grant application. Provide applicant a receiving copy</p> <p>3.2. Review and screen grant proposal for completeness and correctness</p> <p>3.3. Input grant application details in database and include in matrix & agenda for approval of the OICA Advisory Board</p>	<p>NONE</p>	<p>1 Day</p> <p>1 Day</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</p>	<p>NONE</p>	<p>Maximum of 31 Days (due to meeting done only once a month)</p>	<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>



	board, the Grant Coordinator issues a formal notice of disapproval to the applicant via email 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	<p>1 Day</p> <p>1 Day</p> <p>Pause-clock (estimated at 7 Days)</p>	<p>- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</p> <p>- Releasing Personnel/ Messenger, Office for Initiatives in Culture and the Arts (OICA)</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	- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)
TOTAL:		NONE	15 DAYS	

Excluding the time for Advisory Board Deliberation



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 orientation.	1. Contact applicant re approval of grant and schedule orientation of grantee within 7 days upon approval of grant	NONE	1 Day	- <i>Grants Coordinator</i> , Office for Initiatives in Culture and the Arts (OICA)
2. Confirm attendance to the orientation	2.1. Wait for confirmation from grantee 2.2. Prepare notice of approval and grant contract	NONE	2 Days	- <i>Grants Coordinator</i> , Office for Initiatives in Culture and the Arts (OICA)
3. Attend orientation and receive notice of approval of grant and grant contract form	3.1. Orient grantee on grant requirements and processes 3.2. Give notice of grant approval and grant contract form to grantee.	NONE	4 Days	- <i>Grants Coordinator</i> , Office for Initiatives in Culture and the Arts (OICA)
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
<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"> 3.1. For payment of services: <ol style="list-style-type: none"> 3.1.1. Contract of Service with TIN and LandBank/Veterans/DBP Account No. or Student Number if student, 3.1.2. Certificate of Service 3.1.3. Photocopy of Form5 if payee is a UP Student 3.2. For direct payment to supplier <ol style="list-style-type: none"> 3.2.1. Inspection and Acceptance Report (IAR) 3.2.2. Billing Statement/Sales Invoice 3.2.3. Purchase Order (PO) 3.2.4. Three Price Quotations for transaction above P1,000, with actual payee having the lowest quote 3.2.5. Purchase Request (PR) 3.2.6. Venue Certification if the expense is for venue rental 	<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/



<p>3.3. For reimbursement of expenses:</p> <p>3.3.1. Official receipts/Sales invoices/cash invoices/ Reimbursement Expense Receipt (RER) of expenses with grant claimant as “Payee”</p> <p>3.3.2. Inspection and Acceptance Report (IAR)</p> <p>3.3.3. Purchase Order (PO)</p> <p>3.3.4. Purchase Request (PR)</p> <p>3.3.5. Venue Certification if the expense is for venue rental</p> <p>3.3.6. Three Price Quotations for each transaction expense above P1,000, with the actual supplier purchased from having the lowest quote</p> <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	Pause-clock (est. within 3 months)	- <i>Grants Coordinator</i> , Office for Initiatives in Culture and the Arts (OICA)
2. Submit the following documents to OICA: Duly accomplished and signed financial documents: 2.1. For payment of services: 2.1.1. Contract of Service with TIN and LandBank/	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</i> , Office for Initiatives in Culture and the Arts (OICA)



<p>Veterans/DBP Account No. or Student Number if student,</p> <p>2.1.2. Certificate of Service</p> <p>2.1.3. Photocopy of Form5 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>				
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<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 "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</p>				
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<p>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>3.2. Have the DV and BUR/ObR signed by the OICA Director.</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>3.4. Wait for completion of processing by Budget, Accounting, Supplies and Property Office and Cashier's office.</p>	<p>NONE</p>	<p>5 Days</p> <p>1 Day</p> <p>1 Day</p> <p>Pause-clock (est. Within 3 weeks)</p>	<p>- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</p> <p>- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</p> <p>- Releasing Personnel/ Messenger, Office for Initiatives in Culture and the Arts (OICA)</p> <p>- Grants Coordinator, Office for Initiatives in Culture and the Arts (OICA)</p>
<p>4. Receive notification from OICA that payment</p>	<p>4.1. Upon getting confirmation from the cashier's office that payment is ready, OICA</p>	<p>NONE</p>	<p>1 Day</p>	<p>- Grants Coordinator, Office for Initiatives in</p>



is ready (whether check or via bank ATM) Grantee informs payee regarding availability of payment Payee claims check payment at cashier's office or from ATM	contacts grantee (via phone or email) re availability of grant 4.2. Updates database/matrix of completed grants			Culture and the Arts (OICA)
TOTAL:		NONE	11 DAYS	

4. Submission of List of Members of HASPAG Groups to the Office of the University Registrar (OUR) for Priority Enlistment (Semestral Submission)

OICA submits to the OUR the list of members from HASPAG groups for tagging for Priority Enlistment. This is done before the start of every enrollment period.

Office or Division:	UPD Office for Initiatives in Culture and the Arts (OICA)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Office of the University Registrar (OUR)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of members by HASPAG groups for priority enlistment		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 PASP recipients for tagging (via phone call)	1. Receives OUR call for PASP list	NONE	1 Day	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>
2. The Office of the University Registrar (OUR) waits for list from OICA	2.1. Acquires list of members from the	NONE	5 Days	<i>HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts</i>



	HASPAG groups 2. 2. Verifies list for correctness and completion			
3. OUR receives emailed list of members for tagging for priority enlistment	3. Forwards the list to the OUR via email	NONE	1 Day	HASPAG Coordinator, UPD Office for Initiatives in Culture and the Arts
TOTAL:		NONE	7 Days	

5. 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)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UPD colleges/units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from UPD colleges/units duly signed by head of unit, indicating details (event, schedule, venue, etc) of request 2. Consent of HASPAG group		1. Requesting Party 2. Invited HASPAG Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party submits request letter to OICA, duly signed by head of unit, indicating details	1. Receives letter of request and forwards to OICA Director	NONE	1 Day	Receiving Personnel, UPD Office for Initiatives in Culture and the Arts



(event, schedule, venue, etc) of request				
2. Requesting party wait for notification of approval/ disapproval from OICA	2.1. OICA Director reviews and approves/ disapproves request	NONE	1 Day	Director, UPD Office for Initiatives in Culture and the Arts
	2.2.HASPAG Coordinator looks for available HASPAG group who can serve the request		4 Days	<i>HASPAG Coordinator</i> , UPD Office for Initiatives in Culture and the Arts
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</i> , UPD Office for Initiatives in Culture and the Arts
TOTAL:		NONE	7 DAYS	



6. 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	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	NONE	1 Day	VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts



tagging for tuition waiver (via email and hardcopy)	priority enlistment , b) tagging of identified recipients of tuition waiver			
TOTAL:		NONE	3 DAYS	

7. 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	PROCE SSING TIME	PERSON RESPONSIBLE
1. 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
2. Waits for completion of processing of stipend	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)	NONE	3 Days	- VACSSP Coordinator, UPD Office for Initiatives in Culture and the Arts



	<p>2.1.3. Copy of OC approved list of VACSSP Recipients with budget approval</p> <p>2.1.4. 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>1 Day</p> <p>Pause-clock (est. 14 days)</p>	<p>- <i>Releasing Personnel/Messenger</i>, 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>	NONE	2 Days	<p>- <i>VACSSP Coordinator</i>, UPD Office for Initiatives in Culture and the Arts</p>
TOTAL:		NONE	7 DAYS	

8. 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		
1. Verbal request (personal or phone call) or Written request (letter or email) from the client/buyer		1. Requesting Party		
2. Billing statement with signed conforme		3. 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..	1.1. Receive the request via phone call, email, letter or verbal and the specific detail of OICA publication purchased by the client 1.2. 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 Initiatives in Culture and the Arts</i>
4. Settle billing through processing of voucher	4.1. Wait for payment to be processed 4.2. Receive check payment from UPD Cashier 4.3. Give check payment to cashier to be paid into OICA Trust Account	(Payment should be settled via voucher) Pasyal 2 nd Edition- PhP120.00 Pasyal Art Trail - PhP250.00	Pause-clock (est. 14 Days) 1 Day	<i>Administrative Officer I (Records Officer I), UPD Office for Initiatives in Culture and the Arts</i>



		Florante at Laura- PhP350.00		
TOTAL:		NONE	5 DAYS	

9. 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		
1. 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) 2. Duly signed Equipment Release Form		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 letter of request 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)	1. 1. Receive letter of request 1.2. Check availability and condition of equipment being borrowed	NONE	1 Day	- <i>Receiving Personnel</i> , UPD Office for Initiatives in Culture and the Arts - <i>Administrative Assistant I (AVEO III)</i> , UPD Office for Initiatives in Culture and the Arts
2. Receives notification of approval, arranges schedule and mode of	2.1. Issue approval/ disapproval	NONE	2 Days	<i>Administrative Officer II</i> , UPD Office for Initiatives in Culture and the Arts



pickup and return of equipment	of request to borrow equipment, via phone call or email 2.2. Coordinate schedule and mode of release, and return of equipment			
3. Wait for scheduled release/pick-up of borrowed equipment	3. Wait for scheduled release/pick-up of borrowed equipment	NONE	Pause-clock (est. 4 Days)	
4. Receives/Pick-up equipment on agreed schedule. Signs the Equipment Release Form	4.1. Release equipment to borrower on agreed schedule 4.2. Receives the duly signed Equipment Release Form	NONE	1 Day	<i>Administrative Assistant I (AVEO III), UPD Office for Initiatives in Culture and the Arts</i>
5. Wait for scheduled return of borrowed equipment	5. Wait for scheduled return of borrowed equipment	NONE	Pause-clock (est. 1 Day after event)	
6. Return borrowed equipment as per agreed schedule	6.1. Accept borrowed equipment 6.2. Inspect returned equipment for	NONE	1 Day	<i>Administrative Assistant I (AVEO III), UPD Office for Initiatives in Culture and the Arts</i>



	completeness and condition			
TOTAL:		NONE	5 DAYS	

10. 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		
1. Request from UPD office/ college/unit (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 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, 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	

11. 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)

External Services



1. Request for Assistance to Various Pahinungod Diliman Programs

Office or Division:	Ugnayan ng Pahinungod Diliman			
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 request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE
1. Submit the request letter.	1. Receiving of the request letter	None	1 minute	<i>Pahinungod designated staff</i>
	1.1 Will endorse the letter to the Pahinungod Diliman Director for comment/ approval	None	1 minute	<i>Pahinungod designated staff</i>
	1.2 Endorse to the designated program coordinator	None	1 minute	<i>Pahinungod Diliman Director</i>
2. Follow-up in person or via phone/email 2-3 days after regarding the status of the request	Provide update regarding request	P1,000.00 for first three hours + P250.00 per succeeding hour or	5 minutes	<i>Pahinungod designated staff</i>



		a fraction thereof		
	Coordinator with stakeholders / execution of the requested activity	None	May vary depending on the request	Pahinungod designated staff
TOTAL:		None	May vary depending on the request	

2. Application for Volunteers

Office or Division:	Ugnayan ng Pahinungod Diliman			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	All UP Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 X1 picture 2. Volunteer Agreement Form 3. Volunteer Data Form		1. Applicant 2-3 Ugnayan ng Pahinungod Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant secures/ accomplishes Volunteer Data Form	1. Provide Volunteer applicant with data form	None	5 minutes	<i>Pahinungod designated staff</i>
2. Applicant submits accomplished volunteer data form	2. Receives accomplished data form, explain more	None	5 minutes	<i>Pahinungod designated staff</i>



	about the program			
3.May follow-up after	3.Provide update regarding the status of application	None	5 minutes	<i>Pahinungod designated staff</i>
TOTAL:		None	15 Minutes	



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 from the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attachments.	1. Received letter of request with complete attachments 1.1. If found in order, stamp the copy of unit for receipt. 1.2. Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2.Wait for Sentro ng Wikang Filipino action/decision.	2..Evaluate request for action.	None	1 Day	<i>Personnel In-Charge</i> Office of Sentro ng Wikang Filipino
	2.1	None	1 Day	<i>Releasing Personnel</i>



	Release decision/ relay action.			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		
1. Letter of request signed by the requesting party/application form. 2. Letter of Intent addressed to the Director. 3. Bionote 4. Manuscript		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.	1. Received letter of request with complete attachments 1.1. If found in order, stamp the copy of unit for receipt. 1.2. Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2. Wait for Sentro ng Wikang Filipino	2. Evaluate request for	None	1 Day	<i>Research Extension and Professional Staff</i>



action/decision.	action. (approval/ disapproval)			Office of Sentro ng Wikang Filipino
	2.1.Process of request	None	Pause-clock (21 Days)	<i>Research Extension and Professional Staff Office of Sentro ng Wikang Filipino</i>
	2.2. Release of decision/relay action.	None	1 Day	<i>Releasing Personnel Office of Sentro ng Wikang Filipino</i>
TOTAL:		None	24 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.		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.	1. Received letter of request with complete attachments. 1.1. If found in order, stamp the copy of unit for receipt. 1.2. Track and record	None	1 Day	<i>Receiving Personnel Office of Sentro ng Wikang Filipino</i>



	letter of request.			
2. Wait for Sentro ng Wikang Filipino action/decision.	2.Evaluate request for action. (approval/disapproval)	None	1 Day	<i>Research Extension and Professional Staff Office of Sentro ng Wikang Filipino</i>
	2.1.Translation process	None	Pause-clock (21 Days)	<i>Research Extension and Professional Staff Office of Sentro ng Wikang Filipino</i>
	2.2.Translated document to be released to the requesting party.	Please see attached 1 Translation Fees	1 Day	<i>Releasing Personnel Office of Sentro ng Wikang Filipino</i>
TOTAL:		As agreed upon	24 Days	

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 writing or emailing the Director for the request to translate the document from English to Filipino. The copy of the document requested to be translated must be included in the letter. Wait for the answer.

Translation Period: It takes two to three weeks to translate a document if it has 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 longer and will be promptly informed by email / call. It is anticipated that the translated document will be reviewed by the director and there may be a change in the due date for the translation of the document.

Translation Certificate: SWF-UPD provides certification upon request.

Translation Format: Font size 12, Times New Roman style, double space and page size 8.5 x 11 in.



Translation Service Value: Translation requests from the private or personal sectors are chargeable. Each page translated into Filipino has a fee of five hundred pesos (P500.00).

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 from the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attachments.	1.Received letter of request with complete attachments. 1.1. If found in order, stamp the copy of unit for receipt. 1.2. Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2. Wait for Sentro ng Wikang Filipino action/decision.	2.Evaluate request for action. (approval/di approval)	None	1 Day	<i>Administrative Assistant V</i> Office of Sentro ng Wikang Filipino
	2.1.Release decision/	None	1 Day	<i>Releasing Personnel</i> Office of Sentro



	relay action.			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.	1. Received letter of request with complete attachments. 1.1. If found in order, stamp the copy of unit for receipt. 1.2. Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2. Wait for Sentro ng Wikang Filipino action/decision.	2. Evaluate request for action. (approval/disapproval)	Please see attached 2 Price List for Consignment of Books	1 Day	<i>Administrative Assistant V</i> Office of Sentro ng Wikang Filipino
	2.1. Release decision/relay action.	As agreed upon	1 Day	<i>Releasing Personnel</i> Office of Sentro ng Wikang



				Filipino
TOTAL:		As agreed upon.	3 Days	

2 PRICE LIST FOR CONSIGNMENT OF BOOKS

Client: walk in/general public

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	1 minute	Public Circulation Officer/Administrative Assistant		Consignment form



		Consignment form				
END OF TRANSACTION						

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

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 from the requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attachments.	1. Received letter of request with complete attachments. 1.2. If found in order, stamp the copy of unit for receipt. 1.2. Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2. Wait for Sentro ng Wikang Filipino action/decision.	2. Evaluate request for action. (approval/disapproval)	None	1 Day	<i>Administrative Assistant V</i> Office of Sentro ng Wikang Filipino
	2.1. Release decision/relay action	None	1 Day	<i>Releasing Personnel</i> Office of Sentro ng Wikang Filipino



TOTAL:		None	3 Days	

7. Processing of Requests for the Use of Library/Resource Collection

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		
1. Must have a valid ID. 2. Logbook to sign-in.		1. To be secured from the requesting party. 2. Office of Sentro ng Wikang Filipino Library.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show ID upon entry.	1. Inspection on the validity of ID/bags/ belongings.	None	10 Minutes Only	<i>Personnel In-Charge</i> Office of Sentro ng Wikang Filipino
2. Logbook (sign-in).	2. Show/ Lead to Sentro ng Wikang Filipino Library.	None	10 Minutes Only	<i>Personnel In-Charge</i> Office of Sentro ng Wikang Filipino
TOTAL:		None	20 Minutes Only	

8. Selling of Available Books (Walk-in Only)

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		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the book(s) title (s).	1.Look/ search for the book (actual copy/ physical).	None	10 Minutes Only	<i>Personnel In-Charge</i> Office of Sentro ng Wikang Filipino
2. Pay	2. Received payment.	Please see attached 3 Price List of Books	20 Minutes Only	<i>Special Collecting Officer/Publications Circulations Officer I</i> Office of Sentro ng Wikang Filipino
TOTAL:		As agreed upon.	30 Minutes Only	

3 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 Paggawa ng mga Bagong Produkto Mula sa Pagkaing Dagat	100.00	460*
67	Pagkakatulog at Klasipikasyon	150.00	370*
68	Pagkakatulog 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 Balagtas 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	Diksiyunaryong 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 Diksiyunaryong Filipino (softbound)	950.00	0
129	UP Diksiyunaryong 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

9. 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:	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.	1. Received letter of request with complete attachments. 1.1. If found in order, stamp the copy of unit for receipt. 1.2. Track and record letter of request.	None	1 Day	<i>Receiving Personnel</i> Office of Sentro ng Wikang Filipino
2. Wait for Sentro ng Wikang Filipino action/decision.	2. Evaluate request for action.	None	5 Days	<i>Personnel In-Charge</i> Office of Sentro ng Wikang Filipino
	2.1. Release decision/relay action	None	1 Day	<i>Releasing Personnel</i> Office of Sentro ng Wikang Filipino



TOTAL:	None	7 Days	
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UP Computer Center (UPCC)

External Services



1. DILNET Account for Students

Creation, Update, or Recovery of DILNET Account

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Student to UCC)			
Who may avail:	All currently enrolled Students, including Cross-Registrants and Exchange			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated UP ID; or 2. Form5 and any Government issued ID with photo *Additional requirements if requested via Representative 3. Signed Authorization Letter; and 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents	1. Receive and Review presented Documents	None	2 Minutes	HelpDesk Personnel
2. Receive account Details	2. Print account details	None	3 Minutes	HelpDesk Personnel
Optional: 3. Change Password and Set-up Account Recovery	2. Assist client to Kiosk and open appropriate electronic form	None	3 Minutes	Student Assistants
TOTAL:		None	8 Minutes	



2. UP Mail Account for Students and Contractuals

Creation or Recovery of UP Mail account

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Student to UCC)			
Who may avail:	All currently enrolled Students, and Contractuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated UP ID; or 2. Form5 and any Government issued ID with photo Additional requirements if requested via Representative 3. Signed Authorization Letter 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents	1. Receive and Review presented Documents	None	2 Minutes	HelpDesk Personnel
2. Fillout details at Kiosk	2. Assist client to Kiosk and open appropriate electronic form	None	3 Minutes	Student Assistants
3. Receive details via email	3. Batch Process requests	None	2 Days	Computer Center Tech Staff
TOTAL:		None	2 Days, 5 Minutes	



3. Diliman Network HelpDesk

Basic device network troubleshooting and configuration

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Client to UCC)			
Who may avail:	Any Student, Faculty, Employee, or Contractual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID; or 2. Any Government issued ID with photo Additional requirements if requested via Representative 3. Signed Authorization Letter 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out logbook	1. Verify client's ID and affiliation	None	1 Minute	Student Assistants
2. Prepare device	2. Receive and Review presented device	None	2 Minutes	Student Assistants
	3. Perform troubleshooting or configuration	None	2 Minutes	Student Assistants
3. Receive device	4. Return device with feedback	None	1 Minute	Student Assistants
TOTAL:		None	6 Minutes	



UP Computer Center (UPCC)

Internal Services



1. DILNET Account for Employees

Creation, Update, or Recovery of DILNET Account

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (Internal Client: Permanent Employee to UCC)			
Who may avail:	All permanent Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment Papers; and 2. UP ID or any Government issued ID with photo *Additional requirements if requested via Representative 3. Signed Authorization Letter; and, 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents	1. Receive and Review presented Documents	None	2 Minutes	HelpDesk Personnel
2. Receive account Details	2. Update Records and print account details	None	3 Minutes	Computer Center Tech Staff
Optional: 3. Change Password and Set-up Account Recovery	2. Assist client to Kiosk and open appropriate electronic form	None	3 Minutes	Student Assistants
TOTAL:		None	8 Minutes	



2. UP Mail Account for Employees

Creation or Recovery of UP Mail account

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (Internal Client: Permanent Employee to UCC)			
Who may avail:	All Permanent Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment Papers; and, 2. UP ID or any Government issued ID with photo Additional requirements if requested via Representative 3. Signed Authorization Letter; and, 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents	1. Receive and Review presented Documents	None	2 Minutes	HelpDesk Personnel
2. Fillout details at Kiosk	2. Assist client to Kiosk and open appropriate electronic form	None	3 Minutes	Student Assistants
3. Receive details via email	3. Batch Process requests	None	2 Days	Computer Center Tech Staff
TOTAL:		None	2 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		
<ol style="list-style-type: none"> 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.	<ol style="list-style-type: none"> 1.1 Receive letter of request with complete attachments. 1.2 Evaluate request and endorse the letter of request to the Office of the President. 	None	Pause-Clock (14 Days)	<ol style="list-style-type: none"> 1.1 Receiving personnel Theater Complex 1.2 Director Theater Complex 1.3 Receiving personnel Office of the Secretary of the University



	<p>1.3 Forward request to the Office of the President for clearance.</p> <p>1.4 Get clearance from the Office of the President.</p> <p>1.5 Forward clearance to Theater Complex.</p> <p>1.6 Coordinate with the client regarding Projected Summary of Charges.</p>			<p>1.4 <i>President</i> Office of the President</p> <p>1.5 <i>Receiving personnel</i> Office of the Secretary of the University</p> <p>1.6 <i>College Business Manager</i> Theater Complex</p>
<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 between the Theater administration and the client's supplier & management team to finalize</p>	<p>Refundable Security Deposit: PHP50,000</p> <p>Reservation Fee Deductible to Total Charges: PHP50,000</p>	<p>4 Days</p>	<p>2.1 <i>Receiving personnel</i> Diliman Cashier's Office</p> <p>2.2 <i>College Business Manager</i> Theater Complex</p>



	details of event.			
3. Receive the final Billing Statement at the Theater Office then settle the indicated amount.	3. Prepare and release Final Billing Statement.	<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>A. Weekday (ex. 12:01am-9:00pm): PHP36,492.64*</p> <p>B. Weekend (ex. 12:01am-9:00pm): PHP43,827.80*</p> <p>Personnel Fees beyond the 3-hour show :</p> <p>A. Weekday: PHP2,226.42 * per hour</p> <p>B. Weekend: PHP</p>	1 Day	<i>Billing Officer</i> Theater Complex



		2,674.51* per hour *This represents the 19 technical and administrative staff.		
4. Submit original copy of Security Deposit Official Receipt to the theater's Administrative Officer *This must be processed a day after the event for the Theater to assess if there are damage/s in the space used.	4.1 Receive the original copy of Security Deposit Official Receipt. Prepare Security Deposit Refund Voucher to be forwarded to the Diliman Budget Office. 4.2 Budget Clearance 4.3 Accounting Clearance	None	Pause-Clock (4 Days)	4.1 <i>Receiving Personnel</i> Theater Complex 4.2 <i>Budget Officer</i> Diliman Budget Office 4.3 <i>Accounting Officer</i> Diliman Cash Office
5. Receive security deposit check refund	5. Release Security Deposit Check	None	3 Days	<i>Releasing Personnel</i> Diliman Cash Office
TOTAL		PHP 336,492.64 (based on the standard schedule above)	26 Days	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN
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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 83.90x 13hours x4 = PHP 4,362.80
	(1)Security Personnel	PHP 161.00 x 13hours x1 = PHP 2093.00
		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



<ol style="list-style-type: none"> 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.	<ol style="list-style-type: none"> 1.1 Receive letter of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting between the Theater administration and the client's supplier & management team to finalize details of the event 	None	3 Days, 5 minutes	<ol style="list-style-type: none"> 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	<p style="text-align: center;">Fee varies depending on the duration of a show:</p> <p style="text-align: center;">Rental Fee: PHP30,000.00 (Inclusive of 2 hours set-up; 3</p>	1 Day	<i>Billing Officer</i> Theater Complex



		<p>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>		
3. Submit original copy of Security Deposit Official Receipt to	3.1 Receive the original copy of Security Deposit Official		Pause-Clock (4 Days)	3.1 Receiving Personnel Theater Complex



Theater's Administrative Officer *This must be processed a day after the event for the Theater to assess if there are damage/s in the space used.	Receipt. Prepare Security Deposit Refund Voucher to be forwarded to the Diliman Budget Office. 3.2 Budget Clearance 3.3 Accounting Clearance			3.2 Budget Officer Diliman Budget Office 3.3 Accounting Officer Diliman Accounting Office
4. Receive security deposit check refund	4. Release Security Deposit Check	None	3 Days	Releasing Personnel Diliman Cash Office
TOTAL		PHP33,678.24 (based on the standard schedule above)	11 Days, 5 Minutes	

COMPUTATION OF FEES

FEES TO BE PAID	FEES BREAKDOWN	
PHP 33,678.24	MAIN HALL LOBBY RENTAL FEE	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 = PHP 1,518.48
	(1) Security Personnel	PHP 161.00 x 6 hours x1 = PHP 966.00
		PHP 33,678.24



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		
<ol style="list-style-type: none"> 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.	<ol style="list-style-type: none"> 1.1 Receive letter of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting between the Theater administration and the 	None	3 Days, 5 minutes	<ol style="list-style-type: none"> 1.1 <i>Receiving personnel</i> Theater Complex 1.2 <i>Director</i> Theater Complex 1.3 <i>College Business Manager</i> Theater Complex



	client's supplier & management team to finalize details of the event			
2. Get the final Billing Statement at the Theater Office then settle the indicated amount.	2. Prepare Final Billing Statement.	<p>Fee varies depending on the 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 the standard schedule: PHP 2,712.24*</p>	1 Day	<i>Billing Officer</i> Theater Complex



		<p>Personnel Fees beyond Office hours:</p> <p>A. Weekday: PHP 452.04* per hour</p> <p>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 *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 <i>Receiving Personnel</i> Theater Complex</p> <p>3.2 <i>Budget Officer</i> Diliman Budget Office</p> <p>3.3 <i>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>
TOTAL		<p>PHP 32,712.24 (based on the standard)</p>	<p>11 Days, 5 Minutes</p>	



	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	Requesting Party	



3. FINAL List of Technical Requirements for the event				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of a request to use the Main Hall Lobby of Theater for a rehearsal, at least one (1) week prior the event.	1.1 Receive letter of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting between the Theater administration and the client's management team.	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: Rental Rate: PHP 5,000.00 per hour Personnel Fees beyond Office hours: A. Weekday: PHP 309.92* per hour B. Weekend: PHP 371.92* per hour	1 Day	<i>Billing Officer</i> Theater Complex



		*This represents the 2 technical and 1 custodian personnel.		
3. Submit a photocopy of the Official Receipt to the Theater Office.	3. Receive the Official Receipt from the client.		1 Day	<i>Receiving Personnel Theater Complex</i>
TOTAL		PHP 5,309.92 (per hour on a weekday)	4 Days, 5 Minutes	

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	Requesting Party	



Philippines Theater Complex 2. FINAL Rehearsal Schedule 3. FINAL List of Technical Requirements for the event				
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 of request with complete attachments. 1.2 Evaluate and approve the request. 1.3. Call for a production meeting between the Theater administration and the client's management team.	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 show: Rental Fee: PHP 5,000.00 per hour Personnel Fees beyond Office hours: A. Weekday: PHP 452.04* per hour B. Weekend: PHP	1 Day	<i>Billing Officer</i> University of the Philippines Theater Complex



		542.46* per hour		
		*This represents the 4 technical personnel.		
3. Submit a photocopy of the Official Receipt to the Theater Office.	3. Receive the Official Receipt from the client.		1 Day	<i>Receiving Personnel Theater Complex</i>
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 of request with complete attachments. 1.2 Evaluate and approve the request.	None	1 Day, 5 minutes	1.1 <i>Receiving Officer</i> Theater Complex 1.2 <i>Director</i> Theater Complex
2. Get the Billing Statements for reservation and security deposit fees from the Theater Office. Client to settle reservation and security deposit fees	2.1 Receive the payment for the security and reservation fees. 2.2 Call for a production meeting between the Theater administration and the client's supplier & management team to finalize details of event.	Refundable Security Deposit: PHP 5,000 Reservation Fee Deductible to Total Charges: PHP 5,000	1 Day	2.1 <i>Receiving personnel</i> Diliman Cashier's Office 2.2 <i>College Business Manager</i> Theater Complex



<p>3. Get the final Billing Statement at the Theater Office then settle the indicated amount.</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 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 *This represents the 2 technical, 1 custodian and 1</p>	<p>1 Day</p>	<p><i>Billing Officer</i> Theater Complex</p>
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		security personnel.		
4. Submit original copy of Security Deposit Official Receipt to the Theater's Administrative Officer *This must be processed a day after the event for Theater administration to assess if there are damage/s in the space used.	4.1 Prepare Security Deposit Refund Voucher to be forwarded to the Diliman Budget Office. 4.2 Budget Clearance 4.3 Accounting Clearance	None	Pause-Clock (4 Days)	4.1 Billing Officer Theater Complex 4.2 Budget Officer Diliman Budget Office 4.3 Accounting Officer Diliman Accounting Office
5. Receive security deposit check refund	5. Release Security Deposit Check	None	3 Days	Releasing Personnel Diliman Cash Office
TOTAL		PHP 32,825.52 (standard schedule on a weekday)	10 Days, 5 Minutes	

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		
<ol style="list-style-type: none"> Letter of Request addressed to the director of the University of the Philippines Theater Complex FINAL Rehearsal Schedule 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 Aldaba Recital Hall for a rehearsal, least one (1) week prior the event.	<ol style="list-style-type: none"> Receive letter of request with complete attachments. Evaluate and approve the request. Call for a production meeting between the Theater administration 	None	2 Days, 5 minutes	<ol style="list-style-type: none"> <i>Receiving Personnel Theater Complex</i> <i>Director Theater Complex</i> <i>College Business Manager Theater Complex</i>



	and the client's supplier & management team to finalize details of the rehearsal.			
2. Get the final Billing Statement at the Theater Office then settle the indicated amount.	2. Prepare Final Billing Statement	<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>*This represents the 2 technical, 1 custodian and 1 security personnel.</p>	1 Day	<i>Billing Officer</i> Theater Complex
3. Submit a photocopy of the Official Receipt to the Theater Office.	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 of request with complete attachments. 1.2 Evaluate and approve the request.	None	2 Days, 5 minutes	1.1 <i>Receiving Personnel</i> Theater Complex 1.2 <i>Director</i> Theater Complex



	1.3 Call for a production meeting between the Theater administration and the client's supplier & management team to finalize details of the rehearsal.			1.3 College Business Manager Theater Complex
2. Get the final Billing Statement at the Theater Office then settle the indicated amount.	2. Prepare Final Billing Statement	<p>Fee varies depending on the duration of a rehearsal:</p> <p>Rental Rate: PHP 3,500.00 first three (3) hours PHP 500.00 succeeding hours</p> <p>Personnel Fees beyond Office hours:</p> <p>A. Weekday: PHP 126.54* per hour</p> <p>B. Weekend: PHP 151.85* per hour</p> <p>*This represents 1 technical personnel</p>	1 Day	Billing Officer University of the Philippines Theater Complex
3. Submit a photocopy of	3. Receive the photocopy		1 Day	Receiving Personnel



the Official Receipt to the Theater Office.	of the Official Receipt			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



<p>1. Processing of a request to use the Mini Studio Hall, least one (1) week prior the event.</p>	<p>1.1 Receive letter of request with complete attachments.</p> <p>1.2 Evaluate and approve the request.</p> <p>1.3 Call for a production meeting between the Theater administration and the client's supplier & management team to finalize details of the rehearsal.</p>	<p>None</p>	<p>2 Days, 5 minutes</p>	<p>1.1 Senior Office Aide Theater Complex</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.</p>	<p>2. Prepare Final Billing Statement</p>	<p>Fee varies depending on the duration of a rehearsal:</p> <p>Rental Rate: PHP 4,500.00 first three (3) hours PHP 300.00 succeeding hours</p> <p>Personnel Fees beyond Office hours:</p> <p>A. Weekday: PHP 210.44* per hour B. Weekend: PHP252.24 * per hour</p>	<p>1 Day</p>	<p>Billing Officer Theater Complex</p>



		*This represents 1 technical and 1 custodian personnel.		
3. Submit a photocopy of the Official Receipt to the Theater Office.	3. Receive the photocopy of the Official Receipt from the client.		1 Day	Receiving Personnel 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"> 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 Washington SyCip Garden of Native Trees for Commercial Purposes, least one (1) month prior the event.	<ol style="list-style-type: none"> 1.1 Receive letter of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting between 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 Theater Complex</i> <i>1.2 Director Theater Complex</i> <i>1.3 College Business Manager Theater Complex</i>
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: Rental Rate:	1 Day	<i>Billing Officer Theater Complex</i>



		PHP 20,000.00 first three (3) hours PHP 2,000.00 succeeding hours Personnel Fees beyond Office hours: A. Weekday: PHP 1,318.40* per hour B. Weekend: PHP 1,583.23* per hour *This represents the 8 technical, 1 administrative and 4 custodian personnel		
3. Submit a photocopy of the Official Receipt to the Theater Office.	3. Receive the photocopy of the Official Receipt from the client.		1 Day	<i>Receiving Personnel Theater Complex</i>
TOTAL		PHP 23,955.20 (standard schedule on a weekday)	4 Days, 5 Minutes	

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	1.1 Receive letter of request with complete attachments.	None	2 Days, 5 minutes	1.1 <i>Receiving Personnel Theater Complex</i> 1.2 <i>Director</i>



<p>Trees for Non-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>1.2 Evaluate and approve the request.</p> <p>1.3 Call for a production meeting between the Theater administration and the client's supplier & management team to finalize details of the rehearsal.</p>			<p>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.</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>
<p>3. Submit a photocopy of the Official Receipt to the Theater Office.</p>	<p>3. Receive the photocopy of the Official</p>		<p>1 Day</p>	<p>Receiving Personnel Theater Complex</p>



	Receipt from the client.		
	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	
<ol style="list-style-type: none"> Letter of Request addressed to the director of the University of the Philippines Theater Complex FINAL Schedule University of the Philippines Alumni 	Requesting Party	



Association Membership ID for Alumni				
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 of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting between the theater administration and the client's supplier & management team to finalize details of the rehearsal.	None	2 Days, 5 minutes	1.1 Receiving Personnel Theater Complex 1.2 Director Theater Complex 1.3 College Business Manager Theater Complex
2. Get the final Billing Statement at the Theater Office then settle the indicated amount.	2. Prepare Final Billing Statement (for personnel services)	Fee varies depending on the duration of a shoot/event: Personnel Fees beyond Office hours: A. Weekday: PHP1,318.40 * per hour B. Weekend: PHP1,583.23 * per hour	1 Day	Billing Officer Theater Complex



		*This represents the 8 technical, 1 administrative and 4 custodian personnel		
3. Submit a photocopy of the Official Receipt to the Theater Office.	3. Receive the photocopy of the Official Receipt from the client		1 Day	Receiving Personnel 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



<ol style="list-style-type: none"> 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.	<ol style="list-style-type: none"> 1.1 Receive letter of request with complete attachments. 1.2 Evaluate and approve the request. 1.3 Call for a production meeting between the 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"> 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	2. Prepare Final Billing Statement (for personnel services)	<p>Fee varies depending on the duration of a shoot/event:</p> <p>Rental Rate:</p>	1 Day	<i>Billing Officer</i> Theater Complex



indicated amount.		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 the Theater Office.	3. Receive the photocopy of the Official Receipt from the client		1 Day	<i>Receiving Personnel Theater Complex</i>
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 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 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 for the finalization of the Terms of Reference.	<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</p>		9 Days	<p><i>3.1 Junior Museum Specialist</i> Bulwagan ng Dangkal University Heritage Museum</p> <p><i>3.2 Curator and Junior Museum Specialist</i> Bulwagan ng Dangkal University Heritage Museum</p> <p><i>3.3 Director</i> Theater Complex</p> <p><i>3.4 Billing Officer</i> Theater Complex</p> <p><i>3.5 Billing Officer</i> Theater Complex</p>



	statement to the Bulwagan ng Dangal University Heritage Museum			
4. Get the final Billing Statement at the Bulwagan ng Dangal Office then settle the indicated amount.	4. Prepare and release the Billing Statement.	<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>*This represents 1 custodian</p>	1 Day	<i>Billing Officer</i> Theater Complex
5. Submit a photocopy of the Official Receipt to the Bulwagan ng Dangal Office	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 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	
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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 Dangal University Heritage Museum for an Exhibit

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

Office or Division:	Bulwagan ng Dangal 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 Dangal 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	1.1 Receive letter of request with complete attachments.	None	2 Days, 5 minutes	<i>1.1 Receiving Personnel Bulwagan ng Dangal</i>



least one (1) month before the proposed exhibit ingress	1.2 Evaluate request and check current schedule of exhibits			University Heritage Museum 1.2 Curator Bulwagan ng Dangal University Heritage Museum
2. Meet the curator to discuss the project.	2. Meet with potential exhibitor/client to discuss terms of reference for exhibit		1 Day	Curator Bulwagan ng Dangal University Heritage Museum
3. Meet with the curator and museum specialist for the finalization of the Terms of Reference.	3.1 Prepare terms of reference and have them signed by the exhibitor. 3.2 Endorse and forward terms of reference and exhibit proposal to University of the Philippines Theater Complex for signing and billing 3.3 Sign terms of reference		9 Days	3.1 Junior Museum Specialist Bulwagan ng Dangal University Heritage Museum 3.2 Curator and Junior Museum Specialist Bulwagan ng Dangal University Heritage Museum 3.3 Director Theater Complex 3.4 Billing Officer



	<p>3.4 Prepare billing statement</p> <p>3.5 Forward billing statement to the Bulwagan ng Dangal University Heritage Museum</p>			<p>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.</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 University Heritage Museum</p>
<p>6. Meet the curator for the</p>	<p>6. Meet with the exhibitor</p>		<p>1 Day</p>	<p><i>Curator</i> Bulwagan ng Dangal</p>



final details of the event.	to arrange final schedule of activities, including ingress and egress dates.			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



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		
1. 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 of request for director's action	None	1 Day	<i>Receiving Personnel</i> Theater Complex
2. Get the final Billing Statement at the University Theater	2. Prepare and release Billing Statement	Equipment for rent per day: 4'x 8'x 10" risers with plywood: PHP350.00	1 Day	<i>Billing Officer</i> Theater Complex



		<p>4'x 8'x 10" risers without plywood: PHP 250.00</p> <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: A. Weekday: Php126.54* per hour B. Weekend: Php151.85* per hour</p> <p>*This represents 1 technical personnel.</p>		
<p>2. Claim approved request with the Billing Statement then settle the indicated amount.</p>	<p>2. Release approved request and Billing Statement to the client.</p>		<p>4 Hours</p>	<p><i>Receiving Personnel Theater Complex</i></p>



3. Submit the official receipt to UP Theater	3. Receive the official receipt from the client.		4 Hours	Releasing Officer Theater Complex
TOTAL		PHP 1,526.54 (ex. For a 4'x8'x10" riser w/ plywood)	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		
1. 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 of request for director's action.	None	2 Days	1.1 Receiving Personnel Theater Complex 1.2 Director Theater Complex



	1.2 Evaluation and approval of request.			
2. Claim approved request with the Billing Statement then settle the indicated amount.	2. Release approved request and Billing Statement to the client.	<p>Personnel Fees beyond Office hours:</p> <p>A. Weekday: PHP126.54* per hour</p> <p>B. Weekend: PHP151.85* per hour</p> <p>*This represents 1 technical personnel</p>	1 Day	<i>Billing Officer</i> Theater Complex
3. Submit the official receipt to UP Theater	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



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> 1. Request letter indicating purpose of activity, target venue, breakdown of expenses, detailed program of activities, endorsement of head of unit.	Requesting Party
2. List of confirmed participants	
3. Justification if to be conducted off-campus.	
4. Budget Clearance	Budget Office
<u>One-time Incentive Grant to Non-Teaching Staff for Finishing a Degree</u> 1. Letter of request indicating finished degree, endorsement of head of unit.	Requesting Party
2. HRDO evaluation and endorsement.	HRDO



3. Budget clearance	Budget office
<u>Realignment of Approved Budget</u> 1. 1. Request letter with justification, endorsement of head of unit.	Requesting Party
2. Budget clearance	Budget 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 3. Invitation	Requesting Party
4. Program	
5. Personnel clearance	HRDO
6. Budget clearance	Budget office



<p><u>Additional Assignment</u></p> <p>1. Letter request justifying the extension of additional assignment, amount of honorarium to be granted (if applicable), duration of appointment, intended fund source.</p>	<p>Requesting Party</p>
<p>2. Review of duties and responsibilities and corresponding entitlement (if applicable)</p>	<p>HRDO</p>
<p>3. Budget clearance</p>	<p>Budget office</p>
<p><u>Renewal of non-UP Contractual Services</u></p> <p>1. Letter request with justification, duration of extended period and intended fund source.</p> <p>2. Copy of previous contract of service.</p>	<p>Requesting Party</p>
<p>3. Budget Clearance</p>	<p>Budget office</p>
<p><u>Exemption from Moratorium on Hiring non-UP and UP Contractual</u></p> <p>1. Letter of request indicating purpose of hiring, duties and responsibilities, position title, corresponding rate, engagement of duration of service and intended fund source.</p> <p>2. Organizational chart, personnel chart, functional chart</p>	<p>Requesting Party</p>



3. HRDO evaluation and endorsement		HRDO		
4. Budget Clearance		Budget office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for funding with complete attachments.	1. Receive letter of request with complete attachments.	None	2 Minutes	<i>Receiving Personnel</i> OVCA
	1.1 Evaluate request for budget clearance and to include in the FPOC agenda.	None	2 Days	<i>Administrative Officer/Executive Assistant</i> OVCA
	1.2 FPOC deliberation.	None	5 Days (Pause-Clock)	<i>FPOC</i> OVCA
	1.3 Process request based on FPOC action.	None	2 Days	<i>Executive Assistant</i> OVCA
	1.4 For recommending approval of Vice Chancellor.	None	1 Day	<i>Vice Chancellor</i> OVCA
	1.5 Forward request to the Office of the Chancellor for endorsement /approval.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		NONE	11 Days, 2 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/CSO		
3. Supplemental contract		DLO		
4. Budget clearance		Budget office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request.	1. Receive letter of request.	None	2 Minutes	<i>Receiving Personnel</i> OVCA
	1.2 Evaluate request and for referral to JIMT/CSO for comments and DLO for preparation of supplemental contract.	None	1 Day	<i>Administrative Officer/Executive Assistant</i> OVCA
	1.3 DLO evaluate request and preparation of supplemental contract.	None	22 Days (Pause-Clock)	<i>Lawyer</i> DLO
	1.4 Forward supplemental contract to Agency/ supplier.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA



	1.5 For signature of supplemental contract by Agency/ Supplier.	None	2 Days	<i>Agency Head Janitorial/Security Agency</i>
	1.6 Forward supplemental contract to Budget office.	None	1 Day	<i>Receiving/Releasing Personnel OVCA</i>
	1.7 For budget clearance of supplemental contract.	None	3 Days	<i>Analyst DBO/DAO</i>
	1.8 For signature of Vice Chancellor.	None	1 Day	<i>Vice Chancellor OVCA/OVCCA</i>
	1.9 Forward supplemental contract to the Office of the Chancellor.	None	1 Day	<i>Receiving/Releasing Personnel OVCA</i>
	1.10 For signature of supplemental contract by Chancellor.	None	5 Days	<i>Chancellor OC</i>
	1.11 Forward signed contract to agency for notarization.	None	3 Days	<i>Receiving/Releasing Personnel OVCA</i>
	1.12 Forward notarized copy to Agency and Office of the Chancellor.	None	1 Day	<i>Receiving/Releasing Personnel OVCA</i>
TOTAL:		NONE	41 Days, 2 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. Submit request for Trust Acct with endorsement of Accounting Office.	1. Receive accomplished request for Trust Account with endorsement of Accounting Office.	None	2 Minutes	<i>Receiving Personnel</i> OVCA
	1.1 Evaluate request to include in the FPOC agenda.	None	2 Days	<i>Administrative Officer</i> OVCA
	1.2 FPOC deliberation.	None	5 Days (Pause-Clock)	<i>FPOC</i> OVCA
	1.3 Process request based on FPOC action.	None	2 Days	<i>Executive Assistant</i> OVCA
	1.4 For recommending approval of Vice Chancellor.	None	1 Day	<i>Vice Chancellor</i> OVCA



	1.5 Forward request to the Office of the Chancellor.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
	1.6 For approval of the Chancellor.	None	5 days	<i>Chancellor</i> OC
	1.7 Process approved request and forward to requesting party.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		None	17 Days, 2 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:	HT			
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. Submit request with complete attachments.	1. Receive letter of request with complete attachments.	None	2 Minutes	<i>Receiving Personnel</i> OVCA
	1.1 Evaluate request for budget clearance and to	None	2 Days	<i>Administrative Officer/Executive Assistant</i> OVCA



	include in the FPOC agenda.			
	1.2 FPOC deliberation.	None	5 Days (Pause-Clock)	<i>FPOC OVCA</i>
	1.3 Process request based on FPOC action.	None	2 Days	<i>Executive Assistant OVCA</i>
	1.4 For recommending approval of Vice Chancellor.	None	1 Day	<i>Vice Chancellor OVCA</i>
	1.5 Forward request to the Office of the Chancellor for endorsement to OVPA.	None	1 Day	<i>Receiving/Releasing Personnel OVCA</i>
TOTAL:		None	11 Days, 2 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	Receiving Personnel OVCA
	1.1 For approval of Vice Chancellor.	None	1 Day	Vice Chancellor OVCA
	1.2 Forward to Procurement Office.	None	1 Day	Receiving/Releasing Personnel OVCA
TOTAL:		None	2 Days, 2 Minutes	

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	None	2 Minutes	Receiving Personnel OVCA



	Accounting Office.			
	1.1 For approval of Vice Chancellor.	None	1 Day	Vice Chancellor OVCA
	1.2 Forward to Accounting Office.	None	1 Day	Receiving/Releasing Personnel 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. Submit request letter with complete attachments.	1. Receive letter of request with complete attachments and	None	2 Minutes	Receiving Personnel OVCA



	endorsement from the HRDO.			
	1.1 For recommending 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	

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 endorsement from the HRDO.	None	2 Minutes	Receiving Personnel OVCA
	1.1 For approval of	None	1 Day	Vice Chancellor OVCA



	Vice Chancellor.			
	1.2 Forward to HRDO.	None	1 Day	<i>Receiving/Releasing Personnel</i> 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. Submit letter of request with complete attachments and endorsement of the head of unit.	1. Receive letter of request with endorsement from the HRDO.	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 HRDO.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		None	2 Days, 2 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
1. Submit letter of request with complete attachments and endorsement of the head of unit.	1. Receive letter of request with evaluation from the HRDO and funding clearance from 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 HRDO.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		None	2 Days, 2 Minutes	



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. Submit request for overtime form with endorsement of the head of unit.	1. Receive request for overtime form with budget clearance from the Budget 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 Unit.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		None	2 Days, 2 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.	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 Unit.	None	1 Day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		None	2 Days, 2 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.	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 Cash office.	None	1 day	<i>Receiving/Releasing Personnel</i> OVCA
TOTAL:		None	2 Days, 2 Minutes	



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, UP employees, 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 (Pause-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 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				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E



1.Submission of voucher with complete documents	1. Receive Disbursement Voucher and assign DV No.	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Staff</i>
	1.3. 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>
	1.4. Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	1. Receive and assign Liquidation Report No.	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Encode Liquidation Report Information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Supply control code of Grantee	None	5 Minutes	<i>Cash Advance Controller</i>
	1.3. Pre-Audit Liquidation Report expenses, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>



	1.4. Review Liquidation Report journal entries and documentary requirements	None	1 Day	<i>Pre-Audit Analyst</i>
	1.5. Record Liquidation Report in database	None	5 Minutes	<i>Cash Advance Controller</i>
	1.6. Sign Liquidation Report	None	1 Day	<i>Director</i>
	1.7. Record Liquidation Report as signed	None	3 Minutes	<i>Releasing Personnel</i>
	1.8. Forward Liquidation Report above P50K for notation of OVCA	None	10 Minutes (Pause-Clock)	<i>Cash Advance Controller</i>
	1.9. Sort Liquidation Report according to Fund source	None	5 Minutes	<i>Cash Advance Controller</i>
	1.10. Prepare Summary Report for submission to COA	None	20 Minutes	<i>Cash Advance Controller</i>
	1.11. Photocopy Signed Liquidation Report and bundle LR per fund	None	15 Minutes	<i>Cash Advance Controller</i>
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 of 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 complete documents	1. Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. 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>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.5. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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	1. Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Checks if previous cash advance is already settled, indicate cash advance control code and	None	1 Day	<i>Cash Advance Controller</i>



	prepare Certificate of No Outstanding Cash Advance			
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	Cash / Fund Controller
	1.5. Approval on Box B of Disbursement Voucher	None	1 Day	Director
	1.6. Release Disbursement Voucher	None	3 Minutes	Releasing Personnel
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	1. Receive and assign Liquidation Report No.	None	2 Minutes	<i>Receiving Personnel</i>



	1.1. Encode Liquidation Report Information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Supply control code of Grantee	None	5 Minutes	<i>Cash Advance Controller</i>
	1.3. Pre-Audit Liquidation Report expenses, checks completeness of documentary requirements and indicate journal entries	None	7 Days	<i>Pre-Audit Analyst</i>
	1.4. Review Liquidation Report journal entries and documentary requirements	None	1 Day	<i>Accountant</i>
	1.5. Record Liquidation Report in database	None	5 Minutes	<i>Cash Advance Controller</i>
	1.6. Sign Liquidation Report	None	1 Day	<i>Director</i>
	1.7. Record Liquidation Report as signed	None	3 Minutes	<i>Releasing Personnel</i>
	1.8. Forward Liquidation Report above P50K for notation of OVCA	None	10 Minutes (Pause-Clock)	<i>Cash Advance Controller</i>
	1.9. Sort Liquidation Report according to Fund source	None	5 Minutes	<i>Cash Advance Controller</i>
	1.10. Prepare Summary Report for submission to COA	None	20 Minutes	<i>Cash Advance Controller</i>
	1.11. Photocopy Signed Liquidation Report and bundle LR per fund	None	15 Minutes	<i>Cash Advance Controller</i>
	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	1. Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>



	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	15 Days	<i>Pre-Audit Analyst</i>
	1.3. Prepare Tax Certificate, if applicable	None	1 Day	<i>Admin. Assistant</i>
	1.4. Record PAR in PPE Ledger, if applicable	None	3 Minutes	<i>Accountant</i>
	1.5. Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.6. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.7. Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	7 Days, 14 Minutes	

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		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	1. Receive Disbursement Voucher and assign DV no.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	1.3. Prepare Tax Certificate, if applicable	None	1 Day	<i>Admin. Assistant</i>
	1.4. Record PAR in PPE Ledger, if applicable	None	3 Minutes	<i>Accountant</i>



	1.5. Indicate Cash / Fund Availability on DV	None	3 Minutes	Cash / Fund Controller
	1.6. Approval on Box B of Disbursement Voucher	None	1 Day	Director
	1.7. Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	Releasing Personnel
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.			
8. APP duly received by the Procurement Office			
9. LIB – for special projects			



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	1. Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	1.3. Prepare Tax Certificate, if applicable	None	3 Minutes	<i>Admin. Assistant</i>
	1.4. Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.5. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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. Certification that calls made are official	
6. Payment based on the current amount due or total charges whichever is lower	
7. 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 complete documents	1. Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Staff</i>
	1.3. Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.4. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.5. 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: 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	1. Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	1.3. Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.4. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.5. 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	1. Receive Disbursement Voucher and assign DV no.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	1.3. Prepare Tax Certificate, if applicable	None	3 Minutes	<i>Admin. Assistant</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.5. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>



	1.6. 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. 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/ seMinutesar/ 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	1. Receive Disbursement Voucher and assign DV NO.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	1.3. Prepare Tax Certificate, if applicable	None	3 Minutes	<i>Admin. Assistant</i>
	1.4. Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.5. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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 employees: 1. Accomplished PhilHealth Member Registration Form (PMRF)/Table of required PhilHealth information (see Memo VCY 2018-019) 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	1. Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	3 Days	<i>Pre-Audit Analyst</i>
	1.3. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.4. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.5. 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	1. Receive Disbursement Voucher and assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	5 Days	<i>Pre-Audit Analyst</i>
	1.3. Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.4. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.5. 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
	<ul style="list-style-type: none"> 1. Advance Payment 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
	<ul style="list-style-type: none"> 2. First Payment 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 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 	Requesting Party
	<ul style="list-style-type: none"> 3. Second & Other Partial Payment 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 	Requesting Party



3.7 Notice of Time Extension, Resumption, Suspension	
<p>4. Final Payment</p> <p>4.1. Contractor's Billing</p> <p>4.2. Affidavit of Project Obligations</p> <p>4.3. Certificate of Work Accomplished/Payment Due</p> <p>4.4. Progress of Work Report of Period Covered</p> <p>4.5. Receipt for Utilities</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>	Requesting Party
<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>	Requesting Party
<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>	Requesting Party
<p>Notes:</p> <p>1. Always highlight the relevant item to be charged in the APP as well as the LIB</p> <p>2. Signatories on DV (Memo No. VCY 2014-010 and Memo No. MLT 19-182)</p> <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>REMINUTESDER:</p> <p>1. No two signatories should appear on the disbursement voucher, i.e., no two boxes should be signed by the same person.</p> <p>2. Unless so specified in their 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>	



4. COD 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

THESE ARE MINUTESIMUM REQUIREMENTS- OTHER DOCUMENTS MAY BE REQUIRED IF NECESSARY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	1. Receive Disbursement Voucher and Assign DV No.	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit Disbursement Voucher, checks completeness of documentary requirements and indicate journal entries	None	10 Days	<i>Pre-Audit Analyst</i>
	1.3. Post transaction in database of Capital Outlay	None	3 Minutes	<i>Pre-Audit Analyst</i>



	1.4. Record PAR in PPE Ledger, if applicable	None	3 Minutes	<i>Accountant</i>
	1.5. Indicate Cash / Fund Availability on DV	None	3 Minutes	<i>Cash / Fund Controller</i>
	1.6. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.7. 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:	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. Copy of Appointment		
4. Certificate of Service (COS) for faculty and University Research Associates (URA) or Daily Time Record (DTR) for Administrative staff		
5. Duly Approved Obligation Request (ObR)		
6. Certificate of Assumption to Duty		
7. Statement of Assets & Liabilities (SALN)		
8. Oath of Office		



9. Duly Accomplished BIR Form 2305 9.1. Photocopy of Birth Certificate for dependent children 9.2. For married individual –photocopy of Marriage Certificate 9.3. If not previously employed - "Certificate of No Previo If previously Employed- BIR Form 2316 for the current year from previous employer us Employer"	
10. Tax Identification Number (TIN) or Duly Accomplished BIR Form 1902 (if no TIN)	
11. Bank Account Number (LBP/DBP/PVB Payroll Account)	
12. GSIS Business Partner Number (BPN)	
13. Pag-Ibig Number	
14. 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>
	1.1. Encode and assign DV	None	2 Minutes	<i>Admin. Assistant</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	5 Minutes	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	3 Minutes	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>



TOTAL:	None	1 Day, 17 Minutes	
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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	1. Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>



	1.5. Approval Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 12 Minutes	

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	1. Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	2. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	3. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	4. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	5. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>



	6. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	7. Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 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		
1. Notice of Step Increment		Requesting Party		
2. Duly Approved ObR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	1. Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>



TOTAL:	None	3 Days, 10 Minutes	
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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	
<u>Notes:</u> 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	1. Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>



	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E



1. Submission of voucher with complete documents	1. Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Submission of voucher with complete documents	1. Receive Disbursement Voucher and assign number	None	1 Minute	<i>Receiving Personnel</i>
	1.1.Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2.Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3.Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4.Check LIB, Purpose, Fund Balance and Indicate Cash Availability on DV	None	7 Minutes	<i>Cash/Fund Controller</i>
	1.5.Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6.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	1. Receive Disbursement Voucher and assign DV Number	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Check LIB, Purpose, Fund Balance and Indicate Cash Availability on DV	None	8 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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	1. Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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	1. Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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	1. Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>



	1.6. Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
TOTAL:		None	3 Days, 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		
1. Disbursement Voucher		Requesting Party		
2. Duly approved ObR/BUR				
3. Request for overtime approved by the Chancellor				
4. Daily Time Record				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	1. Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>



	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	Cash/Fund Controller
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	Director
	1.6. Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	Releasing Personnel
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	1. Receive Disbursement Voucher and assign DV Number	None	2 Minutes	Receiving Personnel



	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Staff</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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: 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	1. Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. Release Disbursement Voucher to UPD Cash Office	None	3 Minutes	<i>Releasing Personnel</i>
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: 3. Designation of Next of Kin issued by the Chancellor 4. Deed of Waiver of Rights	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	1. Receive Disbursement Voucher and assign DV Number	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	1.2. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	1.3. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	1.4. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	1.5. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	1.6. 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		
Additional requirement for deceased employee: 1. Designation of Next of Kin issued by the Chancellor 2. Deed of Waiver of Rights		
Notes: 1. All photocopy of documents must be certified true copy by the unit (signature over printed name) 2. Signatories on the DV are: Box A- Admin.istrative Officer, Admin.istrative 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		
ReMinutesders:		



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 the 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.				
These are Minutesimum requirements -other documents may be required If necessary				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of voucher with complete documents	1. Receive Disbursement Voucher and assign number	None	2 Minutes	<i>Receiving Personnel</i>
	2. Encode DV information in the tracking system	None	3 Minutes	<i>Encoder</i>
	3. Pre-Audit DV, checks the completeness of documentary requirements and indicate journal entries	None	1 Day	<i>Pre-Audit Analyst</i>
	4. Review the completeness of documents, check journal entries and sign on DV	None	1 Day	<i>Head of Payroll</i>
	5. Indicate Cash/Fund Availability on DV	None	3 Minutes	<i>Cash/Fund Controller</i>
	6. Approval on Box B of the Disbursement Voucher	None	1 Day	<i>Director</i>
	7. 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	1. Receive and assign Purchase Request Number	None	2 Minutes	<i>Receiving Personnel</i>
	1.1. Encode Purchase Request information in the database	None	3 Minutes	<i>Encoder</i>
	1.2. Certify funds available/Consistent with the purpose of the Trust Account	None	5 Minutes	<i>Fund Controller</i>
	1.3. 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	
1. 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>
	1.1. Encode RIS Information in database	None	3 Minutes	<i>Encoder</i>
	1.2. Certify Funds Available/Consistent with the purpose of the Trust Account	None	5 Minutes	<i>Fund Controller</i>
	1.3. 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/ Government to Citizen			
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	1. Release DV to unit concerned together with log sheet for unit's acknowledgment	None	2 Minutes	<i>Releasing Personnel</i>
	1.1. 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 Citizen			
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	1. Receive forms	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Verify deductions, prepare and print Certificate of Remittance and MDR	None	20 Minutes	<i>Admin. Assistant</i>
	1.2. Accomplish Philhealth Claim Signature Form (CSF) and Claim Form-1 (CF-1) Employer's Certification portion	None	5 Minutes	<i>Admin. Assistant</i>
	1.3. Review and sign certification, CSF and CF-1	None	3 Minutes	<i>Head of Payroll</i>
2. Receive certification and forms	2. 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 Citizen			
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	1. Receive request form	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Verify payroll deductions, prepare and print Certificate of Remittance	None	5 Days	<i>Admin. Aide</i>
	1.2. Review and sign certification	None	10 Minutes	<i>Head of Payroll</i>
	1.3. 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 Citizen			
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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form or submit Letter Request	1. Receive request form or Letter Request	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Verify records and prepare Statement of Salary and Deductions	None	5 Days	<i>Admin. Aide</i>
	1.2. Review and sign statement	None	10 Minutes	<i>Head of Payroll</i>
	1.3. 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 Citizen			
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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Form with copy of Service Record	1. Receive Request Form and copy of Service Record	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Verify payroll deductions, prepare and print Certificate of Remittance	None	5 Days	<i>Admin. Assistant</i>



	1.2. Review and sign certification	None	10 Minutes	<i>Head of Payroll</i>
	1.3. 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 Citizen			
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	1. Receive Clearance	None	1 Minute	<i>Receiving Personnel</i>
	1.1. 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>



	1.2. Verify records and check if there are payroll obligations/accountability and sign certification	None	3 Days	<i>Administrative Officer</i>
	1.3. Verify records for tax obligation and sign certification	None	30 Minutes	<i>Accountant</i>
	1.4. Sign certification and Box No. 17 of the Clearance	None	2 Minutes	<i>Director</i>
	1.5. 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		
1. Duly accomplished Contract of Services (COS) or Job Order (JO)		Requesting Party		
2. Duly approved Line-Item Budget				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Certificate of Service/JO	1. Receive duly accomplished COS/JO	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Encode receipt of COS/JO	None	2 Minutes	<i>Admin. Assistant</i>
	1.2. Review COS/JO in accordance with the approved Line-Item Budget	None	1 Day	<i>Fund Controller</i>



	1.3. 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	

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		
1. Letter Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1. Receive Letter Request	None	1 Minute	<i>Receiving Personnel</i>
	1.1. Encode receipt of Letter Request for recording and monitoring purposes	None	2 Minutes	<i>Admin. Assistant</i>
	1.2. Prepare Status of Fund/statement	None	2 Days	<i>Fund Controller</i>
	1.3. Review and initial of Status of Fund/statement	None	30 Minutes	<i>Accountant</i>
	1.4. Signature on the Status of Fund/statement	None	1 Day	<i>Director</i>
2. Receive Status of Fund/ statement	2. Release Status of Fund/statement	None	1 Minute	<i>Admin. Assistant</i>
TOTAL:		None	3 Days, 34 Minutes	



42. 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			
Who may avail:	UP units/colleges, UP employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. 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. Deliver the letter to the concerned party	None	15 Minutes	<i>Messenger</i>
TOTAL:		None	2 Days, 19 Minutes	

43. 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/ Government to Citizen			
Who may avail:	UP units/colleges, Up employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	



Letter Request		Requesting Party		
2. 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	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, pull out original documents but attached photocopy to the bundle	None	10 Minutes	<i>Records Assistant</i>
	1.5. 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>		
1. ObR (1 Original, 2 Photocopies)	Requesting Party	
2. Disbursement Voucher (1 Original, 2 Photocopies)		
3. Copy of Appointment	Human Resource Development Office – Copy of Appointment Section	
4. Certificate of Service (COS) – For Faculty Members & Research, Extension and Professional Staff (REPS) or Daily Time Record (DTR) – For Administrative Personnel	Requesting Party	
5. Certificate of Assumption to Duty		
6. Statement of Assets & Liabilities (SALN)		
7. Oath of Office		
8. Duly Accomplished BIR Form 2305 8.1. Photocopy/ies of Birth Certificate/s for Dependent Children 8.2. For Married Individual – Photocopies of Marriage Certificate 8.3. If not previously employed - Certificate of “No Previous Employer” 8.4. If Previously Employed-BIR Form 2316 for the Current Year from previous employer		
9. Tax Identification Number (TIN) Or Duly Accomplished BIR Form 1902 (If no TIN)	Bureau of Internal Revenue	



10. Bank Account Number (LBP/DBP/PVB Payroll Account*)	*Preferred Bank
11. Government Service Insurance System Business Partner Number (GSIS-BPN)	Human Resource Development Office – Benefits Section
12. Pag-IBIG Number	Pag-IBIG Fund Office
13. Philhealth Number	Philhealth Office
14. Certificate of Last Salary Received (for transferees only)	Previous Employer
Payment for Lecturer/ Student Assistant (SA) / Graduate Assistant (GA) / Professor Emeritus	
1. ObR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Copy of Appointment	Human Resource Development Office – Copy of Appointment Section
4. DTR – Lecturer/SA/GA	Requesting Party
5. COS – Honorarium of Emeritus	
Payment for Promotion / Step Increment	
1. ObR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Certificate of Assumption to Duty	
4. Notice of Salary Adjustment / Step Increment	Human Resource Development Office – Copy of Appointment Section
Payment for Honorarium - Additional Assignment/Renewal	
Notes (Additional Assignment):	
<ul style="list-style-type: none"> • Renewal of Additional Assignment-No need to attach Cert. of Assumption to Duty • For Building Administrators – Notation of the Building Coordinator on the DV • For NSTP Coordinators – Notation of NSTP Director on the DV • For regular employees with Limited Practice Profession (LPP) – please see requirements for services charged to Maintenance and Other Operating Expenses (MOOE) 	
1. ObR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Certificate of Service (COS)	
4. Certificate of Assumption to Duty	Requesting Party



5. Copy of Appointment	Human Resource Development Office – Copy of Appointment Section
Payment for Honorarium – Project/Committee	
1. ObR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. COS	
4. Copy of Appointment/Office Memo – For project based personnel	
5. Approval of the Chancellor on the creation of committee – For Committee	
6. Office Memo – for Support Staff (if name is not specified in the creation of committee) – For Committee	
7. Attendance Sheet – For Committee	
8. 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>	
1. ObR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Approval Sheet	
4. Report of Examination Results – Action of the Panel	
Payment for Overload Honorarium	
1. ObR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Certification from the Dean of College that the overload honorarium being paid is in excess of the regular load	
4. Schedule of classes indicating the designated teaching personnel	
5. Certificate of Actual Conduct of Classes	
6. Certification of Submission of Grades – noted by the College Secretary and Dean	
7. Approved Faculty Service Record (FSR)	Office of the Vice Chancellor for Academic Affairs



Payment for Enhanced Hospitalization Programme (eHOPE)	
1. ObR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Approved Application Form	Human Resource Development Office – Benefits Section
4. Billing/official receipts (OR)	From the hospital
5. Checklist for FAPHE Reimbursement	Human Resource Development Office – Benefits Section
6. Summary of Expenses	Requesting Party
Payment for Overtime	
1. ObR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Request for Overtime Approved By The Chancellor	
4. Daily Time Record	
Payment for Terminal Leave/Faculty Sick Leave/Expanded Service Recognition Pay(ESRP)/Retirement Gratuity	
Notes: Additional Requirement for Deceased Employee	
<ul style="list-style-type: none"> • Designation of Next of Kin issued by the Chancellor • Deed of Waiver of Rights 	
1. ObR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Application for Terminal Leave/Faculty Sick Leave/ESRP	Human Resource Development Office – Benefits Section
4. Copy of Chancellor’s approval on application for retirement	Requesting Party
5. University Clearance	Human Resource Development Office – Benefits Section
6. Certificate of Clearance	
7. Service Record	Human Resource Development Office – Copy of Appointment Section
8. Copy of Last Appointment	Requesting Party
9. Statement of Assets & Liabilities (SALN)	
10. Letter of Intent to Retire If Optional	



11. GSIS Approval – For Retirement Gratuity	GSIS Office
Payment to Suppliers of Equipment / Supplies and Other Materials	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
1. Disbursement Voucher (1 Original, 2 Photocopies)	
2. Purchase request (1 Original, 2 Photocopies) (1 Original, 2 Photocopies)	
3. Purchase Order (received by COA and supplier 5 days after delivery) – only for direct payments to suppliers (not required for reimbursements)	Requesting Party - PHP 50,000 and below Procurement Office - PHP 50,001 and above
4. Original Invoice	Supplier
5. Agency Procurement Request (for supplies purchased thru Procurement Service)	Procurement Office
6. Inspection and Acceptance Report	Requesting Party (see Memo No. RAL 2018-02 for signing authority)
7. Three (3) Canvasses for purchases in a single receipt amounting to P1,000.00 and above	Suppliers
8. Certificate of Exclusive Distributorship (if supplier is the sole distributor);	Suppliers
9. Certificate that the item purchased has no suitable substitute due to compatibility to existing equipment/nature of chemical/laboratory supplies being purchased.	Requesting Party
10. Certification that items purchased are not locally available in the market (if purchased abroad)	
11. Bid Documents	Procurement Office
12. 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)
13. Duly accomplished Property Acknowledgment Receipt (PAR) for	Requesting Party



items with unit cost of PHP 15,000 and above.	
14. 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	
15. Copies from SPMO-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
16. Detailed cost estimate of materials and labor –for purchase of items for major repairs/construction/assembly	Campus Maintenance Office
17. APP received by the Procurement Office	Requesting Party
18. Copy of Approved Letter Request	
Cash Advance for Local / Foreign Travel	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Purchase request (1 Original, 2 Photocopies)	
4. Travel Order	
5. Approval of funding/request to travel c/o HRDO and Chancellor (if 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 (for Foreign Travel Only)	https://documents.aucegypt.edu/Docs/Policies/Perdiem%20Rates.pdf
9. Copy of the basis for the foreign exchange rate used to convert foreign currency to Philippine peso	Money changer / Bank Receipt



10. 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)	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Purchase request (1 Original, 2 Photocopies)	
4. Promissory Note	
5. Approval of Financial Assistance to be released thru Cash Advance (for University-wide Activities)	
6. Certified True Copy of Copy of Appointment as Special Disbursing Officer	
7. Copy of Bond Application - for SDO	
8. Estimate of expenses	
9. APP received by the Procurement Office – for SDO	
Reimbursement of Expenses - Supplies	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Official Receipt (for services) or sales invoice (for goods) with the corresponding collection receipt	Supplier
4. 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
5. Inspection and Acceptance Report	Requesting Party (see Memo No. RAL 2018-02 for signing authority)
6. Purchase request (1 Original, 2 Photocopies)	Requesting Party
7. Three (3) Canvasses for purchases P1,000.00 and above	
8. Copy of Statement of Non-Availability of Stocks (SNAS) and DBM-Procurement Service – Certificate of Non-Availability	http://portal.spmo.upd.edu.ph/ - for SNAS http://ps-philgeps.gov.ph/ - for CNAS



of Stocks (PS CNAS) for Common-Use Supplies (Memo No. RAL 2018-01)	
9. 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
10. 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	
11. Annual Procurement Plan received by the Procurement Office	
Payment/Reimbursement of Gasoline, Oil and Lubricants	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Purchase request (1 Original, 2 Photocopies)	
4. 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 50,000 and below Procurement Office - PHP 50,001 and above
5. Inspection and Acceptance Report	Requesting Party
6. Pre-numbered Trip Ticket	
7. Certification from unit head that gasoline purchased was consumed officially	
8. Copy of Campus Maintenance Office Job Request if gasoline was used for grass cutting.	Campus Maintenance Office
9. APP received by the Procurement Office	Requesting Party
Payment/Reimbursement of Communication (Landline, Mobile Line, Internet)	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Purchase request (1 Original, 2 Photocopies)	



4. 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 50,000 and below Procurement Office - PHP 50,001 and above
5. Official Receipts / Bill / Statement of Account	Supplier
6. Certification that calls made are official	Requesting Party
7. Payment based on the current amount due or total charges whichever is lower	
8. Annual Procurement Plan received by the Procurement Office	
Payment/Reimbursement of Transportation and Delivery Expenses	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Purchase request (1 Original, 2 Photocopies)	
4. 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 50,000 and below Procurement Office - PHP 50,001 and above
5. List of route with corresponding amount of transportation expenses incurred	Requesting Party
6. Certification of Expenses Not Requiring Receipts (CENRR) per COA Circular No. 2007-001	
7. Taxi Receipt	Taxi Driver
8. UBER / Grab receipts supported by RER / CENRR	Grab Driver / Uber Driver
9. Justification on the need to avail the transport service over customary modes of transportation	Requesting Party
10. Three (3) Canvasses for rentals P1,000.00 and above Additional requirements for van rentals from informal providers: <ul style="list-style-type: none"> Properly accomplished RER 	Supplier



<ul style="list-style-type: none"> Photocopies of the payee's valid identification card showing his/her signature 	
11. Annual Procurement Plan received by the Procurement Office	Requesting Party
Payment/Reimbursement of Repairs and Maintenance	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Purchase request (1 Original, 2 Photocopies)	
4. 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 50,000 and below Procurement Office - PHP 50,001 and above
5. Official Receipts / Bill / Statement of Account	Supplier
6. Inspection and Acceptance Report	Requesting Party
7. Pre-repair Inspection	
8. Report of Waste Material for replaced parts duly received by SPMO	
9. Post Repair Inspection Report / Service Report accepted by end-user	
10. 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
11. Warranty of repairman	Requesting Party
12. Annual Procurement Plan received by the Procurement Office	
Payment/Reimbursement of Food Purchases	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Purchase request (1 Original, 2 Photocopies)	
4. Purchase Order (received COA 5 days after delivery and by supplier) – only for	Requesting Party - PHP 50,000 and below Procurement Office - PHP 50,001 and above



direct payments to suppliers, not required for reimbursements	
5. 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
6. Confirmation and Signed Attendance	Requesting Party
7. Agenda / Outline of matters to be discussed / Notice of Meeting	
8. Three (3) Canvasses if through catering service provider	
9. Meal reimbursement allowed for official drivers, messengers and liaison personnel under Memo VCY 2019-021	
10. Justification from the unit head / project leader on why the meeting was held outside the campus	
11. Annual Procurement Plan received by the Procurement Office	
12. Approval of event/seminar/activity by the Chancellor – if applicable	
Payment to Professional / General Services	
1. ObR / BUR (1 Original, 2 Photocopies)	Requesting Party
2. Disbursement Voucher (1 Original, 2 Photocopies)	
3. Contract of Service / Job Order	
4. Daily Time Record or Certificate of Service Rendered	
5. Certified True Copy of Chancellor's approval on permission to engage Limited Practice of Profession (LPP) in the specific period covered	
6. Additional requirements for Non-UP Contractual employees: <ul style="list-style-type: none"> Accomplished PhilHealth Member Registration Form (PMRF)/Table of required PhilHealth information (see Memo VCY 2018-019) 	



<ul style="list-style-type: none"> 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 				
<p>7. For PAKYAW</p> <ul style="list-style-type: none"> 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
1. Submit to UPD Budget Office	1. Receives and Checks the supporting documents	None	5 Minutes	<i>Administrative Aide IV</i> Budget Office
	1.1 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
	1.2 Reviews, Evaluates and Records the ObR/BUR	None	25 Minutes	<i>Budget Officer</i> Budget Office
	1.3 Reviews action taken by the budget officer	None	10 Minutes	<i>Division Head</i> Budget Office
	1.4 Certifies as to validity of Obligation/	None	5 Minutes	<i>Director</i> Budget Office



	Utilization and fund availability			
	TOTAL	None	50 Minutes	

2. Issuance of Budget Clearance on Letter Request / 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		
1. Letter Request <ul style="list-style-type: none"> • Must indicate amount requested • Justification / Purpose • Breakdown of expenses 		Requesting Party		
2. Purchase Request <ul style="list-style-type: none"> • 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
1. Submit to UPD Budget Office	1. Receives and Checks the supporting documents	None	5 Minutes	<i>Administrative Aide IV</i> Budget Office
	1.1. Assigns Number, Stamps Date, and	None	15 Minutes	<i>Administrative Aide IV</i> Budget Office



	forwards to the Director			
	1.2. Assigns to Budget Officer	None	5 Minutes	Director Budget Office
	1.3. Reviews, Evaluates and Recommends	None	1 Day	Budget Officer Budget Office
	1.4. Initials/Comments	None	30 Minutes	Division Head Budget Office
	1.5. Recommends/ Certifies as to completeness and fund availability	None	5 Minutes	Director Budget Office
	TOTAL:	None	1 Day, 1 Hour	

3. 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
1. 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
1. Submit to UPD Budget Office	1. Receives and checks completeness of documents	None	5 Minutes	<i>Administrative Aide IV</i> Budget Office
	1.1. 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
	1.2. Reviews, evaluates, and prepares letter request to DBM	None	30 Minutes	<i>Budget Officer</i> Budget Office
	1.3. Endorses letter request	None	5 Minutes	<i>Director</i> Budget Office
	1.4. Forwards letter request to the Office of the Chancellor for signature	None	1 Day (Pause-Clock)	<i>Administrative Aide III</i> Budget Office
	1.5. Receives signed letter request from the Chancellor	None		<i>Administrative Aide IV</i> Budget Office
	1.6. Forwards request for funding to System Budget Office for DBM action	None	1 Day (Pause-Clock)	<i>Administrative Aide III</i> Budget Office
	1.7. Receives funding memo from System Budget Office	None	1 Day (Pause-Clock)	<i>Administrative Aide IV</i> Budget Office
	1.8. Diliman Budget Office issues budget clearance	None	30 Minutes	<i>Budget Officer</i> Budget Office



	TOTAL:	None	3 Days, 1 Hour, 15 Minutes	
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4. 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		
1. Application for Service Recognition Pay (SRP) or Faculty Sick Leave (FSL)		Requesting Party		
2. Service Record		Human Resource Development Office – Copy of Appointment Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to UPD Budget Office	1. Receives and Checks supporting documents	None	5 Minutes	<i>Administrative Aide IV</i> Budget Office
	1.1. Assigns number, Stamps date, and distributes to assigned Budget Officer	None	5 Minutes	<i>Administrative Aide IV</i> Budget Office
	1.2. Reviews, Evaluate and Process the Application	None	10 Minutes	<i>Budget Officer</i> Budget Office
	1.3. Reviews/Initials	None	5 Minutes	<i>Division Head</i> Budget Office



	1.4. Signs the application	None	5 Minutes	<i>Director</i> Budget Office
	TOTAL:	None	30 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)	None	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing



	if still available.			
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. 2.1 Releases Check(s) to the payee / authorized representative	None	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing
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



If the Check/s will be claimed Owner/Co-Owner/Incorporators 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		
If the check/s will be claimed by Authorized collector 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	Check Releasing Personnel Check Releasing
2. Owner/Co-Owner/Incorporators /Authorized representative acknowledges receipts by signing on Warrant Register & DV and indicates	2. Presents appropriate Warrant Registry and Disbursement Voucher (DV) (if still available) to	None		Check Releasing Personnel Check Releasing



Official/Collection Receipt No. and date.	payee / authorized representative for signature on the "Received by" portion.			
3. Issues Official / Collection Receipt (Payee, Address, Amount, Check Details, etc.).	3. Reviews Acknowledge Signatures and receives & verifies duly accomplished Official/Collection Receipt (OR/CR).	None	5 Minutes	Check Releasing Personnel Check Releasing
4. Receives check(s)	4. Releases Check/s to the payee / authorized representative	None		Check Releasing Personnel Check Releasing
	4.1 Attaches OR/CR to the DV.	None		Check Releasing Personnel Check Releasing
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		Requesting Party		
2. Copy of Designation of Next of Kin		From the Office of the Chancellor – UP Diliman		
3. Photocopy of Waiver of Quit Claim		From the other bona-fide beneficiaries.		
4. Actual Check(s) to be replaced		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.	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)	Requesting Party
3. Check Replacement Form (CRF)	UPD Cash Office Check Releasing Section
4. Official Receipt for Php 50.00 check replacement fee.	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 /	PHP 50.00 for the check replacement fee.	10 Minutes	<i>Check Releasing Personnel</i> Check Releasing



	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.			
2. Fill out Check Replacement Form and secure Official Receipt (OR) by paying Php50.00 as check replacement fee.	2. Receives duly accomplished CRF, OR informs payee of the Process of Replacement 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	None	10 Minutes	<i>Check Releasing Personnel</i> Check Releasing



	Accounting Office. 2.2. Files CRF.			
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	Attorney (Notary public)
2. Letter Request for Stop Payment and Replacement (Letter Request)	Requesting Party
3. Official Receipt (Php50.00 Payment for Check Replacement)	UPD Cash Office Payment Counters
4. Payment of Php200.00 for check Stop Payment	Landbank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. Submits Letter Request, Affidavit of Loss and Official Receipt	1. Receives and verifies documents and OR.	PHP 50.00 for the check	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing



1.b. Secure Official Receipt (OR) by paying Php50.00 as check replacement fee.	1.1. Prepares Stop Payment Form (SPF).	replace ment fee.		
	1.2. Director signs SPF.	None	2 Minutes	<i>Director UPDCO</i>
	1.3.Forwards SPF to OVCA for counter signature	None	Pause-Clock	<i>Administrative Aide III UPDCO</i>
	1.4. Vice Chancellor for Administration signs SPF	None	Pause-Clock	<i>Vice Chancellor for Administration OVCA</i>
	1.5. OVCA forwards the same documents back to Cash Office	None	Pause-Clock	<i>Administrative Aide III UPDCO</i>
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 Check Releasing</i>
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)		10 Minutes	<i>Check Releasing Personnel Check Releasing</i>



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



	Office for processing			
TOTAL:		PHP 50.00	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:	Complex
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)	Requesting Party
2. Actual Check if the check is with the Payee.	UPD Cash Office Check Releasing Section / Payee
3. Official Receipt (Php50.00 Payment for Check Replacement)	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	PHP 50.00 for replace ment Fee	10 Minutes	<i>Check Releasing Personnel Check Releasing</i>



	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 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) during the Payment Period

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 during regular and prescribed payment period.

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		
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	<i>Cashier</i> Collection and Deposit Section
2. Pay the amount indicated on the UP Form.	2. Receives payment, counts monies and /or verifies cheques.	Assessed Amount	5 Minutes	<i>Cashier</i> Collection and Deposit Section



	Provide feedback.			
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.	<p>3. Enters bar code on the Computerized Registration System.</p> <p>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.</p> <p>3.2 Retains Cashier's/ Accounting's and OUR's copy of UP Form for submission to UPD Accounting Office and OUR.</p>		5 Minutes	<i>Cashier</i> Collection and Deposit Section
	TOTAL:	Assessed Amount	15 Minutes	



8. Collection of Enrollment Related Fees through Computerized Registration System (CRS) after Payment Period

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 after the regular payment period.

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. Modes of Payment - Cash - Manager's/Cashier's Check		Requesting Party		
2. 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 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. 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 together	1. Receives duly assessed UP Form and duly approved		5 Minutes	<i>Cashier</i> Collection and Deposit Section



<p>with the duly approved Letter Request - Appeal for Late Payment</p>	<p>Letter Request - Appeal for Late Payment. Verifies completeness of information and signatures. Provides feedback.</p>			
<p>2. Pays the amount indicated on the UP Form.</p>	<p>2. Receives payment, counts monies and /or verifies cheques. Provides feedback.</p>	<p>Assessed Amount</p>	<p>5 Minutes</p>	<p>Cashier Collection and Deposit Section</p>
<p>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.</p>	<p>3. Enters bar code on the Computerized Registration System.</p> <p>3.1 Prints validation on the UP Form (O.R. No. Date and Amount) issues validated student's copy of UP Form together with the change, if any.</p> <p>3.2 Retains Cashier's/ Accounting's</p>		<p>5 Minutes</p>	<p>Cashier Collection and Deposit Section</p>



	and OUR's copy of UP Form for submission to UPD Accounting Office and OUR.			
TOTAL:		Assessed Amount	15 Minutes	

9. 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 UP Form 26 for payment of Change Matriculation		College concerned for Regular Students Office of University Registrar(OUR) for Special/Non-Degree Students		
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:	1. Receives duly assessed UP Form and bank	None	10 Minutes	<i>Cashier</i> Collection and Deposit Section



<p>a) Duly assessed UP Form b) Validated Deposit Slip.</p>	<p>validated Deposit Slip. Verifies completeness of information and signatures and provides feedback.</p> <p>1.1 Verifies validated Deposit Slip</p>			
<p>2. Receives student's copy of the validated UP Form, verifies if validation printed on the UP form tallies with the deposit slip presented.</p>	<p>2. Enters barcode on the Computerized Registration System.</p> <p>2.1 Prints validation on the UP Form (O.R. No., Date and Amount) issues validated student's copy of UP Form.</p> <p>2.2 Retains copy of deposit slip, Cashier's/ Accounting's and OUR's copy of UP Form for submission to UPD Accounting Office and OUR.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Cashier</i> Collection and Deposit Section</p>



TOTAL:	None	15 Minutes	
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10. 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 Transfer Credentials Clearance/Certifications University Graduation Fee – Bill/Order of Payment	Office of the University Registrar(OUR)
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 Statement of Account (SOA) Bill/Order of Payment (Form)	1. Receives accomplished Statement of Account (SOA)/Bill/Order of Payment. Verifies completeness of information and signatures. Provides feedback.		5 Minutes	<i>Cashier</i> Collection and Deposit Section
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



<p>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.</p>	<p>3. Enters data on the Collection System.</p> <p>3.1 Prints and issues original copy of Official Receipt to the payee together with the change, if any.</p> <p>3.2 Retains Cashier's and COA's copies of the OR for submission to COA through the UPD Accounting Office.</p>		<p>5 Minutes</p>	<p><i>Cashier</i> Collection and Deposit Section</p>
<p>TOTAL:</p>		<p>Assessed Amount</p>	<p>15 Minutes</p>	



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)	None	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing



	if still available.			
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 representative for signature on the "Received by" portion. 2.1 Releases Check/s to the payee / authorized representative	None	5 Minutes	<i>Check Releasing Personnel</i> 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)		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 Admin Officer b. ID of Authorizing Person (Original & photocopy)	1.Receives & verifies documents for completeness 1.1. Presents to authorized representative the appropriate Warrant Registry and Disbursement Voucher (DV)	None	5 Minutes	<i>Check Releasing Personnel</i> Check Releasing



<p>c. ID of Authorized (Original & photocopy)</p> <p>1.1. Authorized Representative signs on Warrant Register and DV</p>	<p>if still available for his/her acknowledgment signature.</p> <p>1.2. Presents & informs Authorized Representative to fill out the Promissory Note</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</i> Check Releasing</p>
<p>3. Receive Check(s) and Copy of Promissory Note</p>	<p>3. Releases Check/s & Copy of Promissory Note to Authorized</p>	<p>None</p>		<p><i>Check Releasing Personnel</i> Check Releasing</p>



	Representative			
4. Submits Official Receipts and the supporting documents indicated on the Promissory Note Within 15 days from the date claimed	4. Receives Official Receipts and other supporting documents and attaches the same to the DV.	None		Check Releasing Personnel 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)		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/ Office Head</p> <p>b. ID of Authorizing Person (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>1. Receives & verifies documents submitted for completeness</p> <p>1.1. Presents to the authorized representative for his/her acknowledgment signature the appropriate Warrant Registry and 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>None</p>	<p>5 Minutes</p>	<p><i>Check Releasing Personnel</i> Check Releasing</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</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Check Releasing Personnel</i> Check Releasing</p>



	indicated on the Promissory Note. Records on the List of Promissory Notes			
3. Receive Check(s) and Copy of Promissory Note	3. Releases Check/s & Copy of Promissory Note to the Authorized Representative	None	10 Minutes	<i>Check Releasing Personnel</i> Check Releasing
4. Authorized Representative Returns Official Receipts, IAR, ICS/PAR, SPS & other documents within 15 days from the date claimed	4. Receives Official Receipts, IAR, ICS/PAR, SPS & other documents and attaches the same to the DV	None		<i>Check Releasing Personnel</i> Check Releasing
TOTAL:		None	20 Minutes	

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 Citizen
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		Requesting Party		
2. Copy of Designation of Next of Kin		From the Office of the Chancellor – UP Diliman		
3. Photocopy of Waiver of Quit Claim		From the other bona-fide beneficiaries.		
4. Actual Check(s) to be replaced		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</i> Check Releasing
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 Citizen			
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.		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		Requesting Party		
3. Check Replacement Form (CRF)		UPD Cash Office Check Releasing Section		
4. Official Receipt for Php 50.00 check replacement fee.		UPD Cash Office Collection Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.a. If the check is with the payee Present Actual Stale Check and Letter Request for replacement.</p> <p>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..</p>	<p>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.</p>	<p>PHP 50.00 for the check replacement fee.</p>	<p>10 Minutes</p>	<p><i>Check Releasing Personnel</i> Check Releasing</p>



	Provides payee with the Check Replacement Form (CRF). Informs the payee to fill-out the form.			
2. Fill out Check Replacement Form and secure Official Receipt (OR) by paying Php50.00 as check replacement fee.	<p>2. Receives duly accomplished CRF, OR informs payee of 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 for Processing of Replacement.</p> <p>2.2. Files CRF.</p>	None	2 Minutes	<i>Check Releasing Personnel</i> 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 Citizen			
Who may avail:	Faculty and Staff, REPS, UP Contractual.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss		Attorney (Notary public)		
2. Letter Request for Stop Payment and Replacement		Requesting Party		
3. Official Receipt (Php50.00 Payment for Check Replacement)		UPD Cash Office Payment Counters		
4. Payment of Php200.00 for check Stop Payment		Landbank of the Philippines		
CLIENT STEPS	AGENCY ACTION	FEES 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.Pre pares 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	Pause-Clock	<i>Administrative Aide III</i> UPDCO



	1.4. Vice Chancellor for Administration signs SPF	None	Pause-Clock	<i>Vice Chancellor for Administration</i> OVCA
	1.5. OVCA forwards the same documents back to Cash Office	None	Pause-Clock	<i>Administrative Aide III</i> UPDCO
2. Pays 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 Cash Office forwards OR to payee. Inform Payee of the Process		10 Minutes	<i>Check Releasing Personnel</i> Check Releasing
	3.1. Bank Process Stop	None	Pause-Clock	<i>Bank Personnel</i> Authorized Depository Bank



	<p>Payment Request and verifies if check/s were negotiated or not.</p> <p>Bank Validates and certifies then return to Cash Office for check replacement</p>			
	3.2. Receives validated SPF, OR, Letter of Request for Replacement & Affidavit of Loss	None	1 Minute	<i>Check Releasing Personnel</i> Check Releasing
	3.3. 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</i> Check Releasing
TOTAL:		PHP 50.00	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:	Complex			
Type of Transaction:	Government to Citizen			
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)		Requesting Party		
2. Actual Check if the check is with the Payee.		UPD Cash Office Check Releasing Section / Payee		
3. Official Receipt (Php50.00 Payment for Check Replacement)		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 1.2. Informs Payee of the processing involving Accounting Office	PHP 50.00 for replace ment 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	

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	
1. Modes of Payment - Cash - Manager's/Cashier's Check		Requesting Party	
2. Duly assessed and accomplished respective Form stated below:			



2.1	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
1. Proceeds to UPD Cash Office and		1. Receives duly accomplishe		5 Minutes	<i>Cashier</i> Collection and Deposit Section



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



TOTAL:	Assessed Amount	15 Minutes	
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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		
1. Modes of Payment - Cash - Manager's/Cashier's Check		Requesting Party		
2. Duly accomplished Summary of Collection		Requesting Party(SCO)		
3. Triplicate copies of Issued Official Receipts				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to UPD Cash Office and presents duly accomplished Summary of Collection and triplicate copies of issued ORs. (Summary)	1. Receives duly accomplished Summary of Collection and triplicate copies of issued ORs. Verifies completeness of information to ensure that the triplicate copies of		5 Minutes	<i>Cashier</i> Collection and Deposit Section



	ORs tally with the Summary of Collections. Provides feedback.			
2. Pays the amount indicated on the form.	2. 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	Cashier Collection and Deposit Section
3. Receives original copy of Official Receipt and triplicate copy of issued ORs. Verifies if data and amount printed in the OR tallies with the actual remittance made.	3. Enters data on the Collection System. 3.1 Prints and issues original copy of Official Receipt to the SCO. 3.2 Retains Cashier's and COA's copies of the OR for submission to COA through the UPD Accounting Office.		5 Minutes	Cashier Collection and Deposit Section



TOTAL:	Assessed Amount	20 Minutes	
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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		
1. Letter Request to Issue Official Receipt (OR) with endorsement by Program/Project Leader/Director/Dean/Head of Office		Requesting Party		
2. LDDAP Form/Receipt of Online/Wire Transfer (Foreign / Domestic)		Respective Payors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to UPD Cash Office, submits Letter of Request for Issuance of OR together with other requirements	1. 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	Pause-Clock	<i>Bank Personnel</i> Authorized Depository Bank
	1.4 Upon receipt of Bank Confirmation , verifies the remittance against Bank Statement.	None	5 Minutes	<i>Cashier</i> Collection Section
2. Receives the original copy of Official Receipt, verifies if data an amount printed in the OR tallies with the Letter Request.	2. 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	None	5 Minutes	<i>Cashier</i> Collection Section



	Accounting Office.			
TOTAL:		None	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		
1. Letter Request with endorsement from Program/Project Leader/Director/Dean/Head of Office		Requesting Party		
2. Validated Deposit Slip (photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to UPD Cash Office and submits a) Letter Request for Verification of Deposit b) Validated Deposit Slip (Letter Request)	1. Receives and checks Letter Request together with the attachments. Verifies completeness of information. Provides feedback.	None	5 Minutes	<i>Cashier</i> Collection Section
	1.2 Verifies the deposit	None	5 Minutes	<i>Cashier</i> Collection Section



	made against Bank Statement.			
2. Receives duly signed Certification of Deposit.	2. 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</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Officer</i> RADA and Online Payment Section</p>



	for Administration.			
	1.4 VCA signs the endorsement letter.	None	Pause-Clock	<i>Vice Chancellor for Administration OVCA</i>
	1.5 Receives Endorsement Letter from OVCA and informs the Unit/College that the Endorsement Letter is ready for pick up.	None	5 minutes	<i>Administrative Officer RADA and Online Payment Section</i>
2. 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	37 minutes	



Human Resource Development Office (HRDO)

External Services



1. Processing of Request for Certificate of Employment (Inactive)

UP Diliman Inactive Employees requests for Certificate of Employment for purposes of Separation and Personal use, this can only be process once the employee has accomplished his/her University Clearance.

Office or Division:	Human Resource and Recruitment Division - Appointment Section			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	UP Diliman Inactive UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request Slip Form (HRRD 2019-01) 2. Authorization Letter and ID, if authorize representative		www.hrdo.upd.edu.ph Human Resource and Recruitment Division - Appointment Section Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request slip form (HRRD 2019-01)	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards request slip form (HRRD 2019-01) to the concerned 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 HRDO database for validation if inactive and has University Clearance 1.2.2 Prints draft Service Record 1.2.3 Encodes the following details: <input type="checkbox"/> Name <input type="checkbox"/> Position/Designation <input type="checkbox"/> Salary <input type="checkbox"/> Unit/College <input type="checkbox"/> Status of Appointment	None	20 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	1.2.4 Prints Certificate of Employment (CE) and attach draft SR 1.2.5 Encodes in the monitoring sheet and forwards to SC for initial			
	1.3 Section Chief proofreads details in the CE, if found in order, affix initial. 1.3.1 Forwards copy of certificate to Division Chief for signature. 1.3.2 Division Chief forwards signed certificate to the the Releasing and Receiving Personnel	None	20 Minutes	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
2. Requesting employee/authorize representative receives certificate of employment	2. Encodes in the Docutrack and releases Certificate of Employment to requesting employee or authorize representative	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	1 Hour*	

*** 1 Hour for normal processing time, 2 hours if length of service is longer and needs to be encoded in the SQL database**

2. Processing of Posting of Bulletin of Vacant Positions

“Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla items numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days...” per Section 24 of CSC MC 14,s2018 (ORA-OHRA, Revised July 2018)

Office or Division:	Human Resource and Recruitment Division (HRRD) – Recruitment and Selection Section (RSS)
Classification:	Complex



Type of Transaction:	Government to Citizen, Government-Government			
Who may avail:	Individuals who are interested to enter public service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Received CS Form No. 9 Revised 2018 by the CSC 2. Approved Authority to Fill 3. Duties and Responsibilities 		www.csc.gov.ph Human Resource Planning and Research Division (HRPRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ol style="list-style-type: none"> 1. Encodes to Bulletin of Vacant Positions (BOVP) Form the following details: <ul style="list-style-type: none"> <input type="checkbox"/> Bulletin Number <input type="checkbox"/> Position Title <input type="checkbox"/> Parenthetical Title, (if applicable) <input type="checkbox"/> Salary Grade <input type="checkbox"/> College/Unit <input type="checkbox"/> Plantilla Item Number <input type="checkbox"/> Minimum Qualifications <ul style="list-style-type: none"> o Education o Training o Experience o Eligibility <input type="checkbox"/> Deadline of submission of application <input type="checkbox"/> Hyperlink of the duties and responsibilities of the vacant position 	None	10 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO



	1.2 Section Chief reviews details of the BOVP Form, if found in order, affix initials, and forwards the form to HRRD Division Chief	None	5 Minutes	<i>Administrative Officer V (Section Chief)</i> Recruitment & Selection Section HRDO
	1.3 Division Chief reviews details of the BOVP Form, if found in order, affix initials, and endorses the form to the Deputy Director	None	5 Minutes	<i>Chief Administrative Officer (Division Chief)</i> Human Resource Recruitment Division HRDO
	1.4 Deputy Director reviews BOVP Form, if found in order, signs the form and forwards to staff in charge for printing	None	5 Minutes	<i>Deputy Director</i> HRDO
	1.5 Analyst distributes BOVP to Unit/College/ Department thru RSS pigeonhole and posts to HRDO Bulletin Board	None	15 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO
	1.6 Analyst uploads the BOVP to HRDO website (Note: the same BOVP will be uploaded in the HRDO Facebook account by the HRPRD)	None	10 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO
	TOTAL	None	50 Minutes	



3. 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)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 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</i> Recruitment & Selection Section HRDO
	1.2 Receives and checks the correctness of details in the ATF details: <input type="checkbox"/> Position Title <input type="checkbox"/> Parenthetical Title, applicable <input type="checkbox"/> Plantilla Item Number <input type="checkbox"/> Name of unit <input type="checkbox"/> Duly endorsed (by the immediate supervisor/Chair to Dean/Director/Offi	None	10 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO



	ce of the Chancellor/ Office of the Vice- President for Administration/ Office of the President <input type="checkbox"/> Duties and Responsibilities			
	1.3 Encodes the following details to CSC Form Number 9 (Revised 2018): <input type="checkbox"/> Name of Agency <input type="checkbox"/> Count <input type="checkbox"/> Position Title <input type="checkbox"/> Parenthetical Title, (if applicable) <input type="checkbox"/> Plantilla Item Number <input type="checkbox"/> Salary/Job/Pay Grade <input type="checkbox"/> Monthly Salary <input type="checkbox"/> Qualification Standards ○ Education ○ Training ○ Experience ○ Eligibility <input type="checkbox"/> Place of Assignment <input type="checkbox"/> Deadline of Submission <input type="checkbox"/> Addressee Information ○ HRMO ○ Position Title ○ Complete Office Address ○ E-mail Address	None	15 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO



	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 recommends for CSC Publication	None	5 Minutes	<i>Director</i> HRDO
	1.7 Analyst sends (hard & soft) copies of CSC Form Number 9 in the CSC Field Office	None	10 Minutes	<i>Liaison Officer/Analyst</i> HRDO
	TOTAL	None	60 Minutes	

4. Processing of Application and Evaluation of Applicants

Office or Division:	Human Resource and Recruitment Division - Recruitment Section			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. RSS through Email			www.hrdo.upd.edu.ph Applicant	
2. Fully accomplished Personal Data Sheet and Work Experience Sheet				
3. Supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit RSS through email, duly accomplished personal data sheet and work experience sheet and supporting documents</p>	<p>1. Receive Records the Applicant's Name, Gender, Position applied for, assigned Unit, and the set deadline on RSS Database</p> <p>1.1 Distributes the application on labeled folder based on Job Item and assigned Unit</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Receiving/ Releasing Personnel</i></p> <p>Recruitment Section HRDO</p>
	<p>1.2 Evaluates profiles vis-à-vis Civil Service Commission prescribed minimum Qualifications Standards (Education, Experience, Training & Eligibility) encoded by the applicant in the matrix</p> <p>1.2.1 Prepares the Referral Letters both Qualified and Non-qualified applicants</p>	<p>None</p>	<p>45 Minutes</p>	<p><i>Administrative Officer IV</i></p> <p>Recruitment Section HRDO</p>
	<p>1.3 Analyst presents Applicant's Profile for further screening and evaluation of the Section Chief</p> <p>1.3.1 Screen and evaluate applicants who passed the HR initial evaluation and those who did not pass.</p> <p>Corrects the details if necessary both for Qualified and Non-qualified applicants</p> <p>1.3.2 Returned HRDO Referral to the concerned analysts for finalization.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Administrative Officer V</i></p> <p>Recruitment Section HRDO</p>
	<p>1.4 Final checking and evaluation of qualified and not qualified applicants.</p> <p>1.4.1 If found in order, affix initial (2nd page), if not return to Recruitment and Selection Section</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Chief Administrative Officer</i></p> <p>HRRD HRDO</p>



	1.4.2 Forward Referral to the Authorized Official for signature			
	1.5 If found in order, affix signature in the HRDO Referral letter. 1.5.1 Sends back the HRDO Referral for release of the concerned analyst.	None	1 Hour	Director HRDO
2. Unit/College pick up HRDO referral	2. Informs the College or Unit through a phone call to pick-up the HRDO Referral 2.1.1 Release original copy of HRDO Referral together with the documentary requirements of all the applicants. 2.1.2 Keep the photocopy of HRDO Referral for safekeeping. 2.1.3 Send email letter to applicant re: not being considered for selection process due to _____	None	1 Hour	Administrative Officer V Recruitment Section HRDO
	TOTAL	None	3 Hours, 30 minutes	

5. Issuance of certified copies of documents (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 Administrative bodies with quasi-judicial/or investigative functions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Valid identification card 2. Letter of authorization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid Identification (ID) Card/Letter of authorization	1. Validate identity of the client and the authenticity of the authorization letter	None	2 Minutes	Records Officer
2. Request for the specific documents and wait while the documents are being retrieved	2. Retrieve the 201 file, search for the requested documents and photocopy	None	10 Minutes	Records Officer
3. Receive the documents requested	3. Release the requested documents and have the client sign in the logbook	None	2 Minutes	Records Officer
TOTAL:		None	14 Minutes	

6. Response to employment verification/queries (online)

Office or Division:	Information Management Section, Human Resources Planning and Research Division		
Classification:	Complex		
Type of Transaction:	Government to Government/Government to Business		
Who may avail:	BPOs, Telecommunications, Banking 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	1. Receive email from the authorized HRDO email; receive and acknowledge the email	None	3 Minutes	IMS Personnel
	1.2 Review, verify, validate/ provide the needed information	None	20 Minutes	IMS Personnel
Receive the reply	2. Send email reply	None	5 Minutes	IMS Personnel
TOTAL:		None	28 Minutes	

7. 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.

Office or Division:	HR Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	All UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. HRDO Request Slip Form			Benefits Section, Appointment Section and Administrative Services, https://hrdo.upd.edu.ph/Application%20for%20Service%20Record.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	None	1 Day	<i>Receiving Officer/Assigned Analyst Benefits Section</i>
	1.1 Forward request to HR Appointment Section for verification and updating of status of appointment, salary adjustments and step increment		1 Day (Paused clock)	<i>Releasing officer Benefits Section</i>
TOTAL:		None	1 Day/s*	



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>	
1. Duly accomplished Blue Basic Paper (HRDO B-2), (1 copy)	www.hrdo.upd.edu.ph
2. Justification letter	Requesting Party
3. Matrix of evaluation of applicants (Memo No. CAS-11-040)	
4. 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>	
5. Certificate of eligibility/rating/license to positions requiring licenses or involving practice of profession (2 Original Copy of the Authenticated Certificate) <ul style="list-style-type: none"> a. Valid licenses issued by authorized regulatory agencies 	Requesting Party – CSC



6. Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (3 original copies)
7. Neuropsychiatric exam (APPLICABLE TO POSITIONS W/C INVOLVE THE MAINTENANCE OF PEACE AND ORDER AND THE PROTECTION OF LIFE AND PROPERTY)
8. Certificate of Trainings for the Last 5 years (Certified Photocopy)
9. Transcript of Records (Original / 1 certified true copy from the School)
10. Diploma (Original / 1 certified true copy from the School)
11. NBI Clearance (Original copy)
12. Marriage contract/Certificate duly authenticated by the PSA, if married
13. Birth Certificate duly authenticated by the PSA
14. Medical Certificate issued by a licensed government physician (1 copy) Blood Test, Urinalysis, Chest X-ray, Drug Test, Psychological Test
15. Statement of Assets and Liabilities (3 copies)

For Promotion and Transfer

1. Duly accomplished Blue Basic Paper (HRDO B-2),(1 copy)
2. Justification letter
3. Matrix of evaluation of applicants (Memo No. CAS-11-040)
4. 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.
5. Position Description Form (DBM-CSC Form No.

Requesting Party – University/College

Requesting Party – NBI

Requesting Party - PSA

Requesting Party - PSA

Requesting Party - UHS

www.hrdo.upd.edu.ph

Requesting Party



- 1, Rev Ver. No. 1, s.2017), (3 original copies)
 - 6. 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
 - 7. Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (3 original copies)
 - 8. Certificate of Trainings for the Last 5 years (Certified Photocopy)
 - 9. Transcript of Records (Original / 1 certified true copy from the School)
 - 10. Diploma (Original / 1 certified true copy from the School)
 - 11. Latest Performance Rating
 - 12. Approved transfer from former Office
- ADDITIONAL REQUIREMENTS FOR THE RELEASE OF SIGNED APPOINTMENT PAPERS**
- Certificate of Assumption to Duty (3 original copies)
 - Oath of Office (3 original copies)

Requesting Party – CSC

Requesting Party – University/College

Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for Original/Promotion/ Reemployment/Reappointment (UP Contractual-Permanent) with complete documentary attachments.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards submitted Basic Paper (BP) recommendation and other documentary requirements to the concerned Analyst	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO



	<p>1.2 Receives 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 and attaches Draft Service Record (SR) (for reemployment, reclassification, reappointment and promotion)</p> <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, approved Authority to Fill, CSC publication and HRDO referral letter.</p> <ul style="list-style-type: none"> • Scan the above mentioned requirements and save to Drive I • Photocopy 2 sets of the above documents • Inform Unit/College on the scheduled meeting of HRMPSB <p>1.2.5 Forwards above mentioned documents to SC for inclusion in the HRMPSB agenda</p>	None	2 Hours	<p>Administrative Officer IV (HRMO II)</p> <p>Appointment Section HRDO</p>
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	<p align="center">SCHEDULE OF HRMPSB MEETING IS EVERY 1st and 3rd WEEK OF THE MONTH</p> <p>**If recommendation is endorsed, Analyst encodes HRMPSB action in the summary of agenda, and indicates personnel clearance in the BP recommendation</p>			
	<p>1.3 Section Chief (SC) reviews recommendation, affix initial and forwards to Division Chief for signature</p> <p>1.3.1 Division Chief (DC) signs in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel</p>	None	1 Hour	<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 Updates data in the Docutrack</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 Diliman Budget Office for clearance in Box No. 15</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>1.6 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days (Paused-Clock)	<p><i>Director</i></p> <p>Diliman Budget Office</p>
	<p>1.7 Receives cleared BP recommendation from the Diliman Budget Office</p> <p>1.7.1 Forwards the same to to the Office of the Vice</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	Chancellor for Administration (OVCA) for signature			
	1.8 Vice-Chancellor signs in Box No. 16. 1.8.1 Forwards signed BP recommendation to the Office of the Chancellor (OC)	None	2 Days (Paused-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Administration
	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 (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.10 Types KSS appointment (only if the school, eligibility and other requirements have been validated, verified and submitted) 1.10.1 Encodes/updates personnel details in the SQL database, ePSIPOP, DBM-PSIPOP and Excel Monitoring Sheet 1.10.2 Forwards (4) copies of KSS 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 KSS appointment and to DC for SG 1-17 SC will sign at the back of the KSS 1.11.1 DC signs appointment and forwards the same to the Receiving/Releasing Personnel for SG 18-up DC will sign at the back of the KSS	None	1 Hour	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.12 Receives and records the KSS Appointment and forwards the same to the Appointing Authority	None	10 Minutes	<i>Receiving/Releasing Personnel</i>



	<p>a. for SG 1-17= OVCA b. for SG 18 and above and all contractual appointment = OC</p>			<p>Appointment Section HRDO</p>
	<p>1.13 VCA signs (4 copies) at the front and back page of the KSS appointment.</p> <p>1.13.1 VCA signs at the back page of the KSS appointment of SG 18-above and contractual appointment</p> <p>1.13.2 After signing, forwards the same to the HRDO Releasing and Receiving Personnel</p>	None	<p>2 Days (Paused-Clock)</p>	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Administration</p>
	<p>1.14. Appointing Authority signs (4 copies) at the front page of the KSS appointment.</p> <p>1.14.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel</p>	None	<p>5 Days (Paused-Clock)</p>	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1.15 Receives the signed (4 copies) of KSS appointment and updates the Docutrack</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. Informs the appointee to sign at the back page of the KSS appointment and releases 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 Transmittal and Action Form (ATAF) with attached KSS appointments, PDS, PDF, verified CSC/PRC</p>	None	10 Minutes	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	eligibility, Oath of Office, Certificate of Assumption to Duty for submission to the CSC Field Office. 2.1.2 Forwards photocopy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping			
	TOTAL	None	18 Days, 5 Hours, 10 Minutes	

**Assuming that School and Eligibility verification is already available*

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	
<u>For Reappointment (Temporary-Permanent) MC 11, Category II</u>			
1. Duly accomplished Basic Paper (HRDO B-2),(1 copy)	www.hrdo.upd.edu.ph		
2. Justification letter	Requesting Party		



3. 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.

4. 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

5. Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (3 original copies)

6. Latest 2 Performance Rating

Reappointment (Renewal) MC 11, Category II

1. Duly accomplished Basic Paper (HRDO B-2),(1 copy)

2. Justification letter

3. Matrix of evaluation of applicants (Memo No. CAS-11-040)-EXCEPT FOR REAPPT.

4. 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.

5. Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (3 original copies)

6. Latest 2 Performance Rating

ADDITIONAL REQUIREMENTS FOR THE RELEASE OF SIGNED APPOINTMENT PAPERS

- Certificate of Assumption to Duty (3 original copies)
- Oath of Office (3 original copies)

Requesting Party - CSC

www.hrdo.upd.edu.ph

Requesting Party

Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Submits recommendation for Reappointment (UP Contractual-Permanent) with complete documentary attachments.</p>	<p>1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards submitted 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 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 and attaches Draft Service Record (SR)</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>1.2.4 Prepares template letter for School verification (if not yet verified) (Renewal)</p> <p>1.2.5 Indicates personnel clearance and forwards to Section Chief (SC) for review and initial</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 (SC) reviews recommendation, affix initial and forwards to Division Chief for signature</p> <p>1.3.1 Division Chief (DC) signs in Box No. 13 of the BP recommendation and forwards the same to the</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section</p>



	Receiving/Releasing Personnel			HRDO
	1.4 Updates data in the Docutrack 1.4.1 Forwards BP recommendation to the HRDO Directors Office for signature	None	30 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 Diliman Budget Office for clearance in Box No. 15	None	2 Days	<i>Director</i> HRDO
	1.6 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	<i>Director</i> Diliman Budget Office
	1.7 Receives cleared BP recommendation from the Diliman Budget Office 1.7.1 Forwards the same to the Office of the Vice Chancellor for Administration (OVCA) for signature	None	10 Minutes	<i>Receiving/Releasing Personnel</i> 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 (OC)	None	2 Days (Paused-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Administration
	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 (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.10 Types KSS appointment (only if the school, eligibility and other requirements have been validated, verified and submitted)	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>1.10.1 Encodes/updates personnel details in the SQL database and Excel Monitoring Sheet</p> <p>1.10.2 Forwards (4) copies of KSS appointment to SC for final review.</p>			
	<p>1.11 Section Chief (SC) reviews recommendation, affix initial and forwards to Division Chief for signature</p> <p>1.11.1 Division Chief (DC) signs in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel</p>	None	1 Hour	<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 and records the KSS Appointment and forwards the same to the Appointing Authority</p> <p>a. for SG 1-17= OVCA b. for SG 18 and above = OC</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.13 VCA signs (4 copies) at the front page of the KSS appointment.</p> <p>1.13.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel</p>	None	2 Days (Paused-Clock)	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Administration</p>
	<p>1.14 Appointing Authority signs (4 copies) at the front page of the KSS appointment.</p> <p>1.14.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel</p>	None	5 Days (Paused-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1.15 Receives the signed (4 copies) of KSS appointment and updates the Docutrack</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p>



	1.15.1 Forwards the same to the concerned Analyst			Appointment Section HRDO
2. Appointee receives photocopy of KSS appointment, Certificate of Assumption to Duty and Oath of Office	2. Informs the appointee to sign at the back page of the KSS appointment and releases photocopy of KSS appointment, signed Certificate of Assumption to Duty and Oath of Office to appointee. 2.1.1 Prepares 2 sets of Appointment Transmittal and Action Form (ATAF) with attached KSS appointments, PDS, PDF, verified CSC/PRC eligibility, Oath of Office, Certificate of Assumption to Duty for submission to the CSC Field Office.	None	10 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	3. Forwards photocopy of KSS appointment to Benefits Section, Diliman Accounting Office and IMS for safekeeping	None	15 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	18 Days, 6 Hours, 25 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 style="text-align: center;"><u>For Original, Reemployment, Transfer</u></p> <ol style="list-style-type: none"> 1. Duly accomplished Green Basic Paper (HRDO B-1) (1 copy) 2. Justification Letter 3. Matrix of evaluation of applicants (Memo No. CAS-11-040) 4. 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> 5. Certificate of eligibility/rating/license to positions requiring licenses or involving practice of profession (1 Original Copy of the Authenticated Certificate) <ol style="list-style-type: none"> a. Valid licenses issued by authorized regulatory agencies 6. Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (1 original copy) 7. Neuropsychiatric exam (APPLICABLE TO POSITIONS W/C INVOLVE THE MAINTENANCE OF PEACE AND ORDER AND THE PROTECTION OF LIFE AND PROPERTY) 8. Certificate of Trainings for the Last 5 years (Certified Photocopy) 9. Transcript of Records (Original / 1 certified true copy from the School) 		<p style="text-align: center;">www.hrdo.upd.edu.ph</p> <p style="text-align: center;">Requesting Party</p> <p style="text-align: center;">Requesting Party - CSC</p> <p style="text-align: center;">Requesting Party – University/College</p>



10. Diploma (Original / 1 certified true copy from the School)

11. NBI Clearance (Original copy)

12. Marriage contract/Certificate duly authenticated by the PSA, if married

13. Birth Certificate duly authenticated by the PSA

14. Medical Certificate issued by a licensed government physician (1 copy) Blood Test, Urinalysis, Chest X-ray, Drug Test, Psychological Test

15. Statement of Assets and Liabilities (3 copies)

16. Approved transfer from former Office

For Reclassification and Promotion

1. Duly accomplished Green Basic Paper (HRDO B-1), (1 copy)

2. Justification Letter

3. Matrix of evaluation of applicants (Memo No. CAS-11-040)

4. Personal Data Sheet (CSC Form 212, Revised 2017), (1 original copy) *with passport size picture taken within the last (6) months and Work Experience Sheet for those with required relevant experience.*

5. Position Description Form (DBM-CSC Form No. 1, Rev Ver. No. 1, s.2017), (1 original copy)

6. Last two (2) Performance Rating

Change of Status Temporary-Permanent

1. Duly accomplished Green Basic Paper (HRDO B-1) (1 copy)

Requesting Party – NBI

Requesting Party - PSA

Requesting Party - UHS

www.hrdo.upd.edu.ph

Requesting Party

www.hrdo.upd.edu.ph



<p>2. 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>3. Justification Letter</p> <p>4. Last two (2) Performance Rating</p> <p><u>ADDITIONAL REQUIREMENTS FOR THE RELEASE OF SIGNED APPOINTMENT PAPERS</u></p> <ul style="list-style-type: none"> • Certificate of Assumption to Duty (3 original copies) • Oath of Office (3 original copies) 	<p>Requesting Party</p> <p>Requesting Party</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits recommendation for Original/Reemployment/Reclassification/Change of status with complete documentary requirements.</p>	<p>1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 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 and attaches Draft Service Record (SR) (<i>for reemployment, reclassification, and promotion</i>)</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>



	1.2.3 Forwards BP recommendation to Recruitment Section Chief			
	<p>1.3 Section Chief (SC) compiles BP recommendation for RPFC agenda</p> <p>SCHEDULE OF RPFC MEETING IS EVERY 1st Wednesday OF THE MONTH</p> <p>**If recommendation is endorsed, Analyst encodes RPFC action in the summary of agenda, indicates clearance in the BP recommendation and forwards to HRRD Division Chief (DC) for signature</p>	None	30 Minutes	<p><i>Administrative Officer V (HRMO III)</i></p> <p>Recruitment Section HRDO</p>
	1.4 DC reviews BP recommendation, affix signature in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel	None	10 Minutes	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 Updates data in the Docutrack</p> <p>1.5.1 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>
	1.6 HRDO Director signs in Box No. 14 of the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	1.7 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	<p><i>Director</i></p> <p>Diliman Budget Office</p>



	<p>1.8 Receives cleared BP recommendation from the Diliman Budget Office</p> <p>1.8.1 Forwards the same to the Office of the Vice Chancellor for Research and Development (OVCRD) for signature</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.9 Vice-Chancellor signs in Box No. 16.</p> <p>1.9.1 Forwards signed BP recommendation to the Office of the Chancellor (OC).</p>	None	<p>3 Days</p> <p>(Paused-Clock)</p>	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Research and Development</p>
	<p>1.10 Chancellor signs in Box No. 17</p> <p>1.10.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO.</p>	None	<p>5 Days</p> <p>(Paused-Clock)</p>	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1.11 Types appointment</p> <p>1.11.1 Encodes/updates personnel details in the SQL database, ePSIPOP, DBM-PSIPOP and Excel Monitoring Sheet</p> <p>1.11.2 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>12. SC reviews details in the appointment, affix initial and forwards to DC</p> <p>1.12.1 DC affix initial in the appointment and forwards the same to the Receiving/Releasing Personnel</p>	None	1 Hour	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.13 Receives and records appointment and forwards the</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p>



	<p>same to the Appointing Authority</p> <p>a. for SG 1-17 and below = OVCRD</p> <p>b. for SG 18 and above and all contractual appointment = OC</p>			Appointment Section HRDO
	<p>1.14 VCRD sign (2 copies) of appointment.</p> <p>1.14.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.</p>	None	3 Days (Paused-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Research and Development
	<p>1.15 Chancellor signs (2 copies) of appointment</p> <p>1.15.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.</p>	None	5 Days (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
2. Appointee/ authorize representative receives copy of appointment	<p>2. Receives the signed (2 copies) of appointment and updates the Docutrack</p> <p>2.1.1 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 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	20 Days, 5 Hours, 25 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		
1. Duly accomplished Basic Paper (HRDO B-1), (1 copy)		www.hrdo.upd.edu.ph		
2. Justification letter		Requesting Party		
3. Last 2 performance rating				
<u>ADDITIONAL REQUIREMENTS FOR THE RELEASE OF SIGNED APPOINTMENT PAPERS</u>				
<ul style="list-style-type: none"> • Certificate of Assumption to Duty (3 original copies) • Oath of Office (3 original copies) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for Original/Reemployment/Reclassification/Change of status with complete documentary requirements.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 BP recommendation and other documentary requirements. 1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>documentary requirements, if compliant</p> <p>1.2.2 Prints and attaches Draft Service Record (SR)</p> <p>1.2.3 Indicates personnel clearance in Box no. 13</p> <p>1.2.4 Forwards BP recommendation to Section Chief (SC) for review and initial</p>			
	<p>1.3 Division Chief (DC) reviews BP recommendation, affix signature in Box No. 13 and forwards the same to the Receiving/Releasing Personnel</p>	None	10 Minutes	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.4 Updates data in the Docutrack</p> <p>1.4.1 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>
	<p>1.5 HRDO Director signs in Box No. 14 of the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	<p>1.6 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days (Paused-Clock)	<p><i>Director</i></p> <p>Diliman Budget Office</p>
	<p>1.7 Receives cleared BP recommendation from the Diliman Budget Office</p> <p>1.7.1 Forwards the same to the Office of the Vice Chancellor for Research and Development (OVCRD) for signature</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	<p>1.8 Vice-Chancellor signs in Box No. 16.</p> <p>1.8.1 Forwards signed BP recommendation to the Office of the Chancellor (OC).</p>	None	<p>3 Days</p> <p>(Paused-Clock)</p>	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Research and Development</p>
	<p>1.9 Chancellor signs in Box No. 17</p> <p>1.9.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO.</p>	None	<p>5 Days</p> <p>(Paused-Clock)</p>	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1.10 Types appointment</p> <p>1.10.1 Encodes/updates personnel details in the SQL database, ePSIPOP, DBM-PSIPOP and Excel Monitoring Sheet</p> <p>1.10.2 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>1.11 SC reviews details in the appointment, affix initial and forwards to DC</p> <p>1.11.1 DC affix initial in the appointment and forwards the same to the Receiving/Releasing Personnel</p>	None	1 Hour	<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 and records appointment and forwards the same to the Appointing Authority</p> <p>a. for SG 1-17 and below = OVCRD</p> <p>b. 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>



	1.13 VCRD sign (2 copies) of appointment. 1.13.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.	None	3 Days (Paused-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Research and Development
	1.14 Chancellor signs (2 copies) of appointment 1.14.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.	None	5 Days (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
2. Appointee/ authorize representative receives copy of appointment	2. Receives the signed (2 copies) of appointment and updates the Docutrack 2.1.1 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 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	20 Days, 4 Hours, 55 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
<u>For Original/Reemployment/Transfer</u>		
4. Duly Accomplished Green Basic Paper (HRDO B-1), (1 copy).	www.hrdo.upd.edu.ph	
2. Justification from Chair/Director endorsed by the Dean	Requesting Party	
3. Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications)		
4. 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	
5. Diploma of all degrees earned (Certified photocopy) - For new UP graduates, a certification of completion of the degree from the academic unit		
6. Approved transfer from former agency and Service Record (if applicable)		
7. For transfer and reemployment from another government agency, clearance and certification of leave credits from former Officer and certification of premium deductions		
8. If submitting beyond the due date, a letter of explanation will be an additional requirement.		
9. Birth Certificate (PSA Authenticated)	Requesting Party – PSA	
10. Notarized Personal Data Sheet (CSC, Form 212)		



<p>(1 copy), with 1 ½ x 1 ½ picture (2 copies)</p> <p>11. NBI Clearance (original)</p> <p>12. If married, Marriage Contract (PSA authenticated)</p> <p>13. If regular faculty, Medical Certificate with documentary stamp (1 copy)</p> <p>14. If regular faculty, Mandatory drug test results (CSC MC No. 13,s2010)</p> <p>15. If regular faculty, Statement of Assets, Liabilities and Net worth (3 copies)</p> <p>DOCUMENT FOR SUBMISSION TO THE DILIMAN ACCOUNTING OFFICE FOR RELEASE OF FIRST SALARY</p> <p>6. Appointment paper</p> <p>7. Oath of Office</p> <p>8. Report for Duty</p> <p>9. Certificate of Service or Daily Time Record as applicable</p> <p>10. TIN or Duly accomplished BIR Form 1902 (if no TIN)</p> <p>11. Bank Account Number (LBP/DBP/PVB payroll account)</p> <p>12. Duly Approved Obligation Slip</p> <p>13. PhilHealth Number (optional for foreign nationals)</p> <p>14. Statement of Assets, Liabilities and Net worth</p> <p>15. Duly Accomplished BIR Form 2305</p> <p>16. Photocop/ies of Birth Certificate/s of dependent children</p> <p>17. For married persons – photocopy of marriage certificate</p> <p>18. If not previously employed – Certificate of “No Previous Employer”</p> <p>19. If previously employed – BIR Form 2316 for the current year from previous employer</p> <p>20. GSIS Business Partner Number (BPN)</p> <p>21. PAG-IBIG Number</p> <p><u>For Promotion with MA/MS and Automatic Promotion with PhD</u></p>	<p>Requesting Party – NBI</p> <p>Requesting Party – PSA</p> <p>Requesting Party – BIR</p> <p>Requesting Party - LBP/DBP/PVB</p> <p>Requesting Party – PHILHEALTH</p> <p>Requesting Party – PSA</p> <p>Requesting Party – GSIS</p> <p>Requesting Party – PAG-IBIG</p>
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<ol style="list-style-type: none"> 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. SET scores for the last two semesters (for Automatic Promotion with no SET scores, state if on scholarship) 5. 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. 6. Diploma of all degrees earned (Certified photocopy) - For new UP graduates, a certification of completion of the degree from the academic unit 7. If coming from study leave, report for duty 8. 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 style="text-align: center;">www.hrdo.upd.edu.ph</p> <p style="text-align: center;">Requesting Party</p>
<p style="text-align: center;"><u>For Reclassification</u></p> <ol style="list-style-type: none"> 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. Transcript of Records (original copy) 5. Diploma of all degrees earned (Certified photocopy) 6. SET scores (if applicable) 7. If submitting beyond the due date, a letter of explanation will be an additional requirement. 	<p style="text-align: center;">www.hrdo.upd.edu.ph</p> <p style="text-align: center;">Requesting Party</p> <p style="text-align: center;">Requesting Party – University/College</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for Original/Reemployment/Promotion/Reclassification Appointment with complete documentary requirements.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 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 and attaches Draft Service Record (SR) (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)</p>	None	30 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	<p>1.3 Section Chief reviews/verifies availability of recommended item and affix initial in the BP recommendation</p> <p>1.3.1 Forwards BP recommendation to the Appointment Analyst concerned</p>	None	1 Hour	<i>Administrative Officer V (HRMO III)</i> Planning and Research Section



	1.4 Forwards to to Scholarship Section for checking of contractual obligation (if applicable)	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 Appointment Section concerned Analyst	None	1 Day	<i>Administrative Officer IV (HRMO II)</i> Scholarship Section HRDO
	1.6 Forwards to Recruitment Section Chief for review/evaluation and inclusion in the APFC agenda	None	5 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.7. Section Chief (SC) evaluates BP recommendation 1.7.1 Recruitment Analyst types agenda 1.7.2 SC compiles BP recommendation for APFC Agenda SCHEDULE OF APFC MEETING IS EVERY 2nd and 4th Wednesday OF THE MONTH **If recommendation is endorsed, Analyst encodes APFC action in the summary of agenda, indicates clearance in the BP recommendation and forwards to HRRD Division Chief (DC) for signature	None	1 Hour	<i>Administrative Officer V (HRMO III)</i> <i>Administrative Officer V (HRMO III)</i> Recruitment Section HRDO
	1.8 DC reviews BP recommendation, affix signature in Box No. 13 of the BP	None	10 Minutes	<i>Chief Administrative Officer</i>



	recommendation and forwards the same to the Receiving/Releasing Personnel			(Division Chief) Appointment Section HRDO
	1.9 Updates data in the Docutrack 1.9.1 Forwards BP recommendation to the HRDO Directors Office for signature	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.10 HRDO Director signs in Box No. 14 of the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15	None	2 Days	Director HRDO
	1.11 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	Director Diliman Budget Office
	1.12 Receives cleared BP recommendation from the Diliman Budget Office 1.12.1 Forwards the same to the Office of the Vice Chancellor for Research and Development (OVCRD) for signature	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.13 Vice-Chancellor signs in Box No. 16. 1.13.1 Forwards signed BP recommendation to the Office of the Chancellor (OC).	None	3 Days (Paused-Clock)	Vice Chancellor Office of the Vice Chancellor for Academic Affairs
	1.14 Chancellor signs in Box No. 17 1.14.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO.	None	5 Days (Paused-Clock)	Chancellor Office of the Chancellor



	<p>1.15 Types appointment</p> <p>1.15.1 Encodes/updates personnel details in the SQL database, ePSIPOP, DBM-PSIPOP and Excel Monitoring Sheet</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 initial and forwards to DC</p> <p>1.16.1 DC affix initial in the appointment and forwards the same to the Receiving/Releasing Personnel</p>	None	1 Hour	<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 and records appointment and forwards the same to the Appointing Authority</p> <p>a. for SG 1-17 and below = OVCAA</p> <p>b. for SG 18 and above and Promotion = OC</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.18 VCAA sign (2 copies) of appointment.</p> <p>1.18.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.</p>	None	3 Days (Paused-Clock)	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Research and Development</p>
	<p>1.19 Chancellor signs (2 copies) of appointment</p>	None	5 Days (Paused-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>



	1.19.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.			
2. Appointee/ authorize representative receives copy of appointment	2. Receives the signed (2 copies) of appointment and updates the Docutrack 2.1.1 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 of appointment to Diliman Accounting Office and IMS for safekeeping	None	5 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	TOTAL	None	22 Days, 6 Hours, 35 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 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:	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
1. Duly Accomplished Green Basic Paper (HRDO B-1), (1 copy). 2. Justification from Chair/Director endorsed by the Dean		www.hrdo.upd.edu.ph Requesting Party



	documentary requirements to the concerned Analyst			Appointment Section HRDO
	<p>1.2 Receives 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/updates personnel details in the SQL database, ePSIPOP, DBM-PSIPOP and Excel Monitoring Sheet</p> <p>1.2.4 Forwards to Section Chief (SC) for review and initial</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 Divisions Chief (DC)</p> <p>1.3.1 DC affix initial in Box in the the BP recommendation and appointment and forwards the same to the Receiving/Releasing Personnel</p>	None	15 Minutes	<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 Records and encode in Docutrack and prepare transmittal report</p> <p>1.4.1 Forwards copy of appointment to Diliman Accounting Office</p> <p>1.4.2 Forwards appointment with attached BP recommendation to Records</p>	None	15 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	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> <ol style="list-style-type: none"> Fully 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 		<p>www.hrdo.upd.edu.ph</p> <p>Requesting Party</p>	



5. Certification of acceptance from the Editor and statement as to when the refereed publication will be off the press
6. If submitting beyond the due date, a letter of explanation will be an additional requirement.

For Renewal with Waiver of Up or Out Rule (RTWUOU)

1. Fully 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. SET scores
5. Certification from thesis adviser that the recommendee has an officially approved thesis topic and indicating the projected date of completion
6. If submitting beyond the due date, a letter of explanation will be an additional requirement.

For Faculty Tenure

1. Fully Accomplished Basic Paper (HRDO B-1), (1 copy)
2. Justification and statement as to the article being offered for tenure 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)

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Requesting Party



<p>4. SET scores for the previous semesters (maximum of five consecutive semesters)</p> <p>5. Proof of publication</p> <p>6. Proof/certification that the publication went through peer-review process</p> <p>7. Certification that the faculty is the lead author</p> <p>8. 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>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for RTWTR, RTWUOU and Tenure with complete attachments.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 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 and attaches Draft Service Record (SR)</p> <p>1.2.3 Forwards to Scholarship Section for checking of contractual obligation</p> <p>1.2.4 Forwards BP recommendation to Recruitment</p>	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	Section Chief for evaluation and typing of APFC agenda			
	<p>1.3 SC evaluates BP recommendation</p> <p>1.3.1 For tenure, SC forwards BP recommendation to OVCRD for vetting of the publication, if approved proceed to 3.2</p> <p>1.3.2 Recruitment Analyst types agenda</p> <p>1.3.3 SC 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, Analyst encodes APFC action in the summary of agenda, indicates clearance in the BP recommendation and forwards to HRRD Division Chief (DC) for signature</p>	None	30 Minutes	<p><i>Administrative Officer V (HRMO III)</i></p> <p>Recruitment Section HRDO</p>
	1.4 DC reviews BP recommendation, affix signature in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel	None	10 Minutes	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 Updates data in the Docutrack</p> <p>1.5.1 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>



	1.6 HRDO Director signs in Box No. 14 of the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15	None	2 Days	<i>Director</i> HRDO
	1.7 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	<i>Director</i> Diliman Budget Office
	1.8 Receives processed BP recommendation from the Diliman Budget Office 1.8.1 Forwards the same to the Recruitment Section Chief for preparation of recommendation letter	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.9 Checks and prepares recommendation letter and attaches to the BP recommendation 1.9.1 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
	1.10 DC reviews attached recommendation letter, affix initial and forwards the same to the Receiving/Releasing Personnel	None	10 Minutes	<i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.11 Vice-Chancellor reviews and signs in the OVCAA recommendation letter. 1.11.1 Forwards signed BP and letter of recommendation to the Office of the Chancellor.	None	3 Days (Paused-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Academic Affairs



	<p>1.12 Chancellor reviews and signs in the OC recommendation letter.</p> <p>1.12.1 Forwards BP and letter recommendation to the Receiving and Releasing Personnel at the HRDO</p>	None	<p>5 Days (Paused-Clock)</p>	<p><i>Chancellor</i> Office of the Chancellor</p>
	<p>1.13 Updates data in Docutrack</p> <p>1.13.1 Forwards to Recruitment Section Chief for final checking of recommendation letters</p> <p>1.13.2 After checking, updates data in Docutrack, prepares receiving copy and forwards BP and letter recommendation to OVPAA for BOR agenda</p>	None	30 Minutes	<p><i>Receiving/Releasing Personnel</i> Appointment Section HRDO</p>
	<p>1.14 Receive BP with letter recommendation</p> <p>1.14.1 Checks completeness of documents and forwards to VPAA for signature and endorsement to the President</p> <p>1.14.2 University President signs BP recommendation.</p> <p>1.14.3 Forwards to OSU for BOR meeting through OVPAA releasing</p>	None	<p>30 Minutes (Paused-Clock)</p>	<p><i>OVPAA</i> Office of the Vice President for Academic Affairs</p>
	<p>15. Receives BP and letter recommendation</p> <p>1.15.1 Checks completeness of documents and forwards copy to Analyst concern</p> <p>1.15.2 Waiting for action/approval of Board of Regents</p>	None	<p>30 Minutes (Paused-Clock)</p>	<p><i>OSU Personnel</i> Office of the University Secretary</p>



	1.15.3 Upon approval, BP recommendation will be forwarded to HRDO for typing of appointment			
	1.16 Types appointment 1.16.1 Encodes and updates personnel details in the SQL database and Excel Monitoring Sheet 1.16.2 Forwards (2) copies of appointment to SC for final review.	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.17 SC reviews details in the appointment, affix initial and forwards to DC 1.17.1 DC affix initial in the appointment and forwards the same to the Receiving/Releasing Personnel	None	1 Hour	<i>Administrative Officer V (Section Chief) or Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.18. Receives and records appointment and forwards the same to the Office of the University Secretary for signature	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.19 Receive/check receiving copy 1.19.1 Encodes in the database and forwards appointment to appointing authority 1.19.2 Wait for Secretary of the University to sign BOR appointment	None	15 Days (Paused-Clock)	<i>University Secretary</i> Office of the University Secretary



	1.19.3 Forwards to HRDO through the Releasing and Receiving Personnel			
2. Appointee/ authorize representative receives copy of appointment	2. Receives signed (2 copies) BOR appointment and updates the Docutrack database. 2.1.1 Informs the appointee to pick-up copy of BOR appointment and releases copy of appointment to the Appointee or authorize representative 2.1.2 Forwards photocopy 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	27 Days, 7 Hours, 40 Minutes	

8. Processing of the following Batch Renewals:

I. Batch Renewal Appointment for Faculty Personnel who are not recommended for tenure track.

(pursuant to Memo No. PDLC 17-20 dated 28 July 2017)

c) Instructors

d) Assistant Professors, Associate Professors and Professors

II. Batch Renewal Appointment for Faculty Personnel who are not recommended for tenure track.

(pursuant to Memo No. PDLC 17-20 dated 28 July 2017)

c) Lecturers

d) Senior Lecturer, Professorial Lecturer

III. 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		
<ol style="list-style-type: none"> 1. Batch Renewal Form 1 (Instructors) 2. Batch Renewal Form 2 (Assistant Professors, Associate Professors and Professors) 3. Batch Renewal Form 3 (Lecturers) 4. Batch Renewal Form 4 (Senior Lecturer and Professorial Lecturer) 5. Batch Renewal Form 5 (Professorial Lecturer beyond age 65 - non regular) <ol style="list-style-type: none"> a. Duly accomplished OSU and OVPAAs Forms 6. If submitting beyond the due date, a letter of explanation will be an additional requirement 		https://ovcaa.upd.edu.ph/ Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits	1. Receives/encodes in the	None	10 Minutes	Receiving/Rele



recommendation for Batch Renewal with complete attachments.	Document Tracking (Docutrack) and forwards submitted Batch Renewal (BR) Forms and other documentary requirements to the concerned Analyst			<i>Using Personnel</i> Appointment Section HRDO
	1.2 Receives BR Forms and other documentary requirements. 1.2.1 Reviews/analyzes/ checks content of BR Forms, if found in order 1.2.2 Prints and attaches Draft Service Record (SR) 1.2.3 Forwards to Scholarship Section for checking of contractual obligation	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.3 Scholarship Section checks contractual obligation of faculty concerned 1.3.1 Indicates if with/without contractual obligation or with RSR 1.3.2 Forwards back to Appointment Section concerned Analyst	None	1 Day	<i>Administrative Officer IV (HRMO II)</i> Scholarship Section HRDO
	1.4 Affix initial in the BR Forms 1.4.1 Forwards BR Forms to Section Chief (SC) and Division Chief (DC) for review and initial	None	15 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.5 SC reviews BR Forms, affix initial and forwards the same to DC for signature 1.5.1 DC signs in the BR Form and forwards the same to the	None	30 Minutes	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division</i>



	Receiving and Releasing Personnel			Chief) Appointment Section HRDO
	1.6 Updates data in the Docutrack. 1.6.1 Forwards BR Forms to HRDO Director's Office for signature in the BR Forms	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.7 Signs in the BR Forms and forwards the same to the Diliman Budget Office for clearance	None	2 Days	Director HRDO
	1.8 After budget clearance, forwards BR Forms to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	Director Diliman Budget Office
	1.9 Receives cleared BR forms from the Diliman Budget Office 1.9.1 Forwards the same to the OVCAA for signature of the Vice-Chancellor for Academic Affairs (VCAA)	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.10 VCAA signs in the BR Forms 1.10.1 Forwards signed BR Forms to the Office of the Chancellor.	None	3 Days (Paused-Clock)	Vice Chancellor Office of the Vice Chancellor for Academic Affairs
	1.11 Chancellor signs in the BR Forms 1.11.1 Forwards BR Forms to the Receiving and Releasing Personnel at the HRDO.	None	5 Days (Paused-Clock)	Chancellor Office of the Chancellor
	1.12 Types appointment 1.12.1 Encodes/updates personnel details in the SQL database	None	1 Hour	Administrative Officer IV (HRMO II) Appointment Section



	<p>1.12.2 Types reminder letter for Instructor, Assistant Professor, Associate Professor and Professor (if applicable)</p> <p>1.12.3 Forwards BR Forms with attached (2) copies of appointment to SC for final review.</p>			HRDO
	<p>1.13 SC reviews details in the appointment, affix initial and forwards to DC</p> <p>1.13.1 DC affix initial in the appointment and forwards the same to the Receiving/Releasing Personnel</p>	None	1 Hour	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.14 Receives and records the appointment and forwards the same to the Appointing Authority</p> <p>a. BR Forms 1 & 3 = OVCAA</p> <p>b. BR Forms 2, 4 & 5 = OC</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.15 VCAA signs (2 copies) of appointment.</p> <p>1.15.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.</p>	None	3 Days (Paused-Clock)	<p><i>Vice Chancellor</i></p> <p>Office of the Vice Chancellor for Academic Affairs</p>
	<p>1.16 Chancellor signs (2 copies) of appointment.</p> <p>1.16.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.</p>	None	5 Days (Paused-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
2. Appointee/ authorize representative receives copy of	2. Receives signed (2 copies) of appointment and updates the Docutrack	None	5 Minutes	<i>Receiving/Releasing Personnel</i>



appointment	2.1.1 Informs the appointee/authorize representative to pick-up copy of appointment and releases the same to the appointee or authorize representative 2.1.2 Forwards photocopy of appointment to Diliman Accounting Office and IMS for safekeeping			Appointment Section HRDO
	TOTAL	None	20 Days, 3 Hours, 15 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	
<ol style="list-style-type: none"> 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 65th birthday), a letter of explanation will be an additional requirement. 		www.hrdo.upd.edu.ph Requesting Party	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for original extension of faculty whose 65 th birthday falls within the semester with complete attachments.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 BP recommendation and other documentary requirements. 1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant. 1.2.2 Prints and attaches Draft Service Record (SR) 1.2.3 Indicates personnel clearance 1.2.4 Forwards BP recommendation to Section Chief for review	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.3 SC reviews BP recommendation, affix initial and forwards to Divisions Chief (DC) 1.3.1 DC affix signature in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel	None	15 Minutes	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.4 Updates data in the Docutrack	None	10 Minutes	<i>Receiving/Releasing Personnel</i>



	1.4.1 Forwards BP recommendation to the HRDO Directors Office for signature			Appointment Section HRDO
	1.5 HRDO Director signs in Box No. 14 of the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15	None	2 Days	Director HRDO
	1.6 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	Director Diliman Budget Office
	1.7 Receives processed BP recommendation from the Diliman Budget Office 1.7.1 Forwards the same to concerned Analyst	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.8Types appointment 1.8.1 Encodes and updates personnel details in the SQL database, and Excel Monitoring Sheet 1.8.2 Forwards (2) copies of appointment to SC for final review.	None	1 Hour	Administrative Officer IV (HRMO II) Appointment Section HRDO
	1.9 SC reviews details in the appointment, affix initial and forwards to DC 1.9.1 DC affix initial in the appointment and forwards the same to the Receiving/Releasing Personnel	None	1 Hour	Administrative Officer V (Section Chief) Chief Administrative Officer (Division Chief) Appointment Section HRDO
	1.10 Receives and records appointment and forwards the same to the Appointing Authority	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO



	1.11 Chancellor signs (2 copies) of appointment 1.11.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.	None	5 Days (Paused-Clock)	Chancellor Office of the Chancellor
2. Appointee/ authorize representative receives copy of appointment	2. Receives signed (2 copies) BOR appointment and updates the Docutrack database. 2.1.1 Informs the appointee to pick-up copy of BOR appointment and releases copy of appointment to the Appointee or authorize representative 2.1.2 Forwards photocopy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	TOTAL	None	9 Days, 5 Hours, 5 Minutes	

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
1. Fully Accomplished Basic Paper (HRDO B-1), (1 copy)		www.hrdo.upd.edu.ph



<ol style="list-style-type: none"> 2. Justification from Chair/Director endorsed by the Dean 3. SET scores for the last two semesters 4. Medical Certificate with documentary stamp (1 copy) 5. Faculty Development Plan which includes the timetable and faculty understudy who must be regular faculty <p>Additional forms for renewal of extension of faculty appointments of both regular full time and Professorial Lecturer beyond age 65</p> <ol style="list-style-type: none"> 6. OSU Forms 2003 (Extension of Appointment of Regular Faculty Beyond Age 65) 7. OVPAA Form (white basic paper) 	<p>Requesting Party</p> <p>Requesting Party - UHS</p> <p>https://ovcaa.upd.edu.ph/</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for renewal of extension beyond age 65	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 BP recommendation and other documentary requirements. 1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant. 1.2.2 Prints and attaches Draft Service Record (SR)	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>1.2.3 Forwards to Scholarship Section for checking of contractual obligation</p> <p>1.2.4 Forwards BP recommendation to Recruitment Section Chief for evaluation and typing of APFC agenda</p>			
	<p>1.3 SC evaluates BP recommendation</p> <p>1.3.1 For tenure, SC forwards BP recommendation to OVCRD for vetting of the publication, if approved proceed to 3.2</p> <p>1.3.2 Recruitment Analyst types agenda</p> <p>1.3.3 SC compiles BP recommendation for APFC Agenda</p> <p style="text-align: center;">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 the BP recommendation and forwards to HRRD Division Chief (DC) for signature</p>	None	30 Minutes	Head (Recruitment Section)
	1.4 DC reviews BP recommendation, affix signature in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel	None	10 Minutes	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	1.5 Updates data in the Docutrack	None	10 Minutes	<i>Receiving/Releasing Personnel</i>



	1.5.1 Forwards BP recommendation to the HRDO Directors Office for signature			Appointment Section HRDO
	1.6 HRDO Director signs in Box No. 14 of the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15	None	2 Days	Director HRDO
	1.7 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	Director Diliman Budget Office
	1.8 Receives processed BP recommendation from the Diliman Budget Office 1.8.1 Forwards the same to the Office of the Vice Chancellor for Academic Affairs	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.9 Vice-Chancellor reviews and signs in the BP recommendation 1.9.1 Forwards signed BP and letter of recommendation to the Office of the Chancellor.	None	3 Days (Paused-Clock)	Vice Chancellor Office of the Vice Chancellor for Academic Affairs
	1.10 Chancellor signs in the BP recommendation 1.10.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO	None	5 Days (Paused-Clock)	Chancellor Office of the Chancellor
	1.11 Updates data in Docutrack 1.11.1 Forwards BP recommendation to OVPAA for BOR approval	None	30 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.12 Receive BP recommendation 1.12.1 Checks completeness of documents and forwards to VPAA for signature and endorsement to the President	None	30 Minutes (Paused-Clock)	OVPAA Office of the Vice President for Academic Affairs



	<p>1.12.2 University President signs BP recommendation.</p> <p>1.12.3 Forwards to OSU for BOR approval through OVPAA releasing</p>			
	<p>1.13 Receives BP recommendation</p> <p>1.13.1 Checks of completeness of documents and forwards copy to the concerned Analyst</p> <p>1.13.2 Waiting for action/approval of Board of Regents</p> <p>1.13.3 Upon approval, BP recommendation will be forwarded to HRDO for typing of appointment</p>	None	30 Minutes (Paused-Clock)	<p><i>OSU Personnel</i></p> <p>Office of the University Secretary</p>
	<p>1.14 Types appointment</p> <p>1.14.1 Encodes and updates personnel details in the SQL database and Excel Monitoring Sheet</p> <p>1.14.2 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>1.15 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/Releasing Personnel</p>	None	1 Hour	<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 and records appointment and forwards the same to the Office of the</p>	None	10 Minutes	<i>Receiving/Releasing Personnel</i>



	University Secretary for signature			Appointment Section HRDO
	1.17 Receives/checks receiving copy 1.17.1 Encodes in the database and forwards appointment to appointing authority 1.17.2 University Secretary signs BOR appointment 1.17.3 Forwards to HRDO through the Releasing and Receiving Personnel	None	15 Days (Paused-Clock)	University Secretary Office of the University Secretary
2. Appointee/ authorize representative receives copy of appointment	2. Receives signed (2 copies) BOR appointment and updates the Docutrack database. 2.1.1 Informs the appointee to pick-up copy of BOR appointment and releases copy of appointment to the Appointee or authorize representative 2.1.2 Forwards photocopy of appointment to Benefits Section, Diliman Accounting Office and IMS for 201 safekeeping	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	TOTAL	None	27 Days, 7 Hours	

11. Processing of Original Appointment for Foreign Lecturer (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
<ol style="list-style-type: none"> 1. Duly Accomplished Green 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. Transcript of Records (Certified photocopy) 5. Diploma of all degrees earned (Certified photocopy) 6. If submitting beyond the due date, a letter of explanation will be an additional requirement. 7. Birth Certificate 8. Notarized Personal Data Sheet (CSC, Form 212) (1 copy), with 1 ½ x 1 ½ picture (2 copies) <p>Final documents for Foreign Nationals for presentation/submission to HRDO before the release of signed appointment papers:</p> <ol style="list-style-type: none"> 1. If with compensation, copy of full accomplished Application Form for Tax Identification Numbers as filed (TIN, BIR Form 1902) 2. If with compensation and staying less than 6 months, Provisional Work Permit or Special Work Permit from BI-DOJ, as may be applicable 3. If with compensation and staying more than 6 months, Copy of Alien Employment 		<p>www.hrdo.upd.edu.ph</p> <p>Requesting Party</p> <p>Requesting Party – University/College</p> <p>Requesting Party – PSA</p> <p>Requesting Party – BIR</p> <p>Requesting Party – DOJ</p> <p>Requesting Party - DOLE</p>



Permit from DOLE and/or Work Visa from BI-DOJ, as may be applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for Visiting professor/adjunct professor with complete attachments.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 BP recommendation and other documentary requirements. 1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant. 1.2.2 Forwards BP recommendation to Section Chief for review	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.3 Section Chief (SC) evaluates BP recommendation 1.3.1 Recruitment Analyst types agenda	None	1 Hour	<i>Administrative Officer V (HRMO III)</i> Recruitment Section HRDO



	<p>1.3.2 SC 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, Analyst encodes APFC action in the summary of agenda, indicates clearance in the BP recommendation and forwards to HRRD Division Chief (DC) for signature</p>			
	<p>1.4 DC affix signature in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel</p>	None	15 Minutes	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 Updates data in the Docutrack</p> <p>1.5.1 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>
	<p>1.6 HRDO Director signs in Box No. 14 of the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15</p>	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>



	1.7 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	<i>Director</i> Diliman Budget Office
	1.8 Receives cleared BP recommendation from the Diliman Budget Office 1.8.1 Forwards the same to the Office of the Vice Chancellor for Academic Affairs	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.9 Vice-Chancellor signs in Box No. 16. 1.9.1 Forwards signed BP recommendation to the Office of the Chancellor (OC).	None	3 Days (Paused-Clock)	<i>Vice Chancellor</i> Office of the Vice Chancellor for Academic Affairs
	1.10 Chancellor signs in Box No. 17 1.10.1 Forwards BP recommendation to the Receiving and Releasing Personnel at the HRDO.	None	5 Days (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.11 Types letter of invitation 1.11.1 Forwards (2) copies of letter of invitation and BP recommendation to SC for final review.	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	None	1 Hour	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section



	forwards the same to the Receiving/Releasing Personnel			HRDO
	1.13 Receives and records letter of invitation and forwards the same to the Office of the Chancellor	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.14 Chancellor signs (2 copies) of letter of invitation 1.14.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.	None	5 Days (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.15 Receives signed letter of invitation 1.15.1 Informs Unit to pick-up letter of invitation for signing of conforme of the Visiting Professor	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.16 Receives letter of invitation with signed conforme 1.16.1 Forwards to concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.17 Types appointment 1.17.1 Encodes/updates personnel details in the SQL database and Excel Monitoring Sheet 1.17.2 Forwards (2) copies of appointment to SC for final review.	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>1.18 SC reviews details in the appointment, affix initial and forwards to DC</p> <p>1.18.1 DC affix initial in the appointment and forwards the same to the Receiving/Releasing Personnel</p>	None	1 Hour	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.19 Receives and records appointment and forwards the same to the Office of the Chancellor</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.20 Chancellor signs (2 copies) of appointment</p> <p>1.20.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.</p>	None	<p>5 Days</p> <p>(Paused-Clock)</p>	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
<p>2. Appointee/ authorize representative receives copy of appointment</p>	<p>2. Receives signed (2 copies) appointment and updates the Docutrack database.</p> <p>2.1.1 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 of appointment to Benefits Section,</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	Diliman Accounting Office and IMS for 201 safekeeping			
	TOTAL	None	22 Days, 8 Hours, 35 Minutes	

12. Processing of Renewal of Appointment for Foreign Lecturer (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		
<ol style="list-style-type: none"> Duly Accomplished Green 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 (if applicable) If submitting beyond the due date, a letter of explanation will be an additional requirement 		<p style="text-align: center;">www.hrdo.upd.edu.ph</p> <p style="text-align: center;">Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for Visiting professor/adjunct	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards Basic Paper (BP) recommendation and	None	10 Minutes	Receiving/Releasing Personnel Appointment Section



professor with complete attachments.	other documentary requirements to the concerned Analyst			HRDO
	<p>1.2 Receives 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>1.2.3 Prints and attaches Draft Service Record (SR)</p> <p>1.2.4 Forwards BP recommendation to Section Chief</p>	None	2 Hours	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.3 SC reviews and initials in the BP recommendation</p> <p>1.3.1 DC affix signature in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel</p>	None	15 Minutes	<p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.4 Updates data in the Docutrack</p> <p>1.4.1 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>
	1.5 HRDO Director signs in Box No. 14 of the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15	None	2 Days	<p><i>Director</i></p> <p>HRDO</p>
	1.6 After budget clearance, forwards the same to the Receiving and	None	2 Days	<i>Director</i>



	Releasing Personnel at the HRDO		(Paused-Clock)	Diliman Budget Office
	1.7 Receives cleared BP recommendation from the Diliman Budget Office 1.7.1 Forwards the same to the Office of the Vice Chancellor for Academic Affairs	None	10 Minutes	<i>Receiving/Releasing Personnel</i> 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 (OC).	None	3 Days (Paused-Clock)	<i>Vice Chancellor</i> 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 (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.10 Types letter of invitation 1.10.1 Forwards (2) copies of letter of invitation and BP recommendation 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 letter of invitation, affix initial and forwards to DC 1.11.1 DC affix initial in the letter of invitation and forwards the same to the Receiving/Releasing Personnel	None	1 Hour	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.12 Receives and records letter of invitation and forwards the same to the Office of the Chancellor	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section



				HRDO
	<p>1.13 Chancellor signs (2 copies) of letter of invitation</p> <p>1.13.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.</p>	None	5 Days (Paused-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
	<p>1.14 Receives signed letter of invitation</p> <p>1.14.1 Informs Unit to pick-up letter of invitation for signing of conforme of the Visiting Professor</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.15 Receives letter of invitation with signed conforme</p> <p>1.15.1 Forwards to concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.16 Types appointment</p> <p>1.16.1 Encodes/updates personnel details in the SQL database and Excel Monitoring Sheet</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/Releasing Personnel</p>	None	1 Hour	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>



	1.18 Receives and records appointment and forwards the same to the Office of the Chancellor	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.19 Chancellor signs (2 copies) of appointment 1.19.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.	None	5 Days (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
2. Appointee/ authorize representative receives copy of appointment	2. Receives signed (2 copies) appointment and updates the Docutrack database. 2.1.1 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 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	22 Days, 8 Hours, 35 Minutes	

13. Processing 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>				
<ol style="list-style-type: none"> 1. Duly Accomplished Green Basic Paper, (1 copy). (Coaches) 2. Duly Accomplished Blue Basic Paper, (1 copy). (Consultant and Tactical Officers) 3. Updated Curriculum Vitae 4. Justification Letter 		www.hrdo.upd.edu.ph Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for Original and Renewal Project Additional Assignment with complete documentary requirements.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 BP recommendation and other documentary requirements. 1.2.1 Analyzes and checks details indicated in BP recommendation and validates submitted documentary requirements, if compliant 1.2.2 Prints and attaches Draft Service Record (SR) (for renewal) 1.2.3 Indicates personnel clearance	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	1.2.4 Forwards to Section Chief (SC) for review and initial			
	1.3 SC reviews BP recommendation & affix initial and forwards to Divisions Chief (DC) 1.3.1 DC affix signature in BP recommendation and forwards the same to the HRDO Directors Office through Receiving/Releasing Personnel	None	30 Minutes	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.4 Reviews BP recommendation, affix signature and forwards the same to the Diliman Budget Office	None	2 Days	<i>Director</i> HRDO
	1.5 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	<i>Director</i> Diliman Budget Office
	1.6 Receives cleared BP recommendation from the Diliman Budget Office 1.6.1 Forwards the same to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.7 Types appointment 1.7.1 Encodes/updates personnel details in the SQL database, and Excel Monitoring Sheet 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
	1.7.3 SC reviews appointment, affix initial and forwards to Divisions Chief (DC) 1.7.4 DC affix initial in appointment and forwards the same to the HRDO	None	30 Minutes	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i>



	Directors Office through Receiving/Releasing Personnel			Appointment Section HRDO
	1.8 Receives and records appointment and forwards the same to the Appointing Authority	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.9 Chancellor signs appointment 1.9.1 Forwards appointment and BP recommendation to the Receiving and Releasing Personnel at the HRDO.	None	5 Days (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
2. Appointee/ authorize representative receives copy of appointment	2. Receives the signed (2 copies) of appointment and updates the Docutrack 2.1.1 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 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, 4 Hours, 35 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
<p style="text-align: center;"><u>For Administrative Personnel</u></p> <ol style="list-style-type: none"> 1. Duly Accomplished Blue Basic Paper (HRDO B-1), (1 copy). 2. FPOC Approval 3. Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications) 4. Copy of duties and responsibilities 5. Organizational/Personnel structure 6. If submitting beyond the due date, a letter of explanation will be an additional requirement. 		<p style="text-align: center;">www.hrdo.upd.edu.ph</p> <p>Requesting Party</p>
<p style="text-align: center;"><u>For REPS Personnel</u></p> <ol style="list-style-type: none"> 1. Duly Accomplished White Basic Paper (HRDO B-1), (1 copy). 2. FPOC Approval 3. Updated Curriculum Vitae (CV) with recent 1 ½ x 1 ½ picture (2 copies) (to indicate accomplishments and publications) 4. Copy of duties and responsibilities 		<p style="text-align: center;">www.hrdo.upd.edu.ph</p> <p>OVCA Office</p> <p>Requesting Party</p>



<p>5. Organizational/Personnel structure</p> <p>6. If submitting beyond the due date, a letter of explanation will be an additional requirement.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits recommendation for original additional assignment of administrative and REPS personnel with complete attachments.</p>	<p>1. Receives/encodes in the HRDO document Tracking (Docutrack) and forwards 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 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 and attaches Draft Service Record (SR)</p> <p>1.2.3 Forwards to Planning and Research Section for FPOC agenda</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 style="text-align: center;">SCHEDULE OF FPOC MEETING IS EVERY TUESDAY</p> <p>**If recommendation is endorsed, BP is forwarded to Appointment Section Receiving/Releasing Officer</p>	None	30 Minutes	<p><i>Administrative Officer V</i></p> <p>Planning and Research Section</p> <p>HRDO</p>
	<p>1.4 Updates data in the Docutrack</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. 13</p> <p>1.5.2 Forwards to Section Chief (SC) for review and initial</p>	None	30 Minutes	<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 affix signature in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel</p>	None	30 Minutes	<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 Updates data in the Docutrack</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 the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15	None	2 Days	Director HRDO
	1.9 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	Director Diliman Budget Office
	1.10 Updates data in the Docutrack 1.10.1 Forwards BP recommendation to the concerned Analyst	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.11 Types appointment 1.11.1 Encodes and update personnel details in the SQL database 1.11.2 Forwards (2) copies of appointment to SC for review and initial	None	1 Hour	Administrative Officer IV (HRMO II) Appointment Section HRDO
	1.12 SC reviews BP recommendation, affix initial and forwards to Divisions Chief (DC) 1.12.1 DC affix initial in the appointment and forwards the same to the Receiving/Releasing Personnel	None	15 Minutes	Administrative Officer V (Section Chief) Chief Administrative Officer (Division Chief) Appointment Section HRDO
	1.13 Updates data in the Docutrack 1.13.1 Forwards BP recommendation to the Appointing Authority	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO



	1.14 Chancellor signs (2 copies) of appointment 1.14.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO.	None	5 Days (Paused-Clock)	Chancellor Office of the Chancellor
2. Appointee/ authorize representative receives copy of appointment	2. Receives the signed (2 copies) of appointment and updates the Docutrack 2.1.1 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 of appointment to Diliman Accounting Office and IMS for safekeeping	None	5 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	TOTAL	None	9 Days, 5 Hours, 40 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>		
1. Duly Accomplished Blue Basic Paper (HRDO B-1),	www.hrdo.upd.edu.ph	



<p>(1 copy).</p> <p>2. If submitting beyond the due date, a letter of explanation will be an additional requirement.</p> <p style="text-align: center;"><u>For REPS Personnel</u></p> <p>1. Duly Accomplished White Basic Paper (HRDO B-1), (1 copy).</p> <p>2. If submitting beyond the due date, a letter of explanation will be an additional requirement.</p>	<p>Requesting Party</p> <p style="text-align: center;">www.hrdo.upd.edu.ph</p> <p>Requesting Party</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for original additional assignment of administrative and REPS personnel with complete attachments.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 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 and attaches Draft Service Record (SR) 1.2.3 Indicates personnel clearance in Box no. 13 1.2.4 Forwards to Section Chief (SC) for review and initial	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 Division Chief (DC)</p> <p>1.3.1 DC affix signature in the BP recommendation and forwards the same to the Receiving/Releasing Personnel</p>	None	30 Minutes	<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 Updates data in the Docutrack</p> <p>1.4.1 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>
	<p>1.5 HRDO Director signs in the BP recommendation and forwards the same to the Diliman Budget Office for clearance</p>	None	2 Days	<p><i>Deputy Director</i></p> <p>HRDO</p>
	<p>1.6 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	2 Days (Paused-Clock)	<p><i>Director</i></p> <p>Diliman Budget Office</p>
	<p>1.7 Updates data in the Docutrack</p> <p>1.7.1 Forwards BP recommendation to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.8 Types appointment</p> <p>1.8.1 Encodes and update personnel details in the SQL database</p> <p>1.8.2 Forwards (2) copies of appointment to SC for review and initial</p>	None	1 Hour	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.9 SC reviews BP recommendation, affix initial and forwards to Divisions Chief (DC)</p> <p>1.9.1 DC affix initial in the appointment and forwards the</p>	None	15 Minutes	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p>



	same to the Receiving/Releasing Personnel			Appointment Section HRDO
	1.10 Updates data in the Docutrack 1.10.1 Forwards BP recommendation to the Appointing Authority	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.11 Chancellor signs (2 copies) of appointment 1.11.1 Forwards the same to the Receiving and Releasing Personnel at the HRDO.	None	5 Days (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
2. Appointee/ authorize representative receives copy of appointment	2. Receives the signed (2 copies) of appointment and updates the Docutrack 2.1.1 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 of appointment to Diliman Accounting Office and IMS for safekeeping	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	7 Days, 3 Hours, 50 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		
<p align="center"><u>Original & Renewal - Regular</u></p> <ol style="list-style-type: none"> Duly Accomplished White Basic Paper, (1 copy). Updated Curriculum Vitae If submitting beyond the due date, a letter of explanation will be an additional requirement. 		<p align="center">www.hrdo.upd.edu.ph</p> <p align="center">Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for Original and Renewal Project Additional Assignment with complete documentary requirements.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 BP recommendation and other documentary requirements. 1.2.1 Analyzes and checks details indicated in BP recommendation and validates submitted documentary requirements, if compliant 1.2.2 Prints and attaches Draft Service Record (SR) 1.2.3 Indicates personnel clearance 1.2.4 Forwards to Section Chief (SC) for review and initial	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 Divisions Chief (DC)</p> <p>1.3.1 DC affix initial in BP recommendation and forwards the same to the HRDO Directors Office through Receiving/Releasing Personnel</p>	None	30 Minutes	<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 Reviews BP recommendation, affix signature and forwards the same to the Office of the Chancellor</p>	None	2 Days	<p><i>Deputy Director</i></p> <p>HRDO</p>
	<p>1.5 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO</p>	None	<p>2 Days</p> <p>(Paused-Clock)</p>	<p><i>Director</i></p> <p>Diliman Budget Office</p>
	<p>1.6 Receives cleared BP recommendation from the Diliman Budget Office</p> <p>1.6.1 Forwards the same to the concerned Analyst</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.7 Types appointment</p> <p>1.7.1 Encodes/updates personnel details in the SQL database, and Excel Monitoring Sheet</p> <p>1.7.2 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>1.8 SC reviews BP recommendation & Appointment, affix initial and forwards to Divisions Chief (DC)</p> <p>1.8.1 DC affix initial in BP recommendation and appointment and forwards the same to the HRDO Directors</p>	None	30 Minutes	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section</p>



	Office through Receiving/Releasing Personnel			HRDO
	1.9 Receives and records appointment 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 appointment and BP recommendation to the Receiving and Releasing Personnel at the HRDO.	None	5 Days	<i>Chancellor</i> Office of the Chancellor
2. Appointee/ authorize representative receives copy of appointment	2. Receives the signed (2 copies) of appointment and updates the Docutrack 2.1.1 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 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, 4 Hours, 35 Minutes	

17. Processing of Original 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> <ol style="list-style-type: none"> Duly Accomplished White Basic Paper Copy of Line Item Budget (if applicable) Updated Curriculum Vitae Approved Line Item Budget or MOA If submitting beyond the due date, a letter of explanation will be an additional requirement. <p align="center"><u>Renewal - Project Based</u></p> <ol style="list-style-type: none"> Duly Accomplished White Basic Paper, (1 copy). Updated Curriculum Vitae If submitting beyond the due date, a letter of explanation will be an additional requirement. 		<p align="center">www.hrdo.upd.edu.ph</p> <p align="center">Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits recommendation for Original and Renewal Project Assignment with complete documentary requirements.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 BP recommendation and other documentary requirements. 1.2.1 Analyzes and checks details indicated in BP recommendation and validates submitted documentary requirements, if compliant	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	<p>1.2.2 Prints and attaches Draft Service Record (SR)</p> <p>1.2.3 Indicates personnel clearance</p> <p>1.2.4 Types appointment</p> <p>1.2.5 Encodes/updates personnel details in the SQL database, and Excel Monitoring Sheet</p> <p>1.2.6 Forwards to Section Chief (SC) for review and initial</p>			
	<p>1.3 SC reviews BP recommendation & Appointment, affix initial and forwards to Divisions Chief (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/Releasing Personnel</p>	None	30 Minutes	<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 Reviews BP recommendation, affix signature, initials in the appointment and forwards the same to the Office of the Chancellor</p>	None	2 Days	<p><i>Deputy Director</i></p> <p>HRDO</p>
	<p>1.5 Chancellor signs appointment</p> <p>1.5.1 Forwards appointment and BP recommendation to the Receiving and Releasing Personnel at the HRDO.</p>	None	5 Days	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
<p>2. Appointee/ authorize representative receives copy of appointment</p>	<p>2. Receives the signed (2 copies) of appointment and updates the Docutrack</p> <p>2.1.1 Informs the appointee to pick-up copy of appointment and release copy of</p>	None	5 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	appointment to the appointee or authorize representative			
	2.1.2 Forwards photocopy of appointment to Diliman Accounting Office and IMS for safekeeping			
	TOTAL	None	9 Days, 4 Hours, 35 Minutes	

18. Processing of Appointment for Visiting Professors/Adjunct Professors (Foreign National)

The Visiting Professor designation is given to a faculty member of another academic institution who will teach in the University. The terms of employment will depend on the memorandum of agreement executed by the University with the home institution of the professor concerned or upon the terms of invitation. Compensation will be on a case-case basis, request for funding, however, should be made in advance by requesting unit for purposes of allocation of funds. (123rd PAC meeting, Jan. 17, 1995)

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	
<ol style="list-style-type: none"> 1. Fully 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 1/2 x 1 1/2 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 conforme from the company or institution which complies with the obligation from 		<p>www.hrdo.upd.edu.ph</p> <p>Requesting Party</p>	



the company or institution which will complies 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. Submits recommendation for Visiting professor/adjunct professor with complete attachments.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 BP recommendation and other documentary requirements. 1.2.1 Analyzes and checks details indicated in boxes 1-12 of BP recommendation and validates submitted documentary requirements, if compliant. 1.2.2 Forwards BP recommendation to Section Chief for review	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.3 Section Chief (SC) evaluates BP recommendation 1.3.1 Recruitment Analyst types agenda 1.3.2 SC compiles BP recommendation for APFC Agenda SCHEDULE OF APFC MEETING IS EVERY 2nd and 4th Wednesday OF THE MONTH **If recommendation is endorsed, Analyst encodes APFC action in the summary of agenda, indicates clearance	None	1 Hour	<i>Administrative Officer V (HRMO III)</i> Recruitment Section HRDO



	in the BP recommendation and forwards to HRRD Division Chief (DC) for signature			
	1.4 DC affix signature in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel	None	15 Minutes	Chief Administrative Officer (Division Chief) Appointment Section HRDO
	1.5 Updates data in the Docutrack 1.5.1 Forwards BP recommendation to the HRDO Directors Office for signature	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 Diliman Budget Office for clearance in Box No. 15	None	2 Days	Director HRDO
	1.7 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	Director Diliman Budget Office
	1.8 Receives cleared BP recommendation from the Diliman Budget Office 1.8.1 Forwards the same to the Office of the Vice Chancellor for Academic Affairs	None	10 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
	1.9 Vice-Chancellor signs in Box No. 16. 1.9.1 Forwards signed BP recommendation to the Office of the Chancellor (OC).	None	3 Days (Paused-Clock)	Vice Chancellor Office of the Vice Chancellor for Academic Affairs
	1.10 Chancellor signs in Box No. 17 1.10.1 Forwards BP recommendation to the	None	5 Days (Paused-Clock)	Chancellor Office of the Chancellor



	Receiving and Releasing Personnel at the HRDO.			
	1.11 Types letter of invitation 11.1.1 Forwards (2) copies of letter of invitation and BP recommendation to SC for final review.	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/Releasing Personnel	None	1 Hour	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.13 Receives and records letter of invitation and forwards the same to the Office of the Chancellor	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.14 Chancellor signs (2 copies) of letter of invitation 1.14.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.	None	5 Days (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.15 Receives signed letter of invitation 1.15.1 Informs Unit to pick-up letter of invitation for signing of conforme of the Visiting Professor	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.16 Receives letter of invitation with signed conforme 1.16.1 Forwards to concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO



	<p>1.17 Types appointment</p> <p>1.17.1 Encodes/updates personnel details in the SQL database and Excel Monitoring Sheet</p> <p>1.17.2 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>1.18 SC reviews details in the appointment, affix initial and forwards to DC</p> <p>1.18.1 DC affix initial in the appointment and forwards the same to the Receiving/Releasing Personnel</p>	None	1 Hour	<p><i>Administrative Officer V (Section Chief)</i></p> <p><i>Chief Administrative Officer (Division Chief)</i></p> <p>Appointment Section HRDO</p>
	<p>1.19 Receives and records appointment and forwards the same to the Office of the Chancellor</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	<p>1.20 Chancellor signs (2 copies) of appointment</p> <p>1.20.1 After signing, forwards the same to the HRDO Releasing and Receiving Personnel.</p>	None	5 Days (Paused-Clock)	<p><i>Chancellor</i></p> <p>Office of the Chancellor</p>
<p>2. Appointee/ authorize representative receives copy of appointment</p>	<p>2. Receives signed (2 copies) appointment and updates the Docutrack database.</p> <p>2.1.1 Informs the appointee to pick-up copy of appointment and releases copy of appointment to the Appointee or authorize representative</p> <p>2.1.2 Forwards photocopy of appointment to Benefits Section, Diliman Accounting</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>



	Office and IMS for 201 safekeeping			
	TOTAL	None	22 Days, 8 Hours, 35 Minutes	

19. 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		
1. Duly Accomplished Basic Paper (HRDO B-1), (1 copy). 2. Justification from Chair/Director endorsed by the Dean		www.hrdo.upd.edu.ph Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Basic Paper recommendation for Item Transfer with complete attachments.	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards 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 BP recommendation and other documentary requirements. 1.2.1 Analyzes and checks details indicated in boxes 1-12 of the BP recommendation and validates submitted	None	2 Hours	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	documentary requirements, if compliant 1.2.2 Prints and attaches Draft Service Record (SR) 1.2.3 Forwards to Planning and Research Section for checking of availability of item (if applicable)			
	1.3 Section Chief reviews/verifies availability of recommended item and affix initial in the BP recommendation 1.3.1 Forwards BP recommendation to the Appointment Analyst concerned	None	1 Hour	<i>Administrative Officer V (HRMO III)</i> Planning and Research Section
	1.4 Forwards to to Scholarship Section for checking of contractual obligation (if applicable)	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 Appointment Section concerned Analyst	None	1 Day	<i>Administrative Officer IV (HRMO II)</i> Scholarship Section HRDO
	1.6 Forwards to Section Chief for review/evaluation and initials	None	5 Minutes	<i>Administrative Officer IV (HRMO II)</i>



				Appointment Section HRDO
	<p>1.7 SC reviews BP recommendation, affix initial and forwards to Divisions Chief (DC)</p> <p>1.7.1 DC affix signature in Box No. 13 of the BP recommendation and forwards the same to the Receiving/Releasing Personnel</p>	None	15 Minutes	<p>Administrative Officer V (Section Chief)</p> <p>Chief Administrative Officer (Division Chief)</p> <p>Appointment Section HRDO</p>
	<p>1.8 Updates data in the Docutrack</p> <p>1.8.1 Forwards BP recommendation to the HRDO Directors Office for signature</p>	None	10 Minutes	<p>Receiving/Releasing Personnel</p> <p>Appointment Section HRDO</p>
	1.9 HRDO Director signs in Box No. 14 of the BP recommendation and forwards the same to the Diliman Budget Office for clearance in Box No. 15	None	2 Days	<p>Director</p> <p>HRDO</p>
	1.10 After budget clearance, forwards the same to the Receiving and Releasing Personnel at the HRDO	None	2 Days (Paused-Clock)	<p>Director</p> <p>Diliman Budget Office</p>
	<p>1.11 Receives cleared BP recommendation from the Diliman Budget Office</p> <p>1.11.1 Forwards the same to the Office of the Vice Chancellor for Research and Development (OVCRD) for signature</p>	None	10 Minutes	<p>Receiving/Releasing Personnel</p> <p>Appointment Section HRDO</p>
	1.12 Vice-Chancellor signs in Box No. 16.	None	3 Days (Paused-Clock)	<p>Vice Chancellor</p> <p>Office of the Vice Chancellor</p>



	1.12.1 Forwards signed BP recommendation to the Office of the Chancellor (OC).			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 (Paused-Clock)	<i>Chancellor</i> Office of the Chancellor
	1.14 Types Memorandum for the Record (MFR) 1.14.1 Encodes/updates personnel details in the SQL database, ePSIPOP, DBM-PSIPOP and Excel Monitoring Sheet 1.14.2 Forwards (2) copies of appointment to SC for final review.	None	1 Hour	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.15 SC reviews details in the appointment, affix initial and forwards to DC 1.15.1 DC affix initial in the appoint and forwards the same to the Receiving/Releasing Personnel	None	1 Hour	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.16 Receives and records the MFR and forwards the same to HRDO Director for signature	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.17 HRDO Director signs Memorandum for the Record 1.17.1 After signing, forwards the same to the	None	2 Days	<i>Director</i> HRDO



	HRDO Releasing and Receiving Personnel.			
2. Appointee/ authorize representative receives copy of appointment	<p>2. Receives the signed (2 copies) of appointment and updates the Docutrack</p> <p>2.1.1 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 of Memorandum for the Record to Diliman Accounting Office and IMS for safekeeping</p>	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	15 Days, 6 Hours, 5 Minutes	

20. Processing of Office Memorandum/Memorandum 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	
1. Memorandum Order/Office Order			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits memorandum order/office memorandum	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards to the concerned Analyst	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.2 Receives memorandum order/office memorandum 1.2.1 Checks details indicated in the request 1.2.2 If effective date is below 5 days, stamps “noted” and name of signatory 1.2.3 If effective date is above 5 days, indicate personnel clearance and attach draft service record 1.2.4 Encodes in the SQL database and monitoring sheet and forwards to SC for initial	None	20 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
	1.3 Section Chief reviews memorandum order, if found in order, affix initial and forwards to Division Chief for initial. 1.3.1 Division Chief forwards signed memorandum order to the Releasing and Receiving Personnel	None	20 Minutes	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
	1.4 Encodes in the Docutrack and forwards to HRDO Director’s Office for approval and signature of the Deputy Director	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	1 Hour	

21. 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
1. Duly accomplished ID Form 2. 2x2 Recent ID Picture (1 copy)	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. Submits ID Form with attached 2x2 recent ID picture	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards ID form to the concerned Analyst	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.2 Receives ID Form 1.2.1 Checks HRDO database for validation of the following details: <input type="checkbox"/> Employee Number <input type="checkbox"/> Name <input type="checkbox"/> Sex <input type="checkbox"/> Civil Status <input type="checkbox"/> Blood Type <input type="checkbox"/> Date/Place of Birth <input type="checkbox"/> TIN No <input type="checkbox"/> Present/Permanent Address 1.2.2 Indicates in the form following details: <input checked="" type="bullet"/> Designation <input checked="" type="bullet"/> College/Unit <input checked="" type="bullet"/> Status of Appointment <input checked="" type="bullet"/> Classification 1.2.3 Initials below the attached 2x2 ID Picture	None	10 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	1.2.4 Signs below the ID Form and encodes in the monitoring sheet 1.2.5 Forwards signed ID form to the Receiving/Releasing Personnel			
2. Requesting employee receives certified ID Form	2. Encodes in the Docutrack and releases certified ID Form to requesting employee	None	5 Minutes	Receiving/Releasing Personnel Appointment Section HRDO
TOTAL		None	20 Minutes	

22. 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		
1. Duly accomplished request Slip Form (HRRD 2019-01) 2. Authorization Letter and ID, if authorize representative		www.hrdo.upd.edu.ph Human Resource and Recruitment Division - Appointment Section Requesting Party		
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	Receiving/Releasing Personnel Appointment Section HRDO



	<p>1.2 Receives Request Slip Form (HRRD 2019-01)</p> <p>1.2.1 Checks and reviews HRDO database for validation and/or correction of service record</p> <p>1.2.2 Encodes service record from 201 file, if applicable</p> <p>1.2.3 Forwards to Benefits Section 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 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>
	<p>1.4 SR Analyst prints final Service Record and forwards to HRDO Director's Office through the Receiving/Releasing Personnel</p>	None	1 Hour	<p><i>Administrative Officer IV (HRMO II)</i></p> <p>Appointment Section HRDO</p>
	<p>1.5 Encodes in the Docutrack and forwards to HRDO Director's Office for approval and signature</p>	None	10 Minutes	<p><i>Receiving/Releasing Personnel</i></p> <p>Appointment Section HRDO</p>
	TOTAL	None	2 Hours, 40 Minutes	

23. 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:	Complex
Type of Transaction:	Government to Government (Internal Client: Unit to HRDO)



Who may avail:		UP Diliman New Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished CS Form No. 211, revised 2018		Human Resource and Recruitment Division - Appointment Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request CS Form No. 211, revised 2018	1. Receives/encodes in the HRDO Document Tracking (Docutrack) and forwards request form to the concerned Analyst	None	5 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	1.2 Receives CS Form No. 211, revised 2018 1.2.1 Checks the following details indicated in the CS Form: <ul style="list-style-type: none"> ● Name ● Address ● Agency/Address ● 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 and encodes in the monitoring sheet 1.2.4 Forwards signed CS Form No. 211 to the Releasing and Receiving Personnel	None	5 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO
2. Requesting personnel receives cleared	2. Encodes in the Docutrack and releases cleared CS Form No. 211 to the requesting personnel	None	5 Minutes	<i>Receiving/Releasing Personnel</i>



CS Form No. 211				Appointment Section HRDO
	TOTAL	None	15 Minutes	

24. 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		
1. Duly accomplished request Slip Form (HRRD 2019-01) 2. Authorization Letter and ID, if authorize representative		www.hrdo.upd.edu.ph Human Resource and Recruitment Division - Appointment Section Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request slip form (HRRD 2019-01)	1. Receives/encodes in the HRDO Document Tracking Docutrack and forwards request slip form (HRRD 2019-01) to the concerned 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 HRDO database for validation of employment status (ACTIVE) Encodes the following details: <input type="checkbox"/> Name <input type="checkbox"/> Position/Designation <input type="checkbox"/> Salary <input type="checkbox"/> Unit/College <input type="checkbox"/> Status of Appointment	None	20 Minutes	<i>Administrative Officer IV (HRMO II)</i> Appointment Section HRDO



	1.2.2 Prints Certificate of Employment (CE) 1.2.3 Encodes in the monitoring sheet and forwards to SC for initial			
	1.3 Section Chief proofreads details in the CE, if found in order, affix initial. 1.3.1 Forwards copy of certificate to Division Chief for signature. 1.3.2 Division Chief forwards signed certificate to the Releasing and Receiving Personnel	None	20 Minutes	<i>Administrative Officer V (Section Chief)</i> <i>Chief Administrative Officer (Division Chief)</i> Appointment Section HRDO
2. Requesting employee/authorize representative receives certificate of employment	2. Encodes in the Docutrack and releases Certificate of Employment to requesting employee or authorize representative	None	10 Minutes	<i>Receiving/Releasing Personnel</i> Appointment Section HRDO
	TOTAL	None	1 Hour	

25. 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		
<ol style="list-style-type: none"> 1. Duly approved Authority to Fill (ATF) 2. CSC Bulletin 3. Bulletin of Vacant Position 4. 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>RSS Analysts</i> Recruitment & Selection Section HRDO
	<input type="checkbox"/> 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. <input type="checkbox"/> Letter of Authorization to Verify Information must be attached and signed <input type="checkbox"/> Fully accomplished Personal Data Sheet with recent ID picture 3.5 cm X 4.5 cm (passport size) taken within the last six (6)			<i>RSS Analysts</i> Recruitment & Selection Section HRDO



	<p>months and Work Experience Sheet</p> <ul style="list-style-type: none"><input type="checkbox"/> Performance Ratings<ul style="list-style-type: none">a) For applicants employed in the government service, last and previous ratings are required for appointment by promotion or transferb) For applicants working in private companies and/or classified as Job Orders/Contract of Service, submission of two (2) semestral rating periods is encouraged<input type="checkbox"/> Photocopy of Certificate of Eligibility/board rating/valid license<input type="checkbox"/> Photocopy of School Credentials<ul style="list-style-type: none">a) TOR and Diploma for position requiring Graduate Studies, Bachelor's degree or 2 year studies in College/Vocatio			
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	<p>nal/Trade Course</p> <p>b) High School/Elementary School Diploma or Certificate from DepEd, etc. for positions requiring completed basic education</p> <p><input type="checkbox"/> Photocopy of relevant Training/Seminar Certificates; and</p> <p><input type="checkbox"/> Photocopy of relevant Training/Seminar Certificates; and</p> <p><input type="checkbox"/> 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:</p> <p><input type="checkbox"/> Date Received</p> <p><input type="checkbox"/> Last Name</p> <p><input type="checkbox"/> First Name</p> <p><input type="checkbox"/> M.I.</p> <p><input type="checkbox"/> Gender</p> <p><input type="checkbox"/> Category</p> <p><input type="checkbox"/> BOVP</p> <p><input type="checkbox"/> Position Applied</p> <p><input type="checkbox"/> Department</p> <p><input type="checkbox"/> College/Unit</p> <p><input type="checkbox"/> Deadline</p>	None	5 Minutes	<p><i>RSS Analysts</i></p> <p>Recruitment & Selection Section HRDO</p>



	<input type="checkbox"/> Number of Applicant Per day			
	1.3 Analyst evaluates application based on the submitted documentary requirements vis-à-vis CSC QS	None	30 Minutes per application	<i>RSS Analysts</i> Recruitment & Selection Section HRDO
	1.4 Analyst prepare referral letter to the College/Unit concerned	None	10 Minutes	<i>RSS Analysts</i> Recruitment & Selection Section HRDO
	1.5 Section Chief reviews evaluated application based on the submitted documentary requirements vis-à-vis CSC QS	None	10 Minutes per application	<i>Administrative Officer V (Section Chief)</i> 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>Liaison Officer/Analyst</i> HRDO
	TOTAL	None	1 Hour 45 Minutes	

26. Processing of Posting of Bulletin of Vacant Positions

“Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla items numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days...” per Section 24 of CSC MC 14,s2018 (ORA-OHRA, Revised July 2018)



Office or Division:	Human Resource and Recruitment Division (HRRD) – Recruitment and Selection Section (RSS)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government-Government			
Who may avail:	Individuals who are interested to enter public service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Received CS Form No. 9 Revised 2018 by the CSC 2. Approved Authority to Fill 3. Duties and Responsibilities		www.csc.gov.ph Human Resource Planning and Research Division (HRPRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Encodes to Bulletin of Vacant Positions (BOVP) Form the following details: <input type="checkbox"/> Bulletin Number <input type="checkbox"/> Position Title <input type="checkbox"/> Parenthetical Title, (if applicable) <input type="checkbox"/> Salary Grade <input type="checkbox"/> College/Unit <input type="checkbox"/> Plantilla Item Number <input type="checkbox"/> Minimum Qualifications <ul style="list-style-type: none"> ○ Education ○ Training ○ Experience ○ Eligibility <input type="checkbox"/> Deadline of submission of application <input type="checkbox"/> Hyperlink of the duties and responsibilities of the vacant position	None	10 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO
	1.2 Section Chief reviews details of the BOVP Form, if found in order, affix initials, and forwards the	None	5 Minutes	<i>Administrative Officer V (Section Chief)</i>



	form to HRRD Division Chief			Recruitment & Selection Section HRDO
	1.3 Division Chief reviews details of the BOVP Form, if found in order, affix initials, and endorses the form to the Deputy Director	None	5 Minutes	Chief Administrative Officer (Division Chief) Human Resource Recruitment Division HRDO
	1.4 Deputy Director reviews BOVP Form, if found in order, signs the form and forwards to staff in charge for printing	None	5 Minutes	Deputy Director HRDO
	1.5 Analyst distributes BOVP to Unit/College/ Department thru RSS pigeonhole and posts to HRDO Bulletin Board	None	15 Minutes	Administrative Officer IV Recruitment & Selection Section HRDO
	1.6 Analyst uploads the BOVP to HRDO website (Note: the same BOVP will be uploaded in the HRDO Facebook account by the HRPRD)	None	10 Minutes	Administrative Officer IV Recruitment & Selection Section HRDO
	TOTAL	None	29 inutes	

27. 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)
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		
1. 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</i> Recruitment & Selection Section HRDO
	1.2 Receives and checks the correctness of details in the ATF details: <input type="checkbox"/> Position Title <input type="checkbox"/> Parenthetical Title, applicable <input type="checkbox"/> Plantilla Item Number <input type="checkbox"/> Name of unit <input type="checkbox"/> 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 <input type="checkbox"/> Duties and Responsibilities	None	10 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO



	<p>1.3 Encodes the following details to CSC Form Number 9 (Revised 2018):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name of Agency <input type="checkbox"/> Count <input type="checkbox"/> Position Title <input type="checkbox"/> Parenthetical Title, (if applicable) <input type="checkbox"/> Plantilla Item Number <input type="checkbox"/> Salary/Job/Pay Grade <input type="checkbox"/> Monthly Salary <input type="checkbox"/> Qualification Standards <ul style="list-style-type: none"> o Education o Training o Experience o Eligibility <input type="checkbox"/> Place of Assignment <input type="checkbox"/> Deadline of Submission <input type="checkbox"/> Addressee Information <ul style="list-style-type: none"> o HRMO o Position Title o Complete Office Address 	None	15 Minutes	<p><i>Administrative Officer IV</i></p> <p>Recruitment & Selection Section HRDO</p>



	○ 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 recommends for CSC Publication	None	5 Minutes	<i>Director</i> HRDO
	1.7 Analyst sends (hard & soft) copies of CSC Form Number 9 in the CSC Field Office	None	10 Minutes	<i>Liaison Officer/Analyst</i> HRDO
	TOTAL	None	60 Minutes	

28. Processing of Posting of Approved Appointments

“Post in three (3) conspicuous places in the agency a notice announcing the appointment of an employee a day after the issuance of appointment for at least fifteen (15) calendar days” per Section 139 of CSC MC14,s2018 (ORA-OHRA Section, Revised 2018)

Office or Division:	Human Resource and Recruitment Division – Recruitment and Selection Section (RSS)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Appointee/Unit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Duly approved CS Form No. 33-A revised 2018		Human Resource Recruitment Division (HRRD) – Appointment Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRRD forwards CS Form No. 33-A revised 2018 to RSS	1. Receives/ encodes to Approved Appointments (AA) Form the following details: <ul style="list-style-type: none"> <input type="checkbox"/> Position Title <input type="checkbox"/> Parenthetical Title, (if applicable) <input type="checkbox"/> Salary Grade <input type="checkbox"/> College/Unit <input type="checkbox"/> Status of appointment of the appointee <input type="checkbox"/> Last name of the appointee <input type="checkbox"/> First name of the appointee <input type="checkbox"/> Middle initial of the appointee <input type="checkbox"/> Nature of Appointment of the appointee <input type="checkbox"/> Effectivity date of the appointee 	None	10 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO
	1.2 Section Chief reviews the details of AA Form, if found in order, affix initial, and forward the form to Division Chief	None	5 Minutes	<i>Administrative Officer V (Section Chief)</i> Recruitment & Selection Section HRDO
	1.3 Division Chief reviews and signs the AA Form	None	5 Minutes	<i>Chief Administrative Officer (Division Chief)</i> Human Resource Recruitment Division HRDO



	1.4 Analyst posts the AA Form in the HRDO bulletin board	None	5 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO
	1.5 Analyst posts the AA Form in the HRDO website	None	5 Minutes	<i>Administrative Officer IV</i> Recruitment & Selection Section HRDO
	TOTAL	None	30 Minutes	

29. Processing of Application and Evaluation of Applicants

Office or Division:	Human Resource and Recruitment Division - Recruitment Section			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSS through Email		www.hrdo.upd.edu.ph Applicant		
2. Fully accomplished Personal Data Sheet and Work Experience Sheet				
3. Supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit RSS through email, duly accomplished personal data sheet and work experience sheet and supporting documents	1. Receive Records the Applicant's Name, Gender, Position applied for, assigned Unit, and the set deadline on RSS Database 1.1 Distributes the application on labeled folder based on Job Item and assigned Unit	None	5 Minutes	<i>Receiving/ Releasing Personnel</i> Recruitment Section HRDO
	1.2 Evaluates profiles vis-à-vis Civil Service Commission prescribed minimum Qualifications Standards	None	45 Minutes	<i>Administrative Officer IV</i> Recruitment Section



	(Education, Experience, Training & Eligibility) encoded by the applicant in the matrix 1.2.1 Prepares the Referral Letters both Qualified and Non-qualified applicants			HRDO
	1.3 Analyst presents Applicant's Profile for further screening and evaluation of the Section Chief 1.3.1 Screen and evaluate applicants who passed the HR initial evaluation and those who did not pass. Corrects the details if necessary both for Qualified and Non-qualified applicants 1.3.2 Returned HRDO Referral to the concerned analysts for finalization.	None	10 Minutes	<i>Administrative Officer V</i> Recruitment Section HRDO
	1.4 Final checking and evaluation of qualified and not qualified applicants. 1.4.1 If found in order, affix initial (2nd page), if not return to Recruitment and Selection Section 1.4.2 Forward Referral to the Authorized Official for signature	None	30 Minutes	<i>Chief Administrative Officer</i> HRRD HRDO
	1.5 If found in order, affix signature in the HRDO Referral letter. 1.5.1 Sends back the HRDO Referral for release of the concerned analyst.	None	1 Hour	<i>Director</i> HRDO



2. Unit/College pick up HRDO referral	<p>2. Informs the College or Unit through a phone call to pick-up the HRDO Referral</p> <p>2.1.1 Release original copy of HRDO Referral together with the documentary requirements of all the applicants.</p> <p>2.1.2 Keep the photocopy of HRDO Referral for safekeeping.</p> <p>2.1.3 Send email letter to applicant re: not being considered for selection process due to _____</p>	None	1 Hour	<i>Administrative Officer V</i> Recruitment Section HRDO
TOTAL		None	3 Hours, 30 minutes	

30. Issuance of certified copies of documents (walk-in)

Office or Division:	Information Management Section, Human Resources Planning and Research Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Active/inactive UP Personnel; University Officials; Courts and Administrative bodies with quasi-judicial/or investigative functions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid identification card 2. Letter of authorization				
CLIENT STEPS	AGENCY ACTION	FEEES 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	2 Minutes	Records Officer
2. Request for the specific documents	Retrieve the 201 file, search	None	10 Minutes	Records Officer



and wait while the documents are being retrieved	for the requested documents and photocopy			
3. Receive the documents requested	Release the requested documents and have the client sign in the logbook	None	2 Minutes	Records Officer
TOTAL:		None	14 Minutes	

31. Response to employment verification/queries (online)

Office or Division:	Information Management Section, Human Resources Planning and Research Division			
Classification:	Complex			
Type of Transaction:	Government to Government/Government to Business			
Who may avail:	BPOs, Telecommunications, Banking Institutions; Government Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 3. 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	1. Receive email from the authorized HRDO email; receive and acknowledge the email	None	3 Minutes	IMS Personnel
	1.1 Review, verify, validate/ provide the needed information	None	20 Minutes	IMS Personnel
Receive the reply	3. Send email reply	None	5 Minutes	IMS Personnel



TOTAL:	None	28 Minutes	
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32. 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:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	All UP Diliman units		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1.	Properly accomplished AO4 Form	HRDO website (hrdo.upd.edu.ph) Planning and Research Section (PRS), HRDO	
2.	Letter request from the unit with justification signed by the head of unit, and endorsement by corresponding Vice Chancellor	Requesting Party	
3.	Organization/Personnel Chart (including contractual staff)		
4.	Functional Chart		
5.	List of duties and responsibilities with corresponding percentage distribution		
6.	Signs and degrees of backlog (if applicable)		
7.	Coping mechanism		
8.	Statement on the mission and goals of the unit over the next five (5) years (*with Plantilla Item)		
9.	Contribution of the proposed recruitment (*with Plantilla Item)		
10.	List of existing personnel with additional assignment		
11.	For Resignation, copy of Chancellor's Approved resignation letter.		
	<ul style="list-style-type: none"> ▪ <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 		



<ul style="list-style-type: none"> ▪ <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). 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor	1. Check compliance to documentary requirements 1.1. If all in order, Stamp file copy of unit for receipt and initials 1.1.1 Track and record letter of request	None	1 Hour	<i>Administrative Assistant</i> PRS Receiving/ Releasing
	1.2 Evaluate Request 1.2.1 Prepare evaluations and recommendations 1.2.2 Submit evaluated request to PRS Section Head with initial	None	4 Days, 6 Hours	<i>Administrative Officer (HRMO II)</i> PRS Analyst
	1.3 Review evaluation, 1.3.1 If evaluation is found in order, initials Forward to HRPRD Chief	None	4 Hours	<i>Administrative Officer V (HRMO III)</i> PRS Section Head
	1.4 For final review 1.4.1 If found in order, initials the evaluation and the letter request 1.4.2 Forward to PRS Receiving/ Releasing to turn over to the Director's Office	None	4 Hours	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD
	1.5 Track request for forwarding to the Director's Office	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/ Releasing



	1.6 Review request, if found in order, signs, forward to recommending Authority	None	1 Day	<i>Deputy/Director</i> HRDO
	1.7 Review request, if found in order, recommend for appropriate action of the Chancellor	None	(Pause-Clock)	<i>Budget</i> OVCA/OVCAA UPD
	1.8 Review for final action 1.8.1 Return to HRPRD with final action for Tracking and RSS processing	None	(Pause-Clock)	<i>Chancellor</i> UPD
2. Receive notification of request with final action	2. Receive request with final action 2.1 Track request 2.2 Provide unit copy of request with final action	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/ Releasing
TOTAL:		None	7 Days	

33. 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
1. 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 2. Copy of the previously approved request for authority to fill		Requesting Unit



3. Organization/Personnel Chart (including contractual staff) 4. List of duties and responsibilities w/corresponding % distribution				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor	1. 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
	1.2 Evaluate and recommend, if request is found in order 1.2.1 Prepare evaluations and recommendations 1.2.2 Submit evaluated request to PRS Section Head with initial	None	1 Day	<i>Administrative Officer (HRMO II)</i> PRS Analyst
	1.3 Review evaluation, 1.3.1.If found in order, initials evaluation prepared by the analyst and the request letter 1.3.2 Forward to HRPRD Chief	None	3 Hours	<i>Administrative Officer V (HRMO III)</i> PRS Section Head
	1.4 For final review 1.4.1 If found in order, initials the evaluation prepared by the analyst and the letter request 1.4.2 Forward request to the Director's Office	None	3 Hours	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD
	1.5 Track request for forwarding to the Director's Office	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/ Releasing



	1.6 Review request, if found in order, signs, forward to recommending Authority	None	1 Day	<i>Deputy/Director</i> HRDO
	1.7 Review request, if found in order, recommend for appropriate action of the Chancellor	None	(Pause-Clock)	<i>OVCA/OVCAA</i> UPD
	1.8 Review for final action	None	(Pause-Clock)	<i>Chancellor</i> UPD
2. Receive notification of request with final action	2. 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</i> PRS Receiving/ Releasing
TOTAL:		None	2 Days	

34. 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
<ol style="list-style-type: none"> 1. Letter request from the unit with justification, signed by the head of unit and endorsement of corresponding Vice Chancellor 2. Organization/Personnel Chart (including contractual staff) 3. Functional Chart 4. List of duties and responsibilities with corresponding percentage distribution 5. List of duties and responsibilities of existing personnel 		Requesting Party



6. List of existing staff with additional assignment * <i>As for Non-UP/UP contractual, Exemption from Memo No. PDLC 17-28 (Moratorium in Hiring NUPC/UPC)</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor	1. 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
	1.2 Evaluate request 1.2.1 Evaluate IPCR of involved department/ unit, copy is available with MES 1.2.2 If request is found in order prepare recommendation 1.2.3 Forward initialed evaluation to PRS Section Head		4 Days,7 Hours	<i>Administrative Officer (HRMO II)</i> PRS Analyst
	1.3 Review evaluation 1.3.1 If evaluation is found in order initial 1.3.2 Forward evaluation to HRPRD Chief	None	4 Hours	<i>Administrative Officer V (HRMO III)</i> PRS Section Head
	1.4 For final review 1.4.2 If found in order, initials the evaluation and the letter request 1.4.3 Forward to PRS Receiving/ Releasing to turn over to the Director's Office	None	4 Hours	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD



	1.5 Track request for forwarding to the Director's Office	None	30 Minutes	Administrative Assistant PRS Receiving/ Releasing
	1.6 Review request and evaluation 1.6.1 If evaluation is found in order initials 1.6.2 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
2. OVCA receives HRDO evaluated request	2. For FPOC appropriate action	None	(Pause-Clock)	FPOC OVCA
TOTAL:		None	7 Days	

35. 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)
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Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from the unit with justification signed by the head of unit, and endorsement of corresponding Vice Chancellor 2. List of actual/authorized duties of the proposed staff to be designated 3. List of additional duties to be performed by the proposed staff to be designated 4. List of other personnel with additional assignment 5. Personnel Chart (including contractual staff)		Requesting Party		
<u>*For Building Administrator, total floor area covered by the additional assignment</u>		Office of the Campus Architect (OCA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with corresponding endorsement of Unit Head	1. 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	Administrative Assistant PRS Receiving/ Releasing
	1.2 Evaluate request 1.2.1 Evaluate IPCR of involved department/ personnel, copy is available with MES 1.2.2 If request is found in order prepare recommendation 1.2.3 Forward initialed evaluation to PRS Section Head	None	1 Day	Administrative Officer (HRMO II) PRS Analyst



	1.3 Review evaluation 1.3.1 If evaluation is found in order initial 1.3.2 Forward evaluation to HRPRD Chief	None	4 Hours	<i>Administrative Officer V (HRMO III)</i> PRS Section Head
	1.4 For final review 1.4.1 If evaluation is found in order initials 1.4.2 Forward request to PRS Receiving/Releasing to turn over to the Director's Office	None	3 Hours	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD
	1.5 Track request for forwarding to the Director's Office	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/Releasing
	1.6 Review request, if found in order, signs, recommends to the Fiscal Policy and Operations Committee for action	None	1 Day	<i>Deputy/Director</i> HRDO
2. OVCA receives HRDO evaluated request	2. For FPOC appropriate action	None	(Pause-Clock)	<i>FPOC</i> OVCA
TOTAL:		None	2 Days	

36 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		
1. Letter Request from the unit/staff with justification		Requesting Unit		
2. Concurrence of the head of mother/current unit and head of receiving unit		Receiving Unit		
3. Endorsement of the corresponding Vice Chancellor		Office of the corresponding Vice Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor	1. Check compliance to documentary requirements 1.1. If all in order, Stamp file copy of unit for receipt 1.2. Track and record letter of request	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/ Releasing
	1.3. Evaluate request 1.3.1. Prepare recommendation request if found in order 1.3.2. Submit to PRS Section Head	None	4 Days, 6 Hours	<i>Administrative Officer (HRMO II)</i> PRS Analyst
	1.4. Review evaluation 1.4.1. If request is found in order 1.4.2. prepare draft, initials 1.4.3. Forward to HRPRD Chief for final review	None	4 Hours	<i>Administrative Officer V (HRMO III)</i> PRS Section Head
	1.5. Final review 1.5.1. If found in order, initials the evaluation and the letter request 1.5.2. Forward to PRS Receiving/ Releasing to turn over to the Director's Office	None	4 Hours	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD
	1.6 Track request for forwarding to the Director's Office	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/ Releasing



	1.7 Review request, if found in order, signs, recommend to Chancellor for appropriate action	None	1 Day	<i>Deputy/Director HRDO</i>
2. Office of the Chancellor receives request	2. For Chancellor's appropriate action	None	(Pause-Clock)	<i>Chancellor OVCA</i>
TOTAL:		None	7 Days	

37. 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
1. Submit letter of request with corresponding endorsement of Unit Head and Vice Chancellor	1. 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>Receiving/Releasing Administrative Assistant PRS</i>
	1.2 Evaluate and recommend, if request is found in order 1.2.1 Research on the policies to be	None	4 Days, 6 Hours	<i>Administrative Officer (HRMO II) PRS Analyst</i>



	<p>interpreted and verified</p> <p>1.2.2 Provide supporting materials</p> <p>1.2.3 Interpret and verify concern</p>			
	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
	<p>1.4 For final review</p> <p>1.4.1 If found in order, initials the evaluation and the letter request</p> <p>1.4.2 Forward to PRS Receiving/ Releasing to turn over to the Director's Office</p>	None	4 Hours	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD
	1.5 Track request for forwarding to the Director's Office	None	30 Minutes	<i>Administrative Assistant</i> PRS Receiving/ Releasing
	1.6 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	<i>Deputy/Director</i> HRDO
2. Receive written response to request or notification on schedule of meeting with HRDO Director	2. 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	<i>Receiving and Releasing</i> Administrative Assistant V PRS
TOTAL:		None	7 Days	



38. Processing of 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.

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Employees (Active)			
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 a. Verify records and prepare the photo copy of the Performance Rating for the period covered; and the Position Description Form (PDF); and forward to MES Section head	None None	20 Minutes	<i>Front Desk Staff</i> MES



	b. Reviews and evaluates the request and prepare the certification and indicate initials and forward to HRPRD Head for signature	None	20 Minutes	<i>Administrative Officer V (HRMO III)</i> MES Section Head
	c. Reviews the request and indicate initials on the certification and forward to HRDO Director for final signature	None	15 Minutes	<i>Chief Administrative Officer (HRMO IV)</i> HRPRD
	d. Review and sign the MC 11 certification and Return to MES staff for release	None	1 Day	<i>Deputy/Director</i> HRDO
	1.6 Release to the requesting employee	None	5 Minutes	<i>Front Desk Staff</i> MES
TOTAL:		None	1 Day, 1 Hour	

39.Processing of Request for Performance Rating Certification (One-time Incentive/Gawad Parangal/ Legal Purposes)

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.

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section
Classification:	Complex



Type of Transaction:	Government to Government						
Who may avail:	All UP Diliman Employees						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
2. 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	20 Minutes	Front Desk Staff MES			
	1.1. Verify records and prepare the certification and forward to MES Section Chief for signature						
	1.2. Reviews and evaluates the request; indicate initials and forward to HRPRD Division head for final signature				None	15 Minutes	Administrative Officer V (HRMO III) MES Section Head
	1.3 Reviews the request and sign the certification and return to MES staff for release				None	10 Minutes	Chief Administrative Officer (HRMO IV) HRPRD
	1.4 Release to the requesting employee				None	5 Minutes	Front Desk Staff MES
TOTAL:		None	50 Minutes				



40. Processing of Request for certified photocopy of Performance Rating

Monitoring and Evaluation Section (MES) monitors the submission of the Individual Performance Commitment Review (IPCR) form of the employees. As part of the function, the section's responsibility is to manage the documentation, safekeeping of all the submitted forms and responsible for the issuance of the copy as requested by the employees.

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Employees (Active and Separated from service)			
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		Requesting Party		
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	17 Minutes	Front Desk Staff MES



	1.3 Reviews the request and sign the copy of performance rating and forward to Front Desk Staff for release	None	10 Minutes	Administrative Officer V (HRMO III) MES Section Head
	1.4 Release to the requesting employee or representative	None	1 minute	Front Desk Staff MES
TOTAL:		None	28 Minutes	

41. Processing of Appeals (for Mid-year Bonus and PEI)

Employees who are on official travel, scholarship or training within a rating period may appeal if the benefits are performance-based.

Office or Division:	HRDO/HRPRD- Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Diliman Employees (Active)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal address to Chancellor through channels 2. Copy approved leave (study leave, sick Leave, vacation Leave) 3. Progress report (for those on study leave)		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. Submit letter of appeal (address to Chancellor through channels), copy of approved leave and progress report (for those on study leave)</p>	<p>Receives the letter of appeal; Evaluates completeness of request and attachments</p> <p>1.2 Recommends with completed staff work-stamping of date and received; and forward to MES Section head</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Front Desk Staff MES</i></p>
	<p>1.3 Reviews and evaluates completeness of request and prepare the recommendation letter address to OVCA with initials and forward to HRPRD Head for notification</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Administrative Officer V (HRMO III) MES Section Head</i></p>
	<p>1.4 Reviews the request; sign the appeal letter for notification and returned to MES staff for signature of HRDO director and for FPOC deliberation</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Chief Administrative Officer (HRMO IV) HRPRD</i></p>
	<p>1.5 Reviews and evaluates the request and sign the recommendation letter and forward to FPOC for deliberation</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Deputy/Director HRDO</i></p>
TOTAL:		<p>None</p>	<p>45 Minutes</p>	



42. Request for Authority to Travel (Abroad) - Official

For employees who will travel abroad on official capacity needs to secure personnel clearance from the Human Resource Development Office. The clearance will verify the employees employment information, the purpose and the allowable duration of travel.

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Simple	
Type of Transaction:	Government to Government/Government to Business	
Who may avail:	All Eligible Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Faculty	
	1. Duly accomplished travel authority application form endorsed by the unit head	Office of International Linkages Diliman (OIL-D) (https://drive.google.com/file/d/151YstQ7T7rvs8L8xqj8kVnNrWtJASLNa/view)
	2. Letter of Invitation/copy of award/program (1 Photocopy or e-mail copy)	Conference/Training/Seminar Provider, School, Organization
	3. Copy of approved study/vacation/sabbatical leave (if applicable, 1 Photocopy)	
	4. Copy of abstract/program (For paper presenter)	
	5. Copy of funding approval (If applicable)	Person requesting
	6. OIC for administrative duties (for faculty administrator)	
	Research, Extension and Professional Staff (REPS)	
	1. Duly accomplished travel authority application form endorsed by the unit head	Office of International Linkages Diliman (OIL-D) (https://drive.google.com/file/d/151YstQ7T7rvs8L8xqj8kVnNrWtJASLNa/view)
	2. Letter of Invitation/copy of award/program (1 Photocopy or e-mail copy)	Conference/Training/Seminar Provider, School, Organization
	3. Copy of approved study/vacation/sabbatical leave (if applicable, 1 Photocopy)	
	4. Copy of abstract/program (For paper presenter)	
	5. Copy of funding approval (If applicable)	Person requesting
	Administrative	
	1. Letter request endorsed by the unit head and HRDC with justification.	Person requesting/Unit/College/Office



2. Duly accomplished travel authority application form endorsed by the unit head		HRDO website (https://hrdo.upd.edu.ph/HRDBD.php)		
3. Letter of Invitation/copy of award/program (1 Photocopy or e-mail copy)		Conference/Training/Seminar Provider, School, Organization		
4. Copy of approved study/vacation/sabbatical leave (if applicable, 1 Photocopy)				
5. Copy of abstract/program (For paper presenter)		Person requesting		
6. Copy of funding approval (If applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with unit endorsement and complete documents	1. Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action.	None	15 Minutes	<i>Frontline Staff</i> Scholarship Section
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests, print employees profile and prepare completed staff work, for processing.		15 Minutes	<i>Frontline Staff</i> Scholarship Section
	2.1 Verify, evaluate application and process request.		1 Day	<i>Analyst</i> Scholarship Section
	2.2 Prepare draft travel authority		1 Day	<i>Analyst</i> Scholarship Section
	2.3 Check application form and draft travel authority		7 Hours	<i>Section Head</i> Scholarship Section
	2.4 Verify and initials actions made by the Section		1 Hour	<i>Division Head</i> Scholarship Section
	2.4 Forward request to the office of the Director, for personnel clearance		1 Day	<i>Director</i> HRDO
	2.5 For Faculty: forward request to the Office of the Vice Chancellor for Academic Affairs: OAT for Local, and OILD for Abroad, for agenda,		1 Day (Paused Clock)	OVCAA Respective Service Offices



	evaluation and recommending approval.			
	2.5 For REPS: forward request to the Office of the Vice Chancellor for Research and Development, for agenda, evaluation and recommending approval.		1 Day (Paused Clock)	OVCRD Respective Service Offices
	2.5 For Admin: forward request to the Office of the Vice Chancellor for Administration through HRDC, for agenda, evaluation and recommending approval		1 Day (Paused Clock)	OVCA Respective Service Offices
	2.6 Signs the travel authority		1 Day (Paused Clock)	Office of the Chancellor
3. Received the approved travel authority	3. Release the approved request for travel authority to the employee		1 Day	<i>Releasing Personnel Scholarship Section</i>
TOTAL:		None	9 Days, 30 Minutes	

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.

1. Request for Certificate of Employment and Compensation

For active employees of the University issuance of Certificate of Employment and Compensation is made upon the request of concerned personnel, for whatever purposes it may serve.

Office or Division:	Human Resource Development and Benefits Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Eligible Faculty, REPS and Administrative Personnel



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRDO Request Slip Form		Benefits Section, https://hrdo.upd.edu.ph/Application%20for%20Service%20Record.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished requests form	1. Receive request, evaluate completeness of documents submitted, and informs client for the necessary action. *	None	15 Minutes	<i>Receiving Officer</i> Benefits Section
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		30 Minutes	<i>Record Officer</i> 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	<i>Analyst/Section Head</i>
	2.2 Evaluate action made by the Section, if within the set rules.		30 Minutes	<i>Section Head/Division Head</i>



	2.3 Secure Approval of Authorized Signatory, for personnel clearance**		30 Minutes**	Authorized Representative
3. Received processed request	3. Record and release processed request to client		30 Minutes	Releasing Officer Benefits Section
TOTAL:		None	2 Hours, 45 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.

2. 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.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRDO Request Slip Form		Benefits Section, https://hrdo.upd.edu.ph/Application%20for%20Service%20Record.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished requests form	1. Receive completely filled up request, evaluate completeness of documents submitted,	None	15 Minutes	Receiving Officer Benefits Section



	and informs client for the necessary action. *			
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		15 Minutes	<i>Record Officer Benefits Section</i>
	2.1 Process request with completed staff work and indicate employee leave credits in the certification, informs client if the signatory is available. ***		1 Day	<i>Analyst/Section Head</i>
	2.2 Evaluate the accuracy of the leave record, if within the set rules.		2 Hours	<i>Section Head/Division Head</i>
	2.3 Secure Approval of Authorized Signatory, for personnel clearance**		30 Minutes**	<i>Authorized Representative</i>
3. Received processed request	3. Record and release processed request to client with employee conforme on the leave record.		30 Minutes	<i>Releasing Officer Benefits Section</i>
TOTAL:		None	1 Day, 3 Hours, 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*.**

3. 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.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Administrative Personnel and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for Certificate of Participation to In-house Training attended conducted by the HRDO.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request form indicating the details of training attended (period, title of training and venue)	1. Receive request, evaluate completeness of documents and verify records in the Training Monitoring System, and informs client for the necessary action. *	None	15 Minutes	<i>Receiving Officer Training Section</i>
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		15 Minutes	<i>Receiving Officer Training Section</i>
	2.1 Process request with completed staff work, prepare draft Training Certification. Informs client if the signatory is available.		15 Minutes	<i>Analyst/Section Head</i>
	2.2 Evaluate action made by the Section and initials		15 Minutes	<i>Section Head</i>



	2.3 Secure Approval of Authorized Signatory, for personnel clearance**		15 Minutes**	Division Head
3. Received processed request	3. Record and release processed request to client		15 Minutes	Releasing Officer Training Section
TOTAL:		None	1 Hour, 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.

4. Request for Certificate of Return Service Obligation

Certificate of Return Service Obligation issuance is made upon the request of concerned personnel, subject to the guidelines and other conditions that the University may prescribe and as may be provided by law.

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		
1. Letter of request for Certification of Return Service Obligation.		Requesting Party		
2. Report for Duty		Requesting Party (if not filed) Or Unit Level (if not filed) Or from HRDO (if filed)		
3. Other required report from completed study leave and special detail with contractual obligation, if applicable.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attached documents	1. Receive request, evaluate completeness of information, and informs client for the necessary action. *	None	15 Minutes	<i>Receiving Officer</i> Scholarship Section
2. Secure receiving copy of submitted	2. Record requests and prepare completed staff work, for processing.		15 Minutes	<i>Receiving Officer</i> Scholarship Section



application (request out by the Section)				
	2.1 Process request with completed staff work. Verify records, prepare draft certification with computation of RSO, indicating SERVED/UNSERVED clearance		5 Days	<i>In – Charge of Surety Contracts and Fellowship Agreements Analyst</i>
	2.2 Evaluate action made by the In-charge, and initials		15 Minutes	<i>Division Head</i>
	2.3 Secure Approval of Authorized Signatory, for RSO certification		1 Day	<i>Authorized Representative</i>
3. Received processed request	3. Record and release processed request to client		15 Minutes	<i>Releasing Officer Training Section</i>
TOTAL:		None	6 Days, 1Hour	

*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.

5. 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).

Office or Division:	Human Resource Development and Benefits Division		
Classification:	Complex/ Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	Eligible Faculty, REPS and Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Computer loan application form		Benefits Section	https://hrdo.upd.edu.ph/HRDBD.php
2. Quotation		Requesting Party	
3. Joint undertaking for computer loan		Benefits Section	https://hrdo.upd.edu.ph/HRDBD.php
4. Accomplished report for purchased		Requesting Party	



5. Official Receipt.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with complete attached documents	1. Receive request, evaluate completeness of documents submitted and informs client for the necessary action. *	None	30 Minutes	<i>Receiving Officer</i> Benefits Section
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests for processing.		30 Minutes	<i>Record Officer</i> Benefits Section
	2.1 Process request with completed staff work. Verify records including appointment status, if has pending loans and has availed same request in the past 4 years. Informs client if the signatory is available.		30 Minutes	<i>Analyst/Section Head</i>
	2.2 Evaluate action made by the Section, if within the set rules. Secure Approval of Authorized Signatory, for personnel clearance***		30 Minutes	<i>Section Head/Division Head</i>
3. Received processed request	3. Record and release processed request to client		30 Minutes	<i>Record officer</i> Benefits Section
4. Submit request with complete attached documents	4. Checking of actual salary and certification of take home pay.		1 Day (Paused clock)	Diliman Accounting Office
5. Submit request with complete attached documents	5. To check if no pending loan		1 Day (Paused clock)	Provident Fund
6. Submit request with complete attached documents	6. To check if no pending loan		1 Day (Paused clock)	Credit Union
	6.1 To check if employee is qualified to avail the loan.		30 Minutes	<i>Analyst/Section Head</i>



	6.2 Secure Approval of Authorized Signatory, for voucher preparation***		1 Day (Paused clock)	<i>HRDO Director</i>
	6.3 Secure Approval of Authorized Signatory, for approval of the request****		1 Day (Paused clock)	<i>Vice Chancellor for Administration</i>
7. Submit request with complete attached documents	7. Preparation of Disbursement Voucher		1 Day (Paused clock)	Diliman Accounting Office
8. Submit request with complete attached documents	8. Secure Approval of Authorized Signatory, in the Disbursement Voucher***		1 Day (Paused clock)	<i>HRDO Director</i>
	8.1 Forward documents to the applicant, Accounting and Cash Offices for processing of payment (check).		30 Minutes	<i>Record Officer Benefits Section</i>
	8.2 Releasing of check to the employee.		1 Day (Paused clock)	Cash Office
9. Submit Official Receipt	9. Receive Official Receipt for posting		30 Minutes	<i>Releasing Officer Benefits Section</i>
TOTAL:		None	8 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.

6. 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.

Office or Division:	Human Resource Development and Benefits Division
Classification:	Complex



Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Direct Payment:				
Application form;		Benefits Section, https://hrdo.upd.edu.ph/HRDBD.php		
Medical Certificate/Admitting order		Requesting Party		
For Reimbursement:				
Application form;		Benefits Section, https://hrdo.upd.edu.ph/HRDBD.php		
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
1. 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. *	None	15 Minutes	<i>Receiving Officer/ eHOPE Support Staff Benefits Section</i>
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests, and prepare completed staff work, for processing.		15 Minutes	<i>eHOPE Support Staff Benefits Section</i>
	2.1 Evaluate application and process request with completed staff work using eHOPE evaluation form, for committee agenda.		30 Minutes	<i>eHOPE Secretariat</i>
	2.2 Evaluate action made by the Committee, if within the guidelines.		1 Day (Paused clock)	<i>eHOPE Committee</i>
	2.3 For approval.		1 Day (Paused clock)	<i>Vice Chancellor for Administration, Chancellor</i>
	2.4 Preparation of Disbursement Voucher		30 Minutes	<i>eHOPE Secretariat</i>



	(DV) and Budget Utilization Request (BUR) according to the approved amount.			
	2.5 Forward DV and BUR to respective offices, for signature of the Head of Unit.		30 Minutes (Paused clock)	eHOPE Support Staff Benefits Section
3. Employee to return signed DV and BUR	3. Receive documents submitted, verify signatures and informs client for the necessary action.		15 Minutes	eHOPE Support Staff Benefits Section
	3.1 Secure approval of Authorized Signatory.		1 Day (Paused clock)	eHOPE Chair/HRDO, Director
	3.2 Forward documents to Budget, Accounting and Cash Offices for processing of payment (check).		1 Day (Paused clock)	eHOPE Support Staff Benefits Section
	3.3 Releasing of check to the employee.		1 Day ***	Cash Office
4. Employee to provide photocopy of the check.	4. Receive photocopy of the check for posting		15 Minutes	Releasing Officer/ eHOPE Support Staff Benefits Section
TOTAL:		None	5 Days, 2 Hours, 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.

7. 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.

Office or Division:	Human Resource Development and Benefits Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Eligible Faculty, REPS and Administrative Personnel



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Non-Earning Dependents;		Benefits Section, https://hrdo.upd.edu.ph/Enrollment%20Privilege.pdf		
2. Birth Certificate for new students; and		Requesting Party		
3. Certification of non-earning for masteral students		Benefits Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with complete attached legal personal documents issued by authorized agency	1. Receive request, evaluate completeness of documents submitted and informs client for the necessary action. *	None	30 Minutes	<i>Receiving Officer</i> Benefits Section
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		30 Minutes	<i>Record Officer</i> 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	<i>Analyst/Section Head</i>
	2.2 Evaluate action made by the Section, if within the set rules.		30 Minutes	<i>Section Head</i>
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***		30 Minutes***	<i>Division Head</i>
3. Received processed request	3. Record and release processed request to client		30 Minutes	<i>Releasing Officer</i> 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.



8. 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.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Housing Soft Loan		Benefits Section; UP Diliman Office of the Vice Chancellor for Community Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished requests form	1. Receive request, evaluate completeness of documents submitted, verify records including appointment status, and informs client for the necessary action. *	None	30 Minutes	<i>Receiving Officer</i> Benefits Section
2. 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	<i>Record Officer</i> 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	<i>Analyst/Section Head</i>
	2.2 Evaluate action made by the Section, if within the set rules.		30 Minutes	<i>Section Head/Division Head</i>
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***		30 Minutes***	<i>Authorized Representative</i>
3. Received processed request	3. Record and release processed request to client		30 Minutes	<i>Releasing Officer</i> 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.

9. 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.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave (Vacation Leave, Sick Leave, CSC Special Leave, CNA Related Leaves, Leave applicable for Academic Personnel, Government mandated leaves);		Benefits Section, https://hrdo.upd.edu.ph/HRDBD.php		
2. Sick leave more than 5Days: Medical Certificate		Requesting Party		
3. Leave of absence more than 1 month letter request address to the Chancellor		Requesting Party		
4. Magna Carta for Women: Medical Certificate/Clinical Abstract		Requesting Party		
5. Maternity Leave: Medical Certificate/Any proof of delivery		Requesting Party		
6. Paternity Leave: Birth Certificate and Marriage Contract		Requesting Party		
7. VAWC: Court Order		Requesting Party		
8. Solo Parent: Solo Parent ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with complete attached approved leave applications	1. Receive request, evaluate completeness of documents submitted, and informs client for the necessary action. *	None	30 Minutes	<i>Receiving Officer Benefits Section</i>



2. 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/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
3. 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**

10. 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.

Office or Division:	Human Resource Development and Benefits Division
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRDO Request Slip Form		Benefits Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished requests form	1. Receive request, and informs client for the necessary action. *	None	30 Minutes	<i>Receiving Officer</i> Benefits Section
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		30 Minutes	<i>Record Officer</i> Benefits Section
	2.1 Verify application and process request with completed staff work and check leave record, informs client if the signatory is available.		30 Minutes	<i>Analyst/Section Head</i>
	2.2 Evaluate action made by the Section, if within the set rules.		30 Minutes	<i>Section Head</i>
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***		30 Minutes***	<i>Division Head</i>
3. Received processed request	3. Record and release processed request to client		30 Minutes	<i>Releasing Officer</i> 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.

11. Request for Local Faculty Fellowship (for HRDO personnel clearance)

Faculty members may avail of local fellowships for advanced degrees in the University subject to the following guidelines and other conditions that the University may prescribe.



Office or Division:	Human Resource Development and Benefits Division
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Eligible Assistant Professor below

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for local faculty fellowship endorsed by the Dept. Chair and Dean 2. Curriculum vitae (for original application) 3. Program of study (for original application)	Person requesting
4. Copy of acceptance/admission from school/university 5. Transcript or copy of grades (for original application) 6. Copy of grades to the unit before renewal of the fellowship 7. Certification from the adviser on the progress of the study.	School, University, Office of the University Registrar
8. University Clearance 9. Duly accomplished local faculty fellowship contract and corresponding suretyship agreement 10. Duly accomplished progress report form	HRDO website https://hrdo.upd.edu.ph/HRDBD.php

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with unit endorsement and complete documents to Scholarship Section of HRDO	1. Receive request, evaluate completeness of documents submitted, verify records including appointment status, and informs client for the necessary action. *	None	30 Minutes	Receiving Officer of Scholarship Section
2. Secure receiving	2. Record requests, print employees'		30 Minutes	Receiving Officer of Scholarship Section



copy of submitted application (request out by the Section)	profile and prepare completed staff work, for processing.			
	2.1 Verify application and process request with completed staff work using the local faculty fellowship evaluation form and indicate personnel clearance action, informs client if the signatory is available.		2 Days	Scholarship Analyst
	2.2 Evaluate action made by the Section and initials, if within the set rules.		1 Day	Division Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***		1 Day	Director or Authorized Representative
	2.4 Forward request to the Office of the Vice Chancellor of Academic Affairs through Office for the Advancement Teaching, prior to Chancellor's Action.		1 Day (Paused Clock)	Office for the Advancement of Teaching
	2.5 Signs the Recommending approval/disapproval		1 Day (Paused Clock)	Office of the Vice Chancellor for Academic Affairs
	2.6 Signs the Local Faculty Fellowship Request		1 Day (Paused Clock)	Office of the Chancellor
	2.7 Prepares the approval notification of Local Faculty Fellowship		1 Day	Scholarship Analyst
	2.8 Signs the approval notification of Local Faculty Fellowship		1 Day	HRDO Director



3. Receive the processed documents	3. Photocopy, release and secure receiving copy of processed documents for recording and filing.		30 Minutes	Releasing Officer Scholarship Section
TOTAL:		None	9 Days, 1 Hour, 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.

12. 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.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Regular Monetization				
Application for Leave		Benefits Section, https://hrdo.upd.edu.ph/HRDBD.php		
For Special Monetization				
Application for Leave;		Benefits Section, https://hrdo.upd.edu.ph/HRDBD.php		
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
1. Submit accomplished and approved leave application (for regular monetization); letter of request with justification	1. Receive request, evaluate completeness of documents submitted and informs client for the necessary action. *	None	30 Minutes	<i>Receiving Officer</i> Benefits Section



and complete attached documents (for special monetization)				
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests and prepare completed staff work, for processing.		30 Minutes	<i>Record Officer</i> 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	<i>Analyst/Section Head</i>
	2.2 Evaluate action made by the Section, if within the set rules.		30 Minutes	<i>Section Head/Division Head</i>
	2.3 Secure Approval of Authorized Signatory, for personnel clearance**		30 Minutes**	<i>Authorized Representative</i>
	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</i> Benefits Section
	2.6 Record and release processed request to client		30 Minutes	<i>Releasing officer</i> Benefits Section
TOTAL:		None	3 Hours, 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.

13. Request request for Non-Teaching Staff Fellowship (NTSF)

For completion of local undergraduate and post graduate studies including vocational courses which shall cover tuition fees, book and semestral / term allowance, thesis / dissertation aid and other authorized school fees

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for funding endorsed by the unit head and the unit/office HRDC with justification.		Unit/College/Office		
2. Copy of last two (2) rating period				
3. Justification/Certification from the unit head indicating the relevance of the course to the staff's actual duties, career path.				
4. Duly accomplished local non-teaching staff agreement		HRDO website (https://hrdo.upd.edu.ph/HRDBD.php)		
5. Certification of no pending case		Diliman Legal Office		
6. Certificate true copy of grades		School/College/University Registrar		
7. Progress Report (in case of renewal)		HRDO website (https://hrdo.upd.edu.ph/HRDBD.php)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with unit HRDC endorsement and complete documents.	1. Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action. *	None	30 Minutes	Receiving Officer Scholarship Section
2. Secure receiving copy of submitted	2. Record requests, print employees'	None	30 Minutes	Receiving Officer Scholarship Section



application (request out by the Section)	profile and prepare completed staff work, for processing.			
	2.1 Verify application and process request with completed staff work using the ADF evaluation form (inclusive of preparation of matrix for Human Resources Development Committee Agenda) and indicate personnel clearance action, informs client if the signatory is available.	None	2 Days	Section Head/Analyst
	2.2 Present request to Human Resources Development Committee (HRDC) for recommending approval, prior to Chancellor's action		1 Day (Paused Clock)	Secretariat to HRDC
	2.3 Prepare action of the Human Resources Development Committee (HRDC)		1 Day	Concerned secretariat to HRDC
	2.4 Evaluate action made by the Section and		1 Day	Division Head



	initials, if within the set rules.			
	2.5 Secure Approval of Authorized Signatory, for personnel clearance***		1 Day	Director or Authorized Representative
	2.6 Secure Recommending Approval of the Human Resources Development Committee (HRDC)		1 Day (Paused Clock)	Office of the Vice Chancellor for Administration
	2.7 Signs the endorsed request of the Human Resources Development Committee (HRDC)		1 Day	Office of the Chancellor
	2.8 Photocopy, release and secure receiving copy of processed documents for recording and filing.		30 Minutes	Releasing Staff of Scholarship Section
3. Receive approval/disapproval action on the request	3. Record and released action to concerned personnel		1 Day	Releasing Staff of Scholarship Section
TOTAL:		None	9 Days, 1 Hour, 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

14. 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.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Requesting Party		
2. CSC Resolution/ or Certificate of Live Birth;		Requesting Party, Philippine Statistics Authority		
3. Other legal personal documents		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with complete attached legal personal documents issued by authorized agency	1. Receive request, evaluate completeness of documents submitted, and informs client for the necessary action. *	None	30 Minutes	<i>Receiving Officer</i> Benefits Section
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests, completed staff work, for processing.		30 Minutes	<i>Record Officer</i> Benefits Section
	2.1 Process request and check the authentication of documents with completed staff work and indicate personnel clearance action, informs client if the signatory is available.		30 Minutes	<i>Analyst/Section Head</i>
	2.2 Evaluate action made by the Section, if within the set rules.		30 Minutes	<i>Section Head/Division Head</i>



	2.3 Secure Approval of Authorized Signatory, for personnel clearance***		30 Minutes***	Authorized Representative
3. Received processed request	3. 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.

15. 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.

Office or Division:	Human Resource Development and Benefits Division, Training Section			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
8. Accomplished pre-evaluation form		From HRDO Training Section		
9. 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		Requesting Party		
10. Other requirements prescribed by the speakers/ based on the training design, if any		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



4. Submit requests with unit HRDC endorsement and complete documents.(Within the set period)	2. Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action. *	None	30 Minutes	Receiving Officer of Training Section
5. Secure receiving copy of submitted application (request out by the Section)	6. Record requests, and prepare completed staff work, for processing.		30 Minutes	Receiving Officer of Training Section
	7. Summarize application and process request with completed staff work. Prepare matrix of submitted interested participants for evaluation based on set criteria		4 Days**	Training Section Head/Analyst
	8. Present matrix of interested participants to Human Resources Development Committee (HRDC) for recommending approval		1 Day (Paused Clock)	Secretariat to HRDC
	9. Prepare action of the Human Resources Development Committee (HRDC)		4 Days	Training Section Head/Analyst



	10. Evaluate action made by the Section and initials, if within the set rules.		1 Day	Division Head
	11. Secure Approval of Authorized Signatory,		1 Day	Director or Authorized Representative
	12. Photocopy, release and secure receiving copy of processed documents for recording and filing.		4 Hours	Releasing Officer of Training Section
13. Receive approval/disapproval action on the request	14. Record and released action to concerned personnel		1 Day	Releasing Officer of Training Section
TOTAL:		None	12 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

16. 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:	Complex
Type of Transaction:	Government to Government
Who may avail:	Eligible Administrative Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ol style="list-style-type: none"> 1. 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. 2. Unit staff profile (number of staff in office) 3. Itemized budget for travel including financial counterpart of the organizers, if any. 4. Letter request for funding endorsed by the unit head and the unit/office HRDC with justification. 5. Copy of Performance Target for the period covering the dates of the seminar / training to be attended Copy of Invitation/Program/Course description 6. Copy of Itinerary of travel (<i>Proposed</i>) 7. Hard copy of accepted abstract (for paper presenter) 	Unit/College/Office			
<ol style="list-style-type: none"> 8. Letter of invitation of announcement indicating title of seminar / training, date, place and time, sponsoring agency and course description 9. Copy of program from the organizing committee / institution 10. Notice of acceptance of paper / poster (for paper presenter) 	Conference/Training/Seminar Provider, School, Organization			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit requests with unit HRDC endorsement and complete documents. 	<ol style="list-style-type: none"> 1. Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action. * 	None	30 Minutes	Receiving Officer of Scholarship Section
<ol style="list-style-type: none"> 2. Secure receiving copy of submitted application (request out by the Section) 	<ol style="list-style-type: none"> 2. Record requests, print employees' profile and prepare completed staff work, for processing. 		30 Minutes	Receiving Officer of Scholarship Section



	2.1 Verify application and process request with completed staff work using the Administrative Development Fund (ADF) evaluation form (inclusive of preparation of matrix for Human Resources Development Committee Agenda) and indicate personnel clearance action, informs client if the signatory is available.		2 Days	Section Head/Analyst
	2.2 Present request to Human Resources Development Committee (HRDC) for recommending approval, prior to Chancellor's action		1 Day (Paused Clock)	<i>Secretariat</i> HRDC
	2.3 Prepare action of the Human Resources Development Committee (HRDC)		1 Day	<i>Concerned secretariat</i> HRDC
	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, for personnel clearance***		1 Day	Director or Authorized Representative
	2.6 Secure Recommending Approval of the Human Resources Development Committee (HRDC)		1 Day (Paused Clock)	Office of the Vice Chancellor for Administration
	2.7 Signs the endorsed request of the Human Resources Development Committee (HRDC)		1 Day	Office of the Chancellor
	2.8 Photocopy, release and secure receiving copy of processed documents for recording and filing.		30 Minutes	<i>Releasing Officer</i> Scholarship Section
3. Receive approval/disapproval action on the request	3. Record and released action to concerned personnel		1 Day	Releasing Officer of Scholarship Section
TOTAL:		None	9 Days, 1 Hour, 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

17. Request for Reduced Fee

The privilege to study at reduced fees is available to all University personnel appointed on a full-time basis and at a full rate of compensation, provided that in any case the



period of employment during the academic term when the privilege is supposed to be availed of is continuous and at least co-extensive with the term.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application for privilege to study at reduced fees form (HRDO Form C-1)		HRDO website (https://hrdo.upd.edu.ph/HRDBD.php)		
2. Proof of enrolment 3. Copy of grades		School/College/University Registrar		
4. Copy of approved revised work schedule (for non-teaching staff whose class is within the official work schedule)		Unit/College/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with unit endorsement and complete documents to Scholarship Section of HRDO	1. Receive request, evaluate completeness of documents submitted, verify records including appointment status, and informs client for the necessary action. *	None	15 Minutes	Receiving Officer of Scholarship Section
	2. Evaluate application and process request with completed staff work using		15 Minutes	Section Head of Scholarship Section



	reduced fee application form and indicate personnel clearance action, informs client if the signatory is available.			
	2.1 (For more than 18 units academic load) Evaluate action made by the Section and initials, if within the set rules.		15 Minutes	Division Head
	2.2 Secure Approval of Authorized Signatory, for personnel clearance***		1 Day	Director of HRDO
	2.3 Signs the recommending approval of privilege to study at reduced fees form (For Faculty and REPS)		1 Day (Paused Clock)	Office of the Vice Chancellor for Academic Affairs
	2.3 Signs the recommending approval of privilege to study at reduced fees form (For Admin)		1 Day (Paused Clock)	Office of the Vice Chancellor for Administration
	2.4 Approves the request for approval of privilege to study at reduced fees form		1 Day (Paused Clock)	Office of the Chancellor



3. Received processed request	3. Release processed request to client		30 Minutes	Releasing Officer Scholarship Section
TOTAL:		None	4 Days, 1 Hour, 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.

18. Request for Reduced Fee

The privilege to study at reduced fees is available to all University personnel appointed on a full-time basis and at a full rate of compensation, provided that in any case the period of employment during the academic term when the privilege is supposed to be availed of is continuous and at least co-extensive with the term.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application for privilege to study at reduced fees form (HRDO Form C-1)		HRDO website (https://hrdo.upd.edu.ph/HRDBD.php)		
2. Proof of enrolment 3. Copy of grades		School/College/University Registrar		
4. Copy of approved revised work schedule (for non-teaching staff whose class is within the official work schedule)		Unit/College/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with unit endorsement and complete documents to Scholarship Section of HRDO	1. Receive request, evaluate completeness of documents submitted, verify records including appointment status, and informs client for	None	15 Minutes	Receiving Officer of Scholarship Section



	the necessary action. *			
	1.1 Evaluate application and process request with completed staff work using reduced fee application form and indicate personnel clearance action, informs client if the signatory is available.	None	15 Minutes	Section Head of Scholarship Section
	1.2 (For more than 18 units academic load) Evaluate action made by the Section and initials, if within the set rules.	None	15 Minutes	Division Head
	1.3 Secure Approval of Authorized Signatory, for personnel clearance***	None	1 Day	Director of HRDO
	1.4 Signs the recommending approval of privilege to study at reduced fees form (For Faculty and REPS)	None	1 Day (Paused Clock)	Office of the Vice Chancellor for Academic Affairs
	1.5 Signs the recommending approval of privilege to study at reduced fees form (For Admin)	None	1 Day (Paused Clock)	Office of the Vice Chancellor for Administration
	1.6 Approves the request for approval of	None	1 Day (Paused Clock)	Office of the Chancellor



	privilege to study at reduced fees form			
2. Received processed request	2. Release processed request to client	None	30 Minutes	Releasing Officer of Scholarship Section
TOTAL:		None	4 Days, 1 Hour, 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.

19. Request for Research Dissemination Grant (for Personnel Clearance)

The Research and Dissemination Grant (RDG) is an incentive scheme for faculty and REPS who would like to participate/attend conferences, seminars, trainings and workshops including presentation of a research paper, creative work, or public performance which is in line with the research/academic thrusts of the unit. The support gives them the opportunity for exposure and eventual collaboration with colleagues in the national and international academic communities through paper presentation and attendance.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible UP Employees (Faculty and REPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to the Chancellor to present a research paper, creative work, or public performance [through Channels] 2. Copy of abstract of the paper, creative work exhibit, public performance, for presentation		Person requesting		
3. Accomplished RDG Form with endorsement of Dept. Chair and Dean		OVCRD website (http://www.ovcrd.upd.edu.ph/grants/research-dissemination-grants/)		
4. Invitation or acceptance of paper, work exhibit, performance for presentation from the conference organizers		Conference Organizer/Provider		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit requests with unit endorsement and complete documents	1. Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action.*	None	30 Minutes	Receiving Officer of Scholarship Section
2. 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	Frontline Staff of Scholarship Section
	2.1 Verify application and process request with completed staff work using the RDG evaluation form and indicate personnel clearance action, informs client if the signatory is available.		30 Minutes	Section Head/Analyst
	2.2 Evaluate action made by the Section and initials, if within the set rules.		2 Hours	Division Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance**		1 Day	Director or Authorized Representative
3. Receive the processed documents for OVCAA action. (Optional)	3. Photocopy, release and secure receiving copy of processed documents for recording and filing.		15 Minutes	Frontline Staff of Scholarship Section
	3.1 Forward request to the to the Office of the Vice Chancellor for Research and Development for evaluation/recommendation, prior to the action of the Office of the Chancellor.		15 Minutes	Frontline Staff Scholarship Section
TOTAL:		None	1 Day, 4 Hours	

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.

** Provided the signatory is available



20. Request for Sabbatical leave

A privilege given to a faculty member that exempts him/her from performing regular duties. This privilege may be granted to faculty members to encourage study, investigation, and research; and to improve their competency to better serve the University.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Associate Professor or higher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for sabbatical leave endorsed by the Dept. Chair and Dean 2. Department's/Unit's faculty profile for the academic year		Unit/College/Office		
3. Duly accomplished Sabbatical leave form application (HRDO Form C-5)		HRDO website (https://hrdo.upd.edu.ph/sabbatical_form.pdf)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with unit endorsement and complete documents to Scholarship Section of HRDO	1. Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action. *	None	30 Minutes	<i>Releasing Officer</i> Scholarship Section
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests, print employees' profile and prepare completed staff work, for processing.	None	30 Minutes	Releasing Officer of Scholarship Section
	3. Verify application and process request with completed staff work	None	2 Days	Section Head/Analyst



	using the sabbatical evaluation form and indicate personnel clearance action, informs client if the signatory is available.			
	4. Evaluate action made by the Section and initials, if within the set rules.	None	2 Hours	Division Head
	5. Secure Approval of Authorized Signatory, for personnel clearance***	None	1 Day	Director or Authorized Representative
	6. For budget clearance	None	1 Day (Paused Clock)	Budget Office
	7. For recommending approval	None	1 Day (Paused Clock)	Office of the Vice Chancellor for Academic Affairs
	8. For recommending approval	None	1 Day (Paused Clock)	Office of the Chancellor
	9. For recommending approval	None	1 Day (Paused Clock)	Office of the Vice President for Academic Affairs
	10. Signs the approval of the application for Sabbatical leave	None	1 Day (Paused Clock)	Office of the President
3. Receive the processed sabbatical leave documents	Photocopy, release and secure receiving copy of sabbatical leave documents for recording and filing.	None	30 Minutes	<i>Releasing Officer</i> Scholarship Section
TOTAL:		None	8 Days, 3 Hours, 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

21. 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.

Office or Division:	Human Resource Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from the receiving agency with the endorsement of the Head of Unit		Requesting Party		
2. MOA, etc.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with complete attached documents	1. Receive request, evaluate completeness of documents submitted, and informs client for the necessary action. *	None	30 Minutes	<i>Receiving Officer Benefits Section</i>
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests, print employees' profile and prepare completed staff work, for processing.	None	30 Minutes	<i>Record Officer Benefits Section</i>
	2.1 Process request with completed staff work and indicate personnel clearance action, informs client if the signatory is available.	None	30 Minutes	<i>Analyst/Section Head</i>
	2.2 Evaluate action made by the Section, if within the set rules.	None	30 Minutes	<i>Section Head/Division Head</i>
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***	None	30 Minutes***	<i>Authorized Representative</i>
	2.4 Forward to OVCAA for Recommending approval, DLO, for review of MOA, and OC for approval.	None	1 Day (Paused clock)	<i>Record Officer Benefits Section</i>



	2.5 Receive approved request.	None	30 Minutes	Record Officer Benefits Section
	2.6 Process notice of secondment.	None	30 Minutes	Analyst/Section Head
	2.7 Evaluate action made by the Section, if within the set rules.	None	30 Minutes	Section Head/Division Head
	2.8 Secure Approval of Authorized Signatory ***	None	30 Minutes***	Authorized Representative
3. Received processed request	3. Record and release processed request to client and to other units	None	1 Day	Releasing Officer Benefits Section
TOTAL:		None	2 Days, 4 Hours, 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*

22. 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.

Office or Division:	Human Resource Development and Benefits Division (HRDBD)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Eligible Faculty Administrators, REPS and Administrative Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Terminal Leave Application Form, duly accomplished, endorsed by head of unit/college and approving authority of the University	HRDO Separation Service <u>or</u> Download form from HRDO website https://hrdo.upd.edu.ph
2. 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)	Requesting party
3. For End of Appointments: Copy of notice of non-renewal of appointment (3 photocopies)	Requesting party <u>or</u> From Respective College/Units
4. For Dropped from the Rolls: Copy of Approved Notification of Dropping from the Rolls, with complete details and decision (3 photocopies)	Requesting party
5. Complete submission of Daily Time Record (for ADM) / Certificate of Service (for REPS/FACULTY) with approved signature of head of Unit (Note: Coordination with HRDO Analyst of Benefits Section is requested for the computation of earned leave credits) (1 original, or certified copies by Administrative Officer of the Unit/College)	Requesting party <u>or</u> From Respective College/Units
6. Duly accomplished University Clearance Form in triplicate original copies, certificate of clearance, with complete attachments from concerned offices. (1 original, 2 photocopies)	HRDO Separation Service <u>or</u> Download form from HRDO website https://hrdo.upd.edu.ph
7. Copy of Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation from the University (3 photocopies)	Requesting party <u>or</u> From Respective College/Units <u>or</u> Information Management Section (IMS), HRDO
8. Copy 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 party <u>or</u> From Respective College/Units <u>or</u> Information Management Section (IMS), HRDO
9. For late claims of Terminal Leave: Letter addressed to OC/OP explaining the reason for the delayed submission of terminal leave application (1 original, 2 photocopies)	Requesting party
10. Photocopies of 2 valid IDs affixed with original signature per page (3 photocopies)	Requesting party



11. PSA / NSO Birth Certificate of Employee (1 photocopy)			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits terminal leave application request with complete documentary requirements	1. Receives request and evaluate completeness of documents submitted, provide feedback upon receipt of documents	None	30 Minutes	<i>Receiving Officer</i> HRDO Separation Services
	1.1 Verify correctness of personal records/service records. Coordination with Scholarship Section, Administrative Officer of Unit, Diliman/ System Accounting	None	1 Hour	<i>Separation In-Charge</i> HRDO Separation Services
	1.2 Analyst of Benefits Section prepares and computes draft terminal earned leave credits for checking	None	3 Days	<i>HRDO Analyst</i> Benefits Section
	1.3 Checks computation, if within the set rules,	None	1 Hour	<i>Separation In-Charge</i> HRDO Separation Services
	1.4 Analyst of Benefits Section finalizes the terminal earned leave computation	None	30 Minutes	<i>HRDO Analyst</i> Benefits Section
	1.5 HRDBD Division Chief verifies terminal leave and initials application for conforme	None	30Minutes	<i>HRDBD Division Chief</i> UP Diliman HRDO
2. Signs conforme of earned leaves computation	2. HRDO Director signs conformed terminal leave computation for personnel clearance	None	1 Day	<i>HRDO Director</i> Diliman/System
	2.1 HRDO forward documents to OVCA/ OVPA for appropriate action	None	1 Day (Paused Clock)	<i>Releasing Officer</i> UP Diliman HRDO If UP Diliman: <i>Vice Chancellor for Administration</i> OVCA



				If UP System: Vice President for Administration OVPA
	2.2 Receives approved Terminal Leave Application from OVCA/OVPA	None	15 Minutes	Receiving Officer HRDO Separation Services
	2.3 HRDO photocopy, collate two sets of documents and affixed signature certified photocopy for all pages	None	30 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services
	2.4 HRDO forwards the two sets of documents Diliman/System Accounting Office for appropriate action	None	1 Day (Paused Clock)	Releasing Officer HRDO Separation Services
3. Receives photocopies of approved terminal leave application, service record, and certificate of clearance with complete attachments for personal copy	3. Provide copies of approved Terminal Leave Application, Service Record and Certificate of Clearance with complete attachments to employee and HRDO 201 file	None	15 Minutes	Releasing Officer HRDO Separation Services
TOTAL:		None	6 Days, 4 Hours	

23. Process Request for Payment of Terminal Leave Benefit for Retirement Gratuity (RA 1616) Benefit for Early/Optional /Compulsory / Disability Retirement/ Deceased

For official/employee of the government service who retires 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 where earned.



The filing of terminal leave application for terminal leave requires as condition *sine qua non*, the employee's retirement from the service. It must be shown first that public employment ceased by any of the said modes of severances.

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Eligible Faculty Administrators, REPS and Administrative Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Terminal Leave Application Form, duly accomplished and endorsed by head of unit/college (1 original)		HRDO Separation Service or Download form from HRDO website https://hrdo.upd.edu.ph
2. Letter of intent to retire with affixed signature of applicant, 1 pc. 1x1 picture, duly endorsement of head of unit/college and approved by the Chancellor / OVPA (1 original, 4 photocopies)		Requesting Party
3. 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 (1 original, 4 photocopies)		
4. For early, optional, disability retirement, Letter addressed to OC/OP explaining the reasons of retirement, duly endorsed and approved by the Chancellor (1 original, 4 photocopies)		
5. For Disability Retirement, GSIS Disability Retirement Form with medical certificate, duly accomplished and endorsed by the HRDO Director. (1 original, 4 photocopies)		
6. For Deceased, GSIS Survivorship Application Form, duly accomplished and endorsed by the HRDO Director; and approved Designation of Next of Kin with complete attachments (1 original, 4 photocopies)		
7. Duly accomplished University Clearance Form in triplicate original copies, certificate of clearance, with complete attachments from concerned offices. (1 original, 4 photocopies)		Requesting party or From Respective College/Units
8. Copy of Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last		



appointment indicating the last salary received before separation from the University (4 photocopies)		or Information Management Section (IMS), HRDO		
9. Copy of 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 party or From Respective College/Units or Information Management Section (IMS), HRDO		
10. 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, 3 photocopies)		Requesting Party		
11. GSIS Voucher/Clearance (4 photocopies of all pages)				
12. PSA Marriage Contract (for female married) (1 original, 3 photocopies)				
13. PSA Certificate of No Marriage CENOMAR (for female single) (1 original, 3 photocopies)				
14. PSA / NSO Birth Certificate of Employee (2 photocopies)				
15. Photocopies of 2 valid IDs affixed with original signature per page (2 photocopies)				
16. Complete submission of Daily Time Record (for ADM) / Certificate of Service (for REPS/FACULTY) with approved signature of head of Unit (Note: Coordination with HRDO Analyst of Benefits Section is requested for the computation of earned leave credits) (1 original, or certified copies by Administrative Officer of the Unit/College)				
17. For RA 1616, Service Record from other government agency (If applicable) (1 original SR per government agency, 4 photocopies)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits terminal leave application with complete requirements	1. Receives request and evaluate completeness of documents submitted, provide feedback upon receipt of documents	None	30 Minutes	Receiving Officer HRDO Separation Services
	1.1 Verify correctness of personal records/service records, Coordination with	None	1 Hour	Separation In-Charge



	Scholarship Section, Administrative Officer of Unit, Accounting Office			HRDO Separation Services
	1.2 Analyst of Benefits Section prepares and computes draft terminal earned leave credits for checking	None	3 Days	<i>HRDO Analyst Benefits Section</i>
	1.3 Checks computation, if within the set rules,	None	1 Hour	<i>Separation In-Charge HRDO Separation Services</i>
	1.4 Analyst of Benefits Section finalizes the terminal earned leave computation	None	30 Minutes	<i>HRDO Analyst Benefits Section</i>
	1.5 For RA 1616, HRDO computes Retirement Gratuity (RG) for approval	None	30 Minutes	<i>Separation In-Charge HRDO Separation Services</i>
	1.6 Prepares and accomplish the DBM List of Actual Retirees To Be Paid (LARP) Form, Terminal Leave Application, RG (if RA 1616) for signature	None	30 Minutes	<i>Separation In-Charge HRDO Separation Services</i>
	1.7 HRDBD Division Chief verifies and initials terminal leave application for conforme	None	30 Minutes	<i>HRDBD Division Chief UP Diliman HRDO</i>
2. Signs conforme of earned leave computation	2. HRDO Director signs conformed terminal leave request, DBM List of Actual Retirees To Be Paid (LARP), RG (if RA 1616) for personnel clearance	None	1 Day	<i>HRDO Director Diliman/System</i>
	2.1 HRDO forward all documents to OVCA/ OVPA/ OC for appropriate action	None	1 Day (Paused Clock)	<i>Releasing Officer UP Diliman HRDO</i> <i>If UP Diliman: Vice Chancellor for Administration OVCA Chancellor OC</i>



				If UP System: <i>Vice President for Administration OVPA</i>
	2.2 Receives approved Terminal Leave, LARP, RG (if RA 1616) from OVCA/OVPA/OC	None	15 Minutes	<i>Receiving Officer HRDO Separation Services</i>
	2.3 HRDO photocopy, collate three sets of documents and affixed signature certified photocopy of all pages	None	30 Minutes	<i>Releasing Officer and Separation In-Charge HRDO Separation Services</i>
	2.4 HRDO forwards the three sets of documents Diliman/System Accounting Office for appropriate action	None	1 Day (Paused Clock)	<i>Releasing Officer HRDO Separation Services</i>
	2.5 Receives Terminal Leave, LARP, Voucher, Obligation Request , RG (if RA 1616), and other documents from Accounting and Unit	None	15 Minutes	<i>Receiving Officer HRDO Separation Services</i>
	2.6 HRDO photocopy, collate three sets of documents based on DBM required checklist and certifies photocopy	None	30 Minutes	<i>Releasing Officer and Separation In-Charge HRDO Separation Services</i>
	2.7 HRDO forward three sets of documents to Diliman/System Budget Officer for DBM endorsement	None	1 Day (Paused Clock)	<i>Releasing Officer HRDO Separation Services</i>
3. Receives complete photocopies of approved terminal leave application, LARP, service record,	3. Provide copies of approved Terminal Leave, Service Record, Certificate of Clearance, RG (if RA 1616), and other documents to employee and HRDO 201 file	None	15 Minutes	<i>Releasing Officer HRDO Separation Services</i>



certificate of clearance, RG (if RA 1616), and other attachments for personal copy				
TOTAL:		None	7 Days, 6 Hours, 15 Minutes	

24. Request for Processing of Leave Credits for Extended Faculty Administrators with Extension Beyond Compulsory Retirement (BOR 1182nd meeting, 5/27/04 and OC Memo No. ERR-04-065, 6/1/04)

For eligible extended faculty administrators employed in the University during the period of extension beyond compulsory retirement. The existing rules governing the grant of cumulative leave to faculty members under certain conditions shall continue to be in force also in the case of those serving under an extension of service beyond compulsory retirement age.

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	
1. Leave Credits for Extended Faculty Administrators Form, duly accomplished and signed by the concerned employee. (1 original)		HRDO Separation Service <u>or</u> Download form from HRDO website https://hrdo.upd.edu.ph	
2. Copy of all BOR Approved Appointment/s of Extension Beyond Compulsory Retirement Age of 65 (3 photocopies)		Requesting party	
3. Copy of all Appointment/s as Extended Faculty Administrator during Extension Beyond Compulsory Retirement Age of 65 (3 photocopies)		Requesting party	



4. 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)	HRDO Separation Service <u>or</u> Download form from HRDO website https://hrdo.upd.edu.ph
5. Copy of Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation from the University (3 photocopies)	Requesting party <u>or</u> From Respective College/Units <u>or</u> Information Management Section (IMS), HRDO
6. Copy of Updated Sworn Statement of Assets, Liabilities and Net Worth (SALN) (3 photocopies) (Note: SALN that will be submitted will include retirement benefits received from the compulsory retirement)	Requesting party
7. Letter of intent to retire with affixed signature of applicant, 1 pc. 1x1 picture, duly endorsement of head of unit/college and approved by the Chancellor / OVPA (2 photocopies)	Requesting party
8. For late claims: Letter addressed to OC/OP explaining the reason for the delay (1 original, 2 photocopies)	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application with complete requirements	1. Receive request and evaluate completeness of documents submitted, provide feedback upon receipt of documents	None	30 Minutes	Receiving Officer HRDO Separation Services
	1.1 Verify correctness of personal records/service records, Coordination with Scholarship Section, Administrative Officer of Unit, Accounting Office	None	1 Hour	Separation In-Charge HRDO Separation Services
	1.2 Analyst of Benefits Section prepares and computes draft leave credits earned as extended faculty administrators	None	1 Day	HRDO Analyst Benefits Section
	1.3 Checks computation, if within the set rules,	None	1 Hour	Separation In-Charge HRDO Separation Services



	1.4 Analyst of Benefits Section finalizes the leave computation	None	30 Minutes	<i>HRDO Analyst Benefits Section</i>
	1.5 HRDBD Division Chief verifies and initials leave application for conforme	None	30 Minutes	<i>HRDBD Division Chief UP Diliman HRDO</i>
2. Signs conforme of earned leave computation	2. HRDO Director signs conformed leave computation for personnel clearance	None	1 Day	<i>HRDO Director Diliman/System</i>
	2.1 HRDO forward documents to Diliman/System Budget Office for appropriate action	None	1 Day (Paused Clock)	<i>Releasing Officer UP Diliman HRDO</i>
	2.2 Receives document from Diliman/System Budget Office	None	15 Minutes	<i>Receiving Officer HRDO Separation Services</i>
	2.3 HRDO forwards the document to OVCA and OC/OPVA for appropriate action	None	2 Days (Paused Clock)	<i>Releasing Officer UP Diliman HRDO</i> <i>For Diliman: Vice Chancellor for Administration OVCA Chancellor OC</i> <i>For System: Vice President for Administration OVPA</i>
	2.4 Receives approved document from OC/OVPA	None	15 Minutes	<i>Receiving Officer HRDO Separation Services</i>
	2.5 HRDO photocopy, collate two sets of documents and certifies photocopy	None	30 Minutes	<i>Releasing Officer and Separation In-Charge</i>



				HRDO Separation Services
	2.6 HRDO forward two sets of documents to Diliman/ System Accounting Office for appropriate action	None	1 Day (Paused Clock)	Releasing Officer HRDO Separation Services
3. Receives complete photocopies of approved Leave Credits for Extended Faculty Administrators document, updated service record, updated certificate of clearance with complete attachments for personal copy	3. Provide copies of approved Leave Credits for Extended Faculty Administrators application, Updated Service Record, Certificate of Clearance and other documents to employee and HRDO 201 file	None	15 Minutes	Releasing Officer HRDO Separation Services
	TOTAL:	None	6 Days, 4 Hours, 45 Minutes	

25. Request for Processing Expanded Service Recognition Pay (eSRP) for Administrative Staff and Research, Extension, and Professional Staff (REPS) (Compulsory / Optional / Early/ Disability Retirement / Deceased)

For eligible REPS and Administrative personnel with service in UP Diliman who are compulsory retirement, optional retirement starting at age 60 until just before age 65 with at least 25 years of service, early retirement due to permanent total disability (no longer fit to work) under the rules of the Government Service Insurance System (GSIS), or severe illness under the rules of PhilHealth, regardless of age. In case of death of eligible staff regardless of age and length of service to UP.

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 and BOR 1340th meeting, 12/3/18)



Office or Division:	Human Resource Development and Benefits Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Eligible REPS and Administrative Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. For Optional Retirement, approved Succession Plan with endorsement of head of Unit (Refer to Memo PAEP 17-06 dated 1/17/2017, Guidelines for the Expanded Service Recognition Pay for Administration and REPS employees) (1 original, 1 photocopy)		Requesting party <u>or</u> From Respective College/Units
2. Letter of intent to retire with affixed signature of applicant, 1 pc. 1x1 picture, duly endorsement of head of unit/college and approved by the Chancellor / OVPA (2 photocopies)		Requesting party Requesting party
3. For early, optional, disability retirement, Approved Letter addressed to OC/OP explaining the reasons of retirement (2 photocopies)		
4. Approved GSIS Application for Retirement / Separation / Life Insurance Benefits (GSIS Form 06302017-RET) w/ affixed signature of retiree with chosen Retirement and CLASP options (2 photocopies)		
5. For Disability Retirement, Approved GSIS Disability Retirement Form with medical certificate (2 photocopies)		
6. For Deceased, Approved GSIS Survivorship Application Form and Approved Designation of Next of Kin with complete attachments (2 photocopies)		
7. Copy of Certificate of Clearance, duly accomplished University Clearance with complete attachments (2 photocopies)		
8. Copy of Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation from the University (2 photocopies)		
9. Copy of Sworn Statement of Assets, Liabilities and Net Worth (SALN) (2 photocopies) (Note: SALN that was submitted BEFORE the effective year of separation from the University)		Requesting party <u>or</u> From Respective College/Units <u>or</u>



			Information Management Section (IMS), HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	1. Receive request and evaluate completeness of documents submitted, provide feedback upon receipt of documents	None	30 Minutes	Receiving Officer HRDO Separation Services
	1.1 Analyst of Benefits Section prepares and computes draft eSRP	None	1 Day	HRDO Analyst Benefits Section
	1.2 Checks computation, if within the set rules,	None	1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Analyst of Benefits Section finalizes computation	None	30 Minutes	HRDO Analyst Benefits Section
	1.4 HRDBD Division Chief verifies and initials computation for conforme	None	30 Minutes	HRDBD Division Chief UP Diliman HRDO
2. Signs conforme of earned eSRP	2. HRDO Director signs conformed eSRP for personnel clearance	None	1 Day	HRDO Director UP Diliman HRDO
	2.1 HRDO forwards the document to OVCA/OC/OVPA for appropriate action	None	1 Day (Paused Clock)	Releasing Officer UP Diliman HRDO For Diliman: Vice Chancellor for Administration OVCA Chancellor OC For System: Vice President for Administration OVPA
	2.2 Receives approved document from OVCA/OC/OVPA	None	15 Minutes	Receiving Officer



				HRDO Separation Services
	2.3 HRDO forward documents to Diliman/System Budget Office for appropriate action	None	1 Day (Paused Clock)	Releasing Officer UP Diliman HRDO
	2.4 Receives document from Budget Office	None	15 Minutes	Receiving Officer HRDO Separation Services
	2.5 HRDO photocopy, collate two sets of documents and certifies photocopy	None	30 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services
	2.6 HRDO forward two sets of documents to Diliman/System Accounting Office for appropriate action	None	1 Day (Paused Clock)	Releasing Officer HRDO Separation Services
3. Receives complete photocopies of approved Expanded Service Recognition Pay Document for personal copy	3. Provide copies of approved eSRP to employee and HRDO 201 file	None	15 Minutes	Releasing Officer HRDO Separation Services
	TOTAL:		5 Days, 3 Hours, 45 Minutes	



26. Request for Processing for Faculty Sick Leave Benefit (per BOR 1255th meeting, 5/27/2010)

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.

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Eligible Full-time Faculty who applied for Compulsory Mode of Retirement / Optional Retirement with Severe Illness indicated / Deceased	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent to Retire with affixed signature of applicant, endorsement of head of unit/college, and approval of the Chancellor/OVPA (2 photocopies)		Requesting party
2. For Optional Retirement, Letter addressed to OC/OP explaining the reasons of retirement, duly approved (2 photocopies)		
3. Approved GSIS Application for Retirement / Separation / Life Insurance Benefits (GSIS Form 06302017-RET) w/ affixed signature of retiree with chosen Retirement and CLASP options (2 photocopies)		
4. For Disability Retirement, Approved GSIS Disability Retirement Form with medical certificate (2 photocopies)		
5. For Deceased, Approved GSIS Survivorship Application Form and Approved Designation of Next of Kin with complete attachments (2 photocopies)		
6. Copy of Certificate of Clearance, duly accomplished University Clearance with complete attachments (2 photocopies)		
7. Copy of Latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI) / approved last appointment indicating the last salary received before separation from the University (2 photocopies)		Requesting party or From Respective College/Units or Information Management Section (IMS), HRDO
8. Copy of Sworn Statement of Assets, Liabilities and Net Worth (SALN) (Note: SALN that was submitted BEFORE the effective year of separation from the University) (2 photocopies)		Requesting party or From Respective College/Units or



			Information Management Section (IMS), HRDO	
9. For Faculty with Extension Beyond Compulsory Retirement Age of 65, BOR Approved Appointment/s (2 photocopies)			Requesting party or From Respective College/Units	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	1. Receive request and evaluate completeness of documents submitted, provide feedback upon receipt of documents	None	30 Minutes	Receiving Officer HRDO Separation Services
	1.1 Analyst of Benefits Section prepares and computes draft FSL	None	1 Day	HRDO Analyst Benefits Section
	1.2 Checks computation, if within the set rules,	None	1 Hour	Separation In-Charge HRDO Separation Services
	1.3 Analyst of Benefits Section finalizes computation	None	30 Minutes	HRDO Analyst Benefits Section
	1.4 HRDBD Division Chief verifies and initials computation for conforme	None	30 Minutes	HRDBD Division Chief UP Diliman HRDO
2. Signs conforme of earned FSL	2. HRDO Director signs conformed FSL for personnel clearance	None	1 Day	HRDO Director UP Diliman HRDO
	2.1 HRDO forwards the document to OVCA/OVPA for appropriate action	None	1 Day (Paused Clock)	Releasing Officer UP Diliman HRDO For Diliman: Vice Chancellor for Administration OVCA For System: Vice President for Administration OVPA
	2.2 Receives approved document from OVCA/OVPA	None	15 Minutes	Receiving Officer HRDO Separation Services



	2.3 HRDO forward documents to Diliman/ System Budget Office for appropriate action	None	1 Day (Paused Clock)	Releasing Officer UP Diliman HRDO	
	2.4 Receives document from Budget Office	None	15 Minutes	Receiving Officer HRDO Separation Services	
	2.5 HRDO photocopy, collate two sets of documents and certifies photocopy for all documents	None	30 Minutes	Releasing Officer and Separation In-Charge HRDO Separation Services	
	2.6 HRDO forward two sets of documents to Diliman/ System Accounting Office for appropriate action	None	1 Day (Paused Clock)	Releasing Officer HRDO Separation Services	
3	Receives complete photocopies of approved Faculty Sick Leave Document for personal copy	3. Provide copies of approved FSL to employee and HRDO 201 file	None	15 Minutes	Releasing Officer HRDO Separation Services
		TOTAL:		5 Days, 3 Hours, 45 Minutes	

Exclusions: Regular Part-time and Non-regular faculty members; Faculty members with administrative function/ cumulative leave, researchers and community workers; Faculty who are on full time study leave without pay, exceeded beyond the prescribed period for full time study; on vacation leave without pay; and Faculty members who are on secondment. Employee who avail of the benefit of Rehabilitation Leave may not avail of this sick leave benefit. (OP MEMO NO. PERR 08-03, 15 January 2008)

27. 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.



Office or Division:	Human Resource Development and Benefits Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Eligible 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 Service	
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 06302017-RET)	1. Receive request and evaluate completeness of document submitted, provide feedback upon receipt of documents	None	15 Minutes	<i>Receiving Officer</i> HRDO Separation Services
	1.1 Checks and Process the application for personnel clearance	None	15 Minutes	<i>Separation In-Charge</i> HRDO Separation Services
	1.2 HRDBD Division Chief verifies and initials application form	None	15 Minutes	<i>HRDBD Division Chief</i> UP Diliman HRDO
	1.3 HRDO Director signs for personnel clearance	None	1 Day	<i>HRDO Director</i> Diliman/System
2. Submits application to GSIS Note: Employee can authorize HRDO to submit the application to GSIS	2. HRDO release document to requesting party	None	1 Day (Paused Clock)	<i>Releasing Officer</i> HRDO Separation Services
TOTAL:		None	2 Days, 45 Minutes	



28. 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.

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Eligible deceased employee and the legal heirs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Death Certificate of employee issued by Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR) (1 original, 3 photocopies)		Requesting party
2. Birth Certificate of employee issued by Philippine Statistics Authority (PSA) (1 original, 3 photocopies)		
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, 3 photocopies)		
3.2 Marriage Contract of female beneficiary/ies issued by Philippine Statistics Authority (PSA), if married (original) (1 original, 3 photocopies)		Requesting party
3.3 Notarized Affidavit of Surviving Spouse (1 original, 3 photocopies)		
3.4 Notarized Affidavit of Guardianship of Incapacitated Dependent Child (if applicable) (1 original, 3 photocopies)		
3.5 Notarized Affidavit of Guardianship of Minor Dependent Child (if applicable) (1 original, 3 photocopies)		
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, 3 photocopies)		
3.7 Notarized Deed of Waiver of Rights (1 original, 3 photocopies)		



<p>3.8 Notarized Undertaking of Trust and Quit Claims (1 original, 3 photocopies)</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) (4 photocopies) (Note: Bring original IDs and photocopies with their affixed original signature)</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) (1 original, 3 photocopies)</p>	
<p>4.2 Marriage Contract of parents issued by Philippine Statistics Authority (PSA) (1 original, 3 photocopies)</p>	
<p>4.3 Birth Certificate of parents issued by Philippine Statistics Authority (PSA) (1 original, 3 photocopies)</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) (1 original, 3 photocopies)</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). (1 original, 3 photocopies)</p>	<p>Requesting party</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</p>	<p>Requesting party</p>



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, 3 photocopies)				
4.7 Notarized Deed of Waiver of Rights (1 original, 3 photocopies)				
4.8 Notarized Undertaking of Trust and Quit Claims (1 original, 3 photocopies)				
4.9 Two unexpired valid IDs of surviving parents/siblings/dependent children/claimants, as the case may be (e.g. GSIS eCard, SSS ID, Driver's License, School ID, Voter's ID, Passport) (1 original, 3 photocopies) (Note: Bring original IDs and photocopies with their affixed original signature)				
5. Duly accomplished GSIS Survivorship Application Form (1 original)		GSIS website : www.gsis.gov.ph or HRDO Separation Service		
<p><i>Note: UP Diliman Legal Office reserves the right to request additional documents if deemed necessary.</i></p> <p><i>FOR GSIS SURVIVORSHIP LIST OF FORMS AND REQUIREMENTS: Please visit GSIS website : www.gsis.gov.ph</i></p> <p><i>FOR PAG-IBIG SURVIVORSHIP LIST OF FORMS AND REQUIREMENTS: Please visit Pag-IBIG website : www.pagibigfund.gov.ph</i></p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 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	None	30 Minutes	Receiving Officer HRDO Separation Services
	1.1 Verify completeness of submitted documents, prepares endorsement letter to Diliman/System Legal Office with attached draft copy	None	30 Minutes	Separation In-Charge HRDO Separation Services



	of Designation of Next of Kin			
	1.2 HRDBD Division Chief for initials	None	30 Minutes	<i>HRDBD Division Chief UP Diliman HRDO</i>
	1.3 HRDO Director signs document	None	1 Day	<i>HRDO Director Diliman/System</i>
	1.4 HRDO forward documents with complete attachments to Diliman/System Legal Office for appropriate action and endorsement for approval by the Chancellor/OVPA	None	5 Days (Paused Clock)	<i>Releasing Officer HRDO Separation Services Diliman/System Legal Office Office of the Chancellor / Office of the Vice President for Administration</i>
	1.5 HRDO receives approved Designation of Next of Kin from Office of the Chancellor	None	15 Minutes	<i>Receiving Officer HRDO Separation Services</i>
2. Receives complete photocopy of approved Designation of Next of Kin and original attachments.	2. HRDO provide copy of Designation of Next of Kin with complete attachments	None	15 Minutes	<i>Releasing Officer HRDO Separation Services</i>
TOTAL:		None	6 Days, 2 Hours	

29. 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.

Office or Division:	Human Resource Development and Benefits Division (HRDBD)
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Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 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	
2. For Resignation, Letter of resignation addressed to the highest appointing authority of the Agency, with endorsement of department, and head of Unit/College			Requesting party	
3. For Transfer, Letter of resignation addressed to the highest appointing authority of the Agency, with endorsement of department, and head of Unit/College			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit separation requests with complete information	1. Receive and record request, evaluate completeness of information, provide feedback upon receipt of documents	None	15 Minutes	<i>Receiving Officer</i> HRDO Separation Services
	2. Checks and process the letter of intent for separation	None	15 Minutes	<i>Separation In-Charge</i> HRDO Separation Services
	2.1 HRDBD Division Chief verifies and initials request letter	None	15 Minutes	<i>HRDBD Division Chief</i> UP Diliman HRDO
	2.2 HRDO Director signs letter for personnel clearance	None	1 Day	<i>HRDO Director</i> Diliman/System
	2.3 Forward request to recommending Vice Chancellors Offices, prior to Chancellor's approval (for respective employment classification)	None	1 Day (Paused Clock)	<i>Releasing Officer</i> 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
	2.4 Forwards request for approval of OC/OVPA	None	1 Day (Paused Clock)	<i>Releasing Officer</i> HRDO Separation Services Office of the Chancellor/ Office of the Vice President for Administration
	2.5 Receive and record the approval/acceptance of request from the Office of the Chancellor.	None	15 Minutes	<i>Receiving Officer</i> HRDO Separation Services
	2.6 Prepares and issue notice of approval and acceptance	None	30 Minutes	<i>Releasing Officer</i> HRDO Separation Services
	2.7 HRDBD Division Chief verifies and initials request letter	None	15 Minutes	<i>HRDBD Division Chief</i> UP Diliman HRDO
	2.8 HRDO Director signs the notice of approval	None	1 Day	<i>HRDO Director</i> UP Diliman HRDO
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 HRDO PRS and IMS	None	15 Minutes	<i>Releasing Officer</i> HRDO Separation Services
TOTAL:			4 Days, 5 2 Hours	

30. 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.

Office or Division:	Human Resource Development and Benefits Division (HRDBD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Eligible Faculty, REPS and Administrative Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. University Clearance Form			HRDO Separation Services <u>or</u> Download form from HRDO website https://hrdo.upd.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure University Clearance Form	1. Provide the required university clearance form to be filled out and discuss its procedure	None	15 Minutes	<i>Receiving Officer</i> HRDO Separation Services
2. Receive draft Service Record for clearance	2. HRDO provide draft Service Record for clearance purposes	None	30 Minutes	<i>Separation In-Charge</i> HRDO Separation Services
3. Requesting Party will personally proceed to the different concerned offices to secure signature (Note: Employee may coordinate with / request the Administrative Officer of their respective		None	20 Days (Paused Clock)	<i>Requesting Party</i> <i>Different Offices:</i> <i>Unit/College Supply Officer, Administrative Officer, Head 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,</i>



Unit/College to facilitate / assist in securing clearances from different concerned offices)				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, Diliman and System Cash Office, Diliman and System Accounting Office
4. Submit duly accomplished University Clearance with complete attachments	4. Receive University Clearance, evaluate completeness of attached documents, provide feedback upon receipt of documents	None	15 Minutes	Receiving Officer HRDO Separation Services
	4.1 Checks and Prepares Certificate of Clearance for signature of the HRDO Director	None	15 Minutes	Separation In-Charge HRDO Separation Services
	4.2 HRDBD Division Chief verifies and initials certificate of clearance and university clearance	None	15 Minutes	HRDBD Division Chief UP Diliman HRDO
	4.3 HRDO Director signs certificate of clearance	None	1 Day	HRDO Director Diliman/System
5. Receives certificate of clearance, university clearance with complete attachments, service record and other requested copy	5. HRDO provides copies of Certificate of Clearance, University Clearance with complete attachments, Service Record, and other requested copy	None	30 Minutes	Releasing Officer HRDO Separation Services
TOTAL:		None	21 Days,	



		2 Hours	
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31. 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.

Office or Division:	HR Development and Benefits Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Eligible UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRDO Request Slip Form		Benefits Section, Appointment Section and Administrative Services, https://hrdo.upd.edu.ph/Application%20for%20Service%20Record.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	None	1 Day	<i>Receiving Officer/Assigned Analyst</i> Benefits Section
	1.1 Forward request to HR Appointment Section for verification and updating of status of appointment, salary adjustments and step increment	None	1 Day (Paused clock)	<i>Releasing officer</i> Benefits Section
TOTAL:		None	2 Day/s*	

*under normal conditions

32. Request for special detail with or without pay (Local/Abroad), For Personnel Clearance

Special detail shall include participation in an official capacity in conferences, workshops, seminars, short-term courses, and similar activities subject to prior



authorization and to such conditions as may be attached thereto and to applicable laws and regulations.

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	Eligible Faculty (Assistant Professor below), REPS and Administrative Personnel	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Faculty	
	1. Letter request for special detail endorsed by the Dept. Chair and Dean with justification 2. Letter of intention to render service obligation (for faculty with temporary appointment – to be accomplished by the grantee)	Person requesting
	3. Department's/Unit's faculty profile for the academic year 4. Letter of Intent to renew the temporary appointment and units recommendation for tenure or considered for tenure (for faculty with temporary appointment – endorsed by the unit)	Unit/College/Office
	5. Duly accomplished Special detail form (for abroad application) 6. Duly accomplished progress report form (if renewal)	Office of International Linkages Diliman (OIL-D) (https://international.upd.edu.ph/forms-and-guidelines/faculty-and-reps-and-staff-mobility/special-detail-application/)
	7. Copy of acceptance/admission/invitation from school/university/conference provider	School/University/Provider
	8. Duly accomplished special detail contract and corresponding suretyship agreement 9. University Clearance (for 30 Days or more)	HRDO website (https://hrdo.upd.edu.ph/HRDBD.php)
	Research, Extension and Professional Staff (REPS)	
	1. Letter request for special detail endorsed by the head of unit with justification 2. Performance Rating (last 2 rating periods prior to the application)	Person requesting



<p>3. Certification from the unit head that will reflect the ff:</p> <ul style="list-style-type: none"> a. That there is no provision for substitute for the grantee b. The potential of the candidate to undertake further studies <p>4. The need of the unit and/or the relevance of the course to the job.</p>	<p>Unit/College/Office</p>
<p>5. Duly accomplished Special detail form</p> <p>6. Duly accomplished progress report form (if renewal)</p>	<p>Office of International Linkages Diliman (OIL-D) (https://international.upd.edu.ph/forms-and-guidelines/faculty-and-reps-and-staff-mobility/special-detail-application/)</p>
<p>7. Copy of acceptance/admission from school/university</p> <p>8. Certified copy of grades at the end of each semester or summer.</p>	<p>School/University</p>
<p>9. Duly accomplished special detail contract and corresponding suretyship agreement</p> <p>10. University Clearance (for 30 Days or more)</p>	<p>HRDO website (https://hrdo.upd.edu.ph/HRDBD.php)</p>
<p>Administrative</p>	
<p>1. Letter request for special detail endorsed by the head of unit or office/unit HRDC</p> <p>2. Performance Rating (last 2 rating periods prior to the application)</p>	<p>Person requesting</p>
<p>3. Certification from the unit head that will reflect the ff:</p> <ul style="list-style-type: none"> a. That there is no provision for substitute for the grantee b. The potential of the candidate to undertake further studies <p>4. The need of the unit and/or the relevance of the course to the job.</p>	<p>Unit/College/Office</p>
<p>5. Duly accomplished progress report form (if renewal)</p> <p>6. Duly accomplished special detail contract and corresponding suretyship agreement</p> <p>7. University Clearance (for 30 Days or more)</p>	<p>HRDO website (https://hrdo.upd.edu.ph/HRDBD.php)</p>
<p>8. Copy of acceptance/admission from school/university</p> <p>9. Certified copy of grades at the end of each semester or summer.</p>	<p>School/University</p>



10. Certification of earned units.				
11. Certification of no pending administrative case (for admin)		Scholarship and Fellowship Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests with unit endorsement and complete documents to Scholarship Section of HRDO	1. Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action. *	None	30 Minutes	<i>Receiving Officer</i> Scholarship Section
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests, print employees' profile and prepare completed staff work, for processing.	None	30 Minutes	<i>Receiving Officer</i> Scholarship Section
	2.1 Verify application and process request with completed staff work using the special detail evaluation form, with computation of RSO and indicate personnel clearance action, informs client if the signatory is available.	None	2 Days	Section Head/Analyst
	2.2 Evaluate action made by the Section, if within the set rules.	None	1 Day	Division Head
	2.3 Secure Approval of Authorized Signatory, for personnel clearance***	None	1 Day	Director or Authorized Representative



	<p>2.4 Forward request to the Office of the Vice Chancellor for Academic Affairs (For Faculty and REPS):</p> <p>2.4.1 <u>For special detail abroad</u>, through OIL-Diliman for Agenda to Faculty REPS Mobility Committee (FRIMC) for evaluation</p> <p>2.4.1 <u>For special detail local</u>, through Office for the Advancement of Teaching (OAT), prior to the action of the Office of the Chancellor.</p> <p>2.5 Forward request to the Office of the Vice Chancellor for Administration (For Admin):</p> <p>2.5.1 Through Human Resource Development Committee (HRDC) for evaluation</p>	None	1 Day (Paused Clock)	OIL-Diliman/ Faculty REPS Mobility Committee (FRIMC)
	2.6 Signs the Recommending approval/disapproval	None	1 Day (Paused Clock)	Office of the Vice Chancellor for Academic Affairs
	2.7 Signs the special detail Request	None	1 Day (Paused Clock)	Office of the Chancellor
	2.8 Prepares the approval notification	None	7 Hours	Scholarship Analyst



	of special detail with/without pay			
	2.9 Verify and initials the approval notification	None	1 Hour	Division Head
	2.10 Signs the approval notification of special detail with/without pay	None	1 Day	HRDO Director
3. Receive the processed documents for OVCAA action. (Optional)	3. Photocopy, release and secure receiving copy of processed documents for recording and filing.	None	30 Minutes	Releasing Office of Scholarship Section
TOTAL:		None	9 Days, 1 Hour, 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

33. Request for study leave with or without pay, with return service requirement, (Local/Abroad), for Personnel Clearance (Faculty and REPS) and for HRDC Agenda (for Administrative Personnel)

Subject to the exigencies of the service, eligible faculty, REPS and administrative staff members may be granted study leave with or without pay. They may be allowed to enroll full time in the University or in other educational institutions.

Office or Division:	Human Resource Development and Benefits Division	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	Eligible Faculty (Assistant Professor below), REPS and Administrative Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Faculty		
10. Letter request for study leave endorsed by the Dept. Chair and Dean with justification	11. Letter of intention to render service obligation (for faculty with temporary	Person requesting



appointment – to be accomplished by the grantee)	
12. Department's/Unit's faculty profile for the academic year 13. Letter of Intent to renew the temporary appointment and units recommendation for tenure or considered for tenure (for faculty with temporary appointment – endorsed by the unit)	Unit/College/Office
14. Duly accomplished Study leave form (for abroad application) 15. Duly accomplished progress report form (if renewal)	Office of International Linkages Diliman (OIL-D) (https://international.upd.edu.ph/forms-and-guidelines/faculty-and-reps-and-staff-mobility/special-detail-application/)
16. Copy of acceptance/admission from school/university	School/University
17. Duly accomplished study leave contract and corresponding suretyship agreement 18. University Clearance (for 30 Days or more) 19. Report for duty (upon return/termination/completion of study leave)	HRDO website (https://hrdo.upd.edu.ph/HRDBD.php ; https://www.hrdo.upd.edu.ph/REPORT%20FOR%20DUTY.pdf)
Research, Extension and Professional Staff (REPS)	
11. Letter request for study leave endorsed by the head of unit with justification 12. Performance Rating (last 2 rating periods prior to the application)	Person requesting
13. Certification from the unit head that will reflect the ff: a. That there is no provision for substitute for the grantee b. The potential of the candidate to undertake further studies 14. The need of the unit and/or the relevance of the course to the job.	Unit/College/Office
15. Duly accomplished Study leave form 16. Duly accomplished progress report form (if renewal)	Office of International Linkages Diliman (OIL-D) (https://international.upd.edu.ph/forms-and-guidelines/faculty-and-reps-and-staff-mobility/special-detail-application/)
17. Copy of acceptance/admission from school/university 18. Certified copy of grades at the end of each semester or summer.	School/University



19. Duly accomplished study leave contract and corresponding suretyship agreement 20. University Clearance (for 30 Days or more) 21. Report for duty (upon return/termination/completion of study leave)		HRDO website (https://hrdo.upd.edu.ph/HRDBD.php ; https://www.hrdo.upd.edu.ph/REPORT%20FOR%20DUTY.pdf)		
Administrative				
12. Letter request for study leave endorsed by the head of unit or office/unit HRDC 13. Performance Rating (last 2 rating periods prior to the application)		Person requesting		
14. Certification from the unit head that will reflect the ff: a. That there is no provision for substitute for the grantee b. The potential of the candidate to undertake further studies 15. The need of the unit and/or the relevance of the course to the job.		Unit/College/Office		
16. Duly accomplished progress report form (if renewal) 17. Duly accomplished study leave contract and corresponding suretyship agreement 18. University Clearance (for 30 Days or more) 19. Report for duty (upon return/termination/completion of study leave)		HRDO website (https://hrdo.upd.edu.ph/HRDBD.php ; https://www.hrdo.upd.edu.ph/REPORT%20FOR%20DUTY.pdf)		
20. Copy of acceptance/admission from school/university 21. Certified copy of grades at the end of each semester or summer. 22. Certification of earned units.		School/University		
23. Certification of no pending administrative case (for admin)		Scholarship and Fellowship Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit requests with unit endorsement and complete	3. Receive request, evaluate completeness of documents submitted, verify records, and informs	None	30 Minutes	<i>Receiving Officer</i> Scholarship Section



documents to Scholarship Section of HRDO	client for the necessary action. *			
4. Secure receiving copy of submitted application (request out by the Section)	4. Record requests, print employees' profile and prepare completed staff work, for processing.		30 Minutes	Receiving Officer Scholarship Section
	4.1 Verify application and process request with completed staff work using the study leave evaluation form, with computation of RSO and indicate personnel clearance action, informs client if the signatory is available.		2 Days	Section Head/Analyst
	4.2 Evaluate action made by the Section and initials, if within the set rules.		1 Day	Division Head
	4.3 Secure Approval of Authorized Signatory, for personnel clearance***		1 Day	Director or Authorized Representative
	5. Forward request to the Office of the Vice Chancellor for Academic Affairs (For Faculty and REPS): 3.4.1 <u>For study leave abroad</u> , through OIL-Diliman for Agenda to Faculty REPS		1 Day (Paused Clock)	OIL-Diliman/ Faculty REPS Mobility Committee (FRIMC)



	<p>Mobility Committee (FRIMC) for evaluation</p> <p>3.4.2 <u>For study leave local</u>, through Office for the Advancement of Teaching (OAT), prior to the action of the Office of the Chancellor.</p> <p>3.5 Forward request to the Office of the Vice Chancellor for Administration (For Admin):</p> <p>2.5.1 Through Human Resource Development Committee (HRDC) for evaluation</p>			
	4.4 Signs the Recommending approval/disapproval		1 Day (Paused Clock)	Office of the Vice Chancellor for Academic Affairs
	4.5 Signs the Study leave Request		1 Day (Paused Clock)	Office of the Chancellor
	4.6 Prepares the approval notification of Study leave with/without pay		1 Day	Scholarship Analyst
	4.7 Signs the approval notification of Study leave with/without pay		1 Day	HRDO Director
5. Receive the processed documents for OVCAA	4. Photocopy, release and secure receiving copy of processed		30 Minutes	<i>Receiving Officer</i> Scholarship Section



action. (Optional)	documents for recording and filing.			
TOTAL:		None	9 Days, 1 Hour, 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

34. 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.

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		
1. Application for Leave; and		Benefits Section, https://hrdo.upd.edu.ph/HRDBD.php		
2. 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
1. Submit requests with unit endorsement and complete documents	1. Receive request, evaluate completeness of documents submitted, verify records, and informs client for the necessary action.	None	15 Minutes	<i>Record Officer Benefits Section</i>
2. Secure receiving copy of submitted application (request out by the Section)	2. Record requests and perform completed staff work, for processing.		15 Minutes	<i>Record Officer Benefits Section</i>



	2.1 Verify application, prepare travel request and process with completed staff work using the leave evaluation form.		30 Minutes	<i>Analyst</i>
	2.2 Evaluate performed staff work by the section and initials		4 Hours	<i>Division Head</i>
	2.3 Forward request to the office of the Director, for personnel clearance		4 Hours	<i>Director HRDO</i>
	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.		1 Day (Paused clock)	Chancellor
3. Received processed request	3. Record and release processed request to client.		15 Minutes	<i>Record Officer Benefits Section</i>
TOTAL:		None	4 Days, 1 Hour, 15 Minutes	

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.



Supply and Property Management Office (SPMO)

External Services



1. Sale of bidding documents for public auction

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:	Supplier			
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. Supplier secures referral form	1. Issues referral form	None	5 Minutes	<i>Disposal Staff</i> Inventory & Disposal Section SPMO
2. Supplier proceeds to Cash Office to pay for the bidding documents and return to SPMO to present the Official Receipt	2. Verifies the Official Receipt submitted by the Supplier; answers queries, if any, and releases bidding document	PHP 500.00	30 Minutes (Pause-Clock)	<i>Disposal Staff</i> Inventory & Disposal Section SPMO
TOTAL:		PHP 500.00	35 Minutes	

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:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to head of the office – (1 copy)		Requesting Party		
2. Original Official Receipt – (1 copy)		Diliman Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier submits letter request to SPMO	1. Receives letter	None	5 Minutes	<i>Receiving Personnel</i> Administrative Section SPMO
	1.1 Checks if supplier finished hauling the unserviceable property and equipment within the allotted time.	None	15 Minutes	<i>Disposal Staff</i> Inventory and Disposal Section SPMO
	1.2 Prepares Disbursement Voucher (DV) if not subject for forfeiture. If subject for forfeiture, Disposal staff prepares letter informing the bidder of the forfeiture.	None	45 Minutes	<i>Disposal Staff</i> Inventory and Disposal Section SPMO
	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 bidder that refund shall be claimed at	None	30 Minutes	<i>Administrative Staff</i> Administrative Section SPMO



	the Diliman Cash Office or release the letter to bidder if subject for forfeiture.			
TOTAL:		None	1 Hour, 40 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		
1. Duly accomplished Inventory & Inspection Report of Unserviceable Property (IIRUP) Form – (4 copies)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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> Inventory & Disposal Section SPMO
2. Make necessary correction on deficiency noted on the IIRUP if needed	2. Assigns reference number, reviews and verifies items listed in the IIRUP with inventory staff	None	3 Days	<i>Disposal Staff</i> Inventory & Disposal Section SPMO
3. Assists disposal staff during inspection	3. Conducts inspection of unserviceable property and equipment	None	10 Minutes	<i>Disposal Staff</i> Inventory & Disposal Section SPMO
4. Unit Supply Officer will coordinate hauling	4. Receives, stores and segregates unserviceable property and	None	7 Days	<i>Disposal Staff</i> Inventory & Disposal Section SPMO



	equipment in the warehouse			
TOTAL:		None	10 Days, 15 Minutes	

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		
1. Duly accomplished Waste Materials Report Form – (3 copies)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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> Inventory & Disposal Section SPMO
	1.2 Receives waste material/s and arrange in the warehouse	None	4 Hours	<i>Disposal Staff</i> Inventory & Disposal Section SPMO
	1.3 Initials WMR form	None	2 Minutes	<i>Section Head</i> Inventory & 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 Administrative Section SPMO</i>
TOTAL:		None	4 Hours, 24 Minutes	

3. Issuance of 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		
1. Request form/Letter – (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request form/Letter	1. Receives Request form/Letter and forwards it to the Inventory Staff-in-Charge, Inventory & Disposal Section	None	5 Minutes	<i>Receiving Personnel Administrative Section SPMO</i>
	1.1 Generates list of property accountability and forwards it to the Section Head, Inventory & Disposal Section	None	5 Days	<i>Inventory Staff Inventory & Disposal Section SPMO</i>
	1.2 Prepares letter addressed to the requesting officer to	None	10 Minutes	<i>Section Head Inventory & Disposal Section</i>



	be signed by the Unit Head			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	

4. Processing of 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:

- a. UP employees who have been awarded a UP housing unit.
- b. 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		
1. Letter request (1 copy)		Requesting Party		
2. 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
1. Submits Letter request and proof of award of housing unit, if applicable	1. Receives Letter request	None	5 Minutes	Receiving Personnel Administrative Section SPMO



	1.1 Prepares referral letter addressed to OVCA	None	5 Minutes	<i>Section Head Inventory & Disposal Section</i>
	1.2 Recommends approval	None	5 Minutes	<i>Head of Office SPMO</i>
	1.3 Delivers request to OVCA * Awaits OVCA approval/ disapproval	None	30 Minutes (Pause-Clock)	<i>Administrative Staff Administrative Section SPMO</i>
2. Prepares Property Acknowledgement Receipt or Inventory Custodian Slip for equipment requested by units/offices	2. If approved, SPMO releases item/s requested upon availability * If disapproved, SPMO prepares response letter	None	1 Day (Pause-Clock)	<i>Inventory Staff Inventory & Disposal Section SPMO</i>
TOTAL:		None	1 Day, 45 Minutes	

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	
1. Duly accomplished Inspection and Acceptance Report (IAR) form (2 copies),	



<p>with the following attachments:</p> <ol style="list-style-type: none"> a. Clear copy of Contract / Purchase Order (PO) / Notice to Proceed (NTP) b. Clear copy of Delivery Receipts (DR) / Sales Invoice (SI) c. Clear copy of Official Receipt (OR) of Payment (for reimbursements & liquidations) d. Copy of Property Acknowledgement Receipt (PAR) and/or Inventory Custodian Slip (ICS), if applicable e. Copy of Pre-Repair Inspection Report (if repair) f. Copy of Waste Material Report, if applicable g. Copy of Technical Specification h. Copy of Approved Amendment to Order, if applicable i. Copy of Certificate of Training – for highly specialized (scientific) equipment j. Copy of Initial Test Result - for highly specialized (scientific) equipment k. Copy of Memorandum of Undertaking – for air-conditioning unit/s l. Start Up Sheet - for air-conditioning unit/s 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished IAR with complete/proper attachments	1. 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	None	3 days	<i>Property Inspector</i> Inspection Section SPMO



	quantitative inspection			
	1.2 Reviews the IAR	None	1 Day	<i>Section Head Inspection Section SPMO</i>
	1.3 Signs IAR	None	5 Minutes	<i>Head of Office SPMO</i>
2. Pick-up the approved/signed IAR	2. Issues the signed/approved IAR	None	5 Minutes	<i>Releasing Personnel Administrative Section SPMO</i>
TOTAL:		None	4 Days, 20 Minutes	

6. Conduct of Inspection of Highly Technical 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 with the assistance of Technical Working Groups in the evaluation of the highly technical equipment. 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:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	UP Diliman Units/Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Inspection and Acceptance Report (IAR) form (2 copies), with the following attachments: <ul style="list-style-type: none"> a. Clear copy of Contract / Purchase Order (PO) / Notice to Proceed (NTP) 		



<ul style="list-style-type: none"> b. Clear copy of Delivery Receipts (DR) / Sales Invoice (SI) c. Clear copy of Official Receipt (OR) of Payment (for reimbursements & liquidations) d. Copy of Property Acknowledgement Receipt (PAR) and/or Inventory Custodian Slip (ICS), if applicable e. Copy of Pre-Repair Inspection Report (if repair) f. Copy of Waste Material Report, if applicable g. Copy of Technical Specification h. Copy of Approved Amendment to Order, if applicable i. Copy of Certificate of Training – for highly specialized (scientific) equipment j. Copy of Initial Test Result - for highly specialized (scientific) equipment k. Copy of Memorandum of Undertaking – for air-conditioning unit/s l. Start Up Sheet - for air-conditioning unit/s 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished IAR with complete/proper attachments	1. 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 Inspector	None	10 Minutes	<i>Receiving Personnel</i> Administrative Section SPMO
	1.1 Conducts actual/physical quantitative inspection and forwards it to the Technical Working Group	None	3 Days	<i>Property Inspector</i> Inspection Section SPMO



	1.2 Conducts actual technical inspection	None	15 Days (Pause-Clock)	<i>Technical Working Group</i> EEE Institute (for IT-related equipment) / Campus Maintenance Office (for air-conditioning systems, vehicles and mechanical equipment)
	1.3 Reviews the IAR	None	1 Day	<i>Section Head</i> Inspection Section SPMO
	1.4 Signs the IAR	None	5 Minutes	<i>Head of Office</i> SPMO
2. Pick-up the approved/signed IAR	2. Issues the signed/approved IAR	None	5 Minutes	<i>Releasing Personnel</i> Administrative Section SPMO
TOTAL:		None	19 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		
1. Duly accomplished Pre-Repair Inspection Report (PRIR) form (2 copies), with the following attachments: <ul style="list-style-type: none"> a. Repair cost estimate b. Copy of PAR of equipment for repair c. If cost of repair exceeds 30% of acquisition cost, document/proof of current market value of the same or similar equipment. 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished PRIR with complete/proper attachments	1. 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</i> Administrative Section
2. Wait for actual/physical inspection of the equipment for repair	2. Conducts actual/physical pre-repair inspection	None	3 Days	<i>Property Inspector</i> Inspection Section SPMO
	2.1 Reviews the IAR	None	1 Day	<i>Section Head</i> Inspection Section SPMO
	2.2 Signs the IAR	None	5 Minutes	<i>Head of Office</i> SPMO
3. Pick-up the approved/signed PRIR	3. Issues the signed/approved PRIR	None	5 Minutes	<i>Releasing Personnel</i> 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		
1. Approved Requisition and Issue Slip (RIS) Form (3 copies), with the following attachment (depending on the funding source): c. Obligation Request (ObR), or d. Budget Utilization Request (BUR)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits electronic request for common-use supplies through the SPMO Portal	1. Confirms the request electronically and reserves the items for three (3) days	None	30 Minutes	<i>IT Receiving Personnel</i> Central Storeroom SPMO
2. 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</i> Central Storeroom SPMO



TOTAL:	None	4 Hours, 30 Minutes	
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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
1. Duly accomplished Flight Reservation Form (to be submitted electronically) with the following attachment/s: a. 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
1. Requesting officer to electronically submit duly accomplished Flight Reservation Form together with valid IDs and or Passport of passengers	1. Verify completeness of information of details required for online flight reservation	None	1 Day (Pause-Clock)	<i>Travel Arranger Assistant Airfare Reservation, Booking and Issuance Team SPMO</i>
	1.1 Upon verification of completeness of information,	None	30 Minutes	<i>Travel Arranger Airfare Reservation, Booking and</i>



	processes flight itinerary reservation thru GFA portal			Issuance Team SPMO
	1.2 Prepare RIS and summary of flight itinerary and send it back to requesting officer	None	30 Minutes	<i>Travel Arranger</i> Airfare Reservation, Booking and Issuance Team SPMO
2. 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.	2. Upon verification of correctness of details, receives RIS	None	10 Minutes	<i>Travel Arranger Assistant</i> Airfare Reservation, Booking and Issuance Team 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> Airfare Reservation, Booking and Issuance Team 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		
1. Duly accomplished Post-Booking Changes Form (to be submitted electronically)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting officer to electronically submit duly accomplished a Post-Booking Changes Form	1. Verify consistency of details and review changes to be made from booked flight itinerary	None	30 Minutes	<i>Travel Arranger Assistant</i> Airfare Reservation, Booking and Issuance Team SPMO
	1.1 Coordinate with airline representatives for cancellation of booked flight itinerary	None	30 Minutes	<i>Travel Arranger</i> Airfare Reservation, Booking and Issuance Team 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> Airfare Reservation, Booking and Issuance Team SPMO
2. Review, finalize and confirm cancellation of booked flight itinerary with the travel arranger	2. Upon confirmation of cancellation from requesting officer travel arranger will coordinate with airline representative to proceed with the cancellation of	None	30 Minutes	<i>Travel Arranger</i> Airfare Reservation, Booking and Issuance Team SPMO



	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> Airfare Reservation, Booking and Issuance Team SPMO
3. 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. 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	3. Receive RIS and verify correctness of information	None	5 Minutes	<i>Travel Arranger Assistant</i> Airfare Reservation, Booking and Issuance Team SPMO



previously 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		
1. Duly accomplished Post-Booking Changes Form (to be submitted electronically)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting officer to electronically submit duly accomplished a Post-Booking Changes Form	1. Verify consistency of details and review changes to be made from booked flight itinerary	None	30 Minutes	<i>Travel Arranger</i> Assistant Airfare Reservation, Booking and Issuance Team SPMO
	1.1 Coordinates with airline representatives for changes to be implemented in booked flight itinerary	None	30 Minutes	<i>Travel Arranger</i> Airfare Reservation, Booking and Issuance Team SPMO
	1.2 Upon verification of changes to be implemented, travel	None	20 Minutes	<i>Travel Arranger</i> Airfare Reservation, Booking and



	arranger will coordinate with requesting officer to finalize and confirm changes to be applied with additional charges, if any.			Issuance Team SPMO
2. 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> Airfare Reservation, Booking and Issuance Team 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> Airfare Reservation, Booking and Issuance Team SPMO
3. Confirm receipt of updated booked flight itinerary. If additional charges incur, prepare additional RIS for budget clearance, then submit budget-	3. Receive budget cleared RIS and verify correctness of information	None	5 Minutes	<i>Travel Arranger</i> <i>Assistant</i> Airfare Reservation, Booking and Issuance Team SPMO



cleared RIS 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		
1. Request form (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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, photocopy and certify the document requested as "certified photocopy"	None	1 Day	<i>Inventory Staff Administrative Section SPMO</i>
	1.3 Releases the document	None	5 Minutes	<i>Releasing Personnel</i>



				Administrative Section SPMO
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		
1. Letter Request (1 copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request indicating the date(s) and time of intended use of facility	1. Receives the request	None	5 Minutes	<i>Receiving Personnel</i> Administrative Section SPMO
	1.1 Check for availability of the facility or equipment	None	30 Minutes	<i>Administrative Staff</i> Administrative Section SPMO
	1.2 Approves the request for use of facility or equipment	None	5 Minutes	<i>Head of Office</i> SPMO



	1.3 Informs the end-user of the approval of the request	None	5 Minutes	<i>Administrative Staff Administrative Section SPMO</i>
TOTAL:		None	45 Minutes	



UMT-PABX Group (UMT-PABX)

External Services

1. Load Survey Request

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. Request for Contractors consumption/billing

Request of Contractors utility consumption for their Projects requirement based on their installed sub-meters.

Office or Division:	UMT-PABX Group
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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 consumption s based on the installed sub-meters.	None	4 Hours	<i>Meter Reader II</i> UMT
	1.2. Compute consumption s submitted by the meter readers.	None	2 Hours	<i>Administrative Assistant</i> UMT
	1.3. Forward consumption s to the Office of the Vice Chancellor for Planning and	None	30 Minutes	<i>UMT Liaison Staff</i> UMT



	Development.			
	TOTAL:	None	6 Hours, 35 Minutes	

3. Installation of new local phone/VoIP

Request for installation of new 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 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</i> PABX
	1.1 Prepare scheduling for dispatch	None	15 Minutes	<i>Helpdesk</i> PABX
	1.2 Ocular inspection the request if possible	None	1 Day	<i>Technicians</i> PABX
	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</i> PABX
	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	OVCA Staff
	1.6 Approval of OVCA	None	2 Days	VCA
	1.7 Returning approval back to PABX Unit	None	1 Day	Messenger PABX
	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. Repairing of no dial tone and grounded local phone/VoIP

Request for repair of 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		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report local phone/VoIP to PABX	1. Log in to the logbook	None	2 Minutes	Helpdesk PABX



Helpdesk number 2077				
	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

Request for transfer 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	Adm Assistant PABX
	1.1 Endorse to UCC Technical Coordinator on Telephone Services	None	10 Minutes	Head of Unit PABX
	1.2 Inform the helpdesk for the possibility	None	15 Minutes	UCC Technical Coordinator on Telephone Services
	1.3 Prepare scheduling for dispatch	None	15 Minutes	Helpdesk PABX
	1.4 Ocular inspection	None	2 Hours	Technicians PABX



	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	1 Day	<i>Technicians PABX</i>
	1.7 Transfer of local phone	None	4 Hours	<i>Technicians PABX</i>
	TOTAL:	None	2 Days, 6 Hours, 42 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 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	



7. Distribution of local phone/VoIP's billing, collection of check payment and deposit to Cash Office

Request for distribution of local phone/VOIP's billing, collection of check payment and deposit to Cash Office.

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. VoIP billing 2. Checks payment		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Make billing statement	None	3 Days	<i>Adm Asst PABX</i>
	Signature	None	1 Day	<i>Head of Unit PABX</i>
	Photocopying	None	1 Day	<i>Adm Asst PABX</i>
1. Receive VoIP billing	1.Delivery	None	10 Days	<i>Messenger PABX</i>
2. Make disbursement voucher	2.Collect check payment from Cash Office	None	2 Hours	<i>Adm Asst PABX</i>
	2.1 Make transmittal	None	1 Hour	<i>Adm Asst PABX</i>
	2.2 Endorse	None	10 Seconds	<i>Head of Unit PABX</i>
	2.3 Deposit to Cash Office	None	4 Hours	<i>Adm Asst PABX</i>
TOTAL:		None	14 Days, 7 Hours, 10 Seconds	



UMT-PABX Group (UMT-PABX)



Internal Services

1. Installation of new local phone/VoIP

Request for installation of new 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 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	2. Receive the request letter	None	2 Minutes	<i>Adm Assistant PABX</i>
	1.5 Prepare scheduling for dispatch	None	15 Minutes	<i>Helpdesk PABX</i>
	1.6 Ocular inspection the request if possible	None	1 Day	<i>Technicians PABX</i>
	1.7 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>
	1.8 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>
	1.10 Approval of OVCA	None	2 Days	<i>VCA</i>
	1.11 Returning approval back to PABX Unit	None	1 Day	<i>Messenger PABX</i>
	1.12 Inform Technical Coordinator on Telephone Services	None	1 Hour	<i>Helpdesk PABX</i>
	1.13 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. Repairing of no dial tone and grounded local phone/VoIP



Request 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	15 Minutes	<i>Helpdesk PABX</i>
	1.2 Troubleshooting of local phone	None	2 Hours	<i>Technicians PABX</i>
TOTAL:		None	2 Hours, 17 Minutes	

3. Transferring of local phone/VoIP

Request for transfer of 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	2. Receive request letter	None	2 Minutes	<i>Adm Assistant PABX</i>
	2.1 Endorse to UCC Technical Coordinator on Telephone Services	None	10 Minutes	<i>Head of Unit PABX</i>
	2.2 Inform the helpdesk for the possibility	None	15 Minutes	<i>UCC Technical Coordinator on Telephone Services</i>
	2.3 Prepare scheduling for dispatch	None	15 Minutes	<i>Helpdesk PABX</i>
	2.4 Ocular inspection	None	2 Hours	<i>Technicians PABX</i>
	2.5 Configuration of dial tone if transfer to another building	None	1 Day	<i>UCC Technical Coordinator on Telephone Services</i>
	2.6 Lay out of inside wiring if no cable structure	None	1 Day	<i>Technicians PABX</i>
	2.7 Transfer of local phone	None	4 Hours	<i>Technicians PABX</i>
TOTAL:		None	2 Days, 6 Hours, 42 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
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Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Units/Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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	Helpdesk PABX
	1.1 Prepare schedule for dispatch	None	15 Minutes	Helpdesk PABX
	1.2 Inspection of the telephone set	None	4 Hours	Technicians PABX
	1.3 Prepare ICS of telephone	None	15 Minutes	Helpdesk PABX
	1.4 Replacement of telephone set	None	1 Day	Technicians PABX
TOTAL:		None	1 Day, 4 Hours, 32 Minutes	

5. Requesting repair of direct line or other TELCOS

Request for repair of direct line or other TELCOS.

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. 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	2 Hours	Technicians PABX
	1.3 Lay out inside wiring for replacement	None	2 Days	PABX Technicians PABX
TOTAL:		None	2 Days, 2 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		
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	Telephone operators PABX
	1.2. Transferring with inquiry	None	10 Seconds	Telephone operators PABX
TOTAL:		None	13 Seconds	

7. Distribution of local phone/VoIP's billing, collection of check payment and deposit to Cash Office

Request for distribution of local phone/VOIP's billing, collection of check payment and deposit to Cash Office.

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. VoIP billing 2. Checks payment		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Make billing statement	None	3 Days	Adm Asst PABX
	Signature	None	1 Day	Head of Unit PABX
	Photocopying	None	1 Day	Adm Asst PABX
2. Receive VoIP billing	2..Delivery	None	10 Days	Messenger PABX
3. Make disbursement voucher	3. Collect check payment from Cash Office	None	2 Hours	Adm Asst PABX



	3.1 Make transmittal	None	1 Hour	<i>Adm Asst PABX</i>
	3.2 Endorse	None	10 Seconds	<i>Head of Unit PABX</i>
	3.3 Deposit to Cash Office	None	4 Hours	<i>Adm Asst PABX</i>
	TOTAL:	None	14 Days, 7 Hours, 10 Seconds	



Office of the Vice Chancellor for Academic Affairs (OVCAA)

External Services

1. Student Requests:

1.1 Cross Register/enrolment

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.	Receive the required document and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> OVCAA CO
	2. Check and process the request			
	2.1 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
	3. Endorses request for approval of the Chancellor	None	8 Hours	<i>Vice Chancellor for Academic Affairs</i> OVCAA
	4. Forwarded to OC through DTS for approval	None	30 Minutes	<i>Releasing personnel</i> OVCAA CO
	5. For approval of request			<i>Chancellor</i> OC
TOTAL:		None	9 Hours, 45 Minutes	

1. Student Requests:

1.2 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
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Written request endorsed by the Department Chair/Dean		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
	2. Check and process the request	None	2 Hours	<i>URA II Assigned for Curricular and Student Matters</i> OVCAA CO
	2. 1 Review and initial the request for endorsement if found in order and/or approval at the VCAA level			
	3. Endorses request favorably for approval if for Chancellor's action	None	8 Hours	<i>Vice Chancellor for Academic Affairs</i> OVCAA
	4. Forwarded to OC through DTS for approval	None	30 Minutes	<i>Releasing personnel</i> OVCAA CO
TOTAL:		None	10 Hours, 45 Minutes	



Office of the Vice Chancellor for Academic Affairs (OVCAA)

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	



I. For Original Appointment: <ol style="list-style-type: none"> 1. Fully accomplished OVPAA Form 13.2 2. Transcript of Records 3. Postgraduate Program of Study for those currently enrolled; 4. Registration Form 5 for those currently enrolled 5. 750-1000 words essay in English on the applicant's career goals and interest in teaching, research and/or creative work; 6. Recommendation letters of applicant based on past performance from 2 teachers/mentors endorsed by the unit head; 7. Proposed courses to teach with specific tasks 8. and duties; 9. Proposed postgraduate program of study for baccalaureate graduates; 10. Proposed plan of teaching enhancement and training; 11. Proposed plan for research and creative work mentoring 		OVPAA website for Form 13.1 and Form 13.2		
For Renewal: <ol style="list-style-type: none"> 1. Fully accomplished OVPAA Form 13.1 2. 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; 3. Evaluation report of the Faculty-in-Charge (FIC) and the TA/TF (for every course assisted/handled); 4. SET for the courses handled in the previous semester/term; 5. Certification from the program/dissertation adviser specifying the progress of the TA/TF with course work/dissertation; 6. 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 1.1.1 Accomplish checklist and certifies completeness of submitted documents	None	1 Hour, 20 Minutes	<i>URA II Assigned to Curricular and Student Matters</i> OVCAA CO
	1.2 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, 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:	Government to Government			
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
	1.3 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:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UPD Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. As prescribed by IAADS and QA		Requesting Party		
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</i> OVCAA CO



	1.1 Process documents submitted as required 2.1 Assess and evaluate submitted documents (upon request) 1.2 Review/ finalize the data	None None	3 Hours	<i>URA I Assigned to IAADS and QA Matters OVCAA CO</i>
	1.3 Release/ approve the request	None	5 Minutes	<i>Vice Chancellor for Academic Affairs OVCAA</i>
TOTAL:		None	3 Hours, 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		Requesting Pa		
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 1.1.2. Assess and evaluate submitted documents (upon request) 1.1.2 Review/ finalize endorsement or approval	None None	3 Hours	<i>URA II Assigned to Faculty Matters OVCAA CO</i>
	1.2. Release/ approve the request	None	15 Minutes	<i>Vice Chancellor for Academic Affairs OVCAA</i>
2. For complex matters	2. 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: 1. Updated CV with 1½ x 1½ picture 2. Refereed publication 3. Medical certificate with documentary stamp 4. Fully accomplished basic paper (HRDO B-1) 5. Justification 6. SET		Faculty member University Health Service HRDO/HRDO Website Department/College OAT/OUR
Reappointment: 1. Updated CV 2. Fully accomplished Basic Paper (HRDO B-1) 3. Justification		Faculty member HRDO/HRDO website Department/College



<p>Renewal beyond Faculty Tenure:</p> <ol style="list-style-type: none"> 1. Updated CV 2. Fully accomplished Basic Paper (HRDO B-1) 3. Justification 4. SET 	<p>Faculty member HRDO/HRDO website</p> <p>Department/College OAT/OUR</p>
<p>Promotion:</p> <ol style="list-style-type: none"> 1. Updated CV 2. Diploma of graduate studies/conferment of graduate degree 3. Fully accomplished Basic Paper (HRDO B-1) 4. Justification 5. SET 	<p>Faculty member</p> <p>HRDO/HRDO website Department/College OAT/OUR</p>
<p>Extension of Service Beyond Compulsory Retirement Age of 65</p> <ol style="list-style-type: none"> 1. Updated CV 2. Medical Certificate with documentary stamp 3. Fully accomplished Basic Paper (green and white form) 4. Justification 5. SET 	<p>Faculty member University Health Service HRDO/HRDO website</p> <p>Department/College OAT/OUR</p>
<p>Renewal/Reappointment Beyond Retirement Age</p> <ol style="list-style-type: none"> 1. Updated CV 2. Medical certificate with documentary stamp 3. Fully accomplished Basic Paper (green and white form) 4. Justification 5. SET 	<p>Faculty member University Health Service HRDO/HRDO website</p> <p>Department/College OAT/OUR</p>
<p>Automatic Promotion</p> <ol style="list-style-type: none"> 1. Updated C with 1½ x 1½ picture 2. Report for duty from fellowship 3. Confirmation of degree (certificate or diploma) 4. Fully accomplished Basic Paper (green and white form) 5. Justification 6. SET (if available) 	<p>Faculty member</p> <p>Department/College</p> <p>HRDO/HRDO website</p> <p>Department/College OAT/OUR</p>
<p>Additional Assignment (Original and Renewal)</p> <ol style="list-style-type: none"> 1. Fully accomplished Basic Paper (white form) 2. Justification 	<p>Department/College</p>



Authority to Teach 1. Approved permission/endorsement from the mother unit 2. 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
	2. Process documents submitted as required			
	2.1 Assess and evaluate submitted documents	None	1 Hour	<i>URA II Assigned to Faculty Matters</i> OVCAA CO
	2.2 Review/ finalize endorsement or approval	None	2 Hours	
	2.3 Approve /endorse the request	None	1 Hours	
	3. Release document to OC for approval or HRDO for release of appointment Release document	None	5 Minutes	<i>Releasing personnel</i> OVCAA CO
TOTAL:		None	4 Hours, 20 Minutes	



General Education Center (GEC)

External Services

1. Request for crediting of GE course/s

Request of transferees/ shiftees for crediting of GE course/s taken in other CUs or outside the University

Office or Division:	General Education (GE) Center
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	UPD Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Request letter		Requesting letter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the UPD UC Committee on Students Admission, Progress and Graduation (CSAPG) through the college/ unit	1. Receive the request letter from the UPD UC CSPAG and encode in the Office Document Tracking System	None	15 Minutes	Receiving personnel Office Associate for Research Programs
	2. Review the request letter and include in the agenda of the UPD GE Committee meeting	None	20 Minutes	Supervisor
	3. Review of the request in coordination with the concerned GE Offering Unit	None	20 days	UPD GE Committee and concerned GE Offering Unit
	4. Prepare a letter to UC UPD CSAPG regarding the UPD GE Committee's action	None	30 Minutes	Supervisor
	5. Letter for signature of the GE Center Director	None	25 Minutes	GE Center Director
	6. Letter for signature of the UPD GE Committee Chair/ VCAA	None	25 Minutes	UPD GE Committee Chair/ Vice-Chancellor for Academic Affairs
	7. Release the letter	None	5 Minutes	Releasing personnel Office Associate for Research Programs
TOTAL:		None	20 Days, 1 Hour, 50 Minutes	





General Education Center (GEC)

Internal Services

1. Request for evaluation and endorsement of GE course proposal/s

Request of college/ unit for evaluation and endorsement of its proposal for reconfiguration/ revision/ institution of a GE course for endorsement to System GE Council

Office or Division:	General Education (GE) Center
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	GE Offering Unit in the UPD



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished GE Course Proposal Template 2. Covering letter		General Education (GE) Center Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to GE Center through the concerned UPD GE Cluster Committee	1. Receive the required document and encode in the Office Document Tracking System	None	15 Minutes	Office Associate for Research Programs GEC
	2. Review the format of the submitted GE course proposal	None	1 Hours	Office Associate for Incubation Programs GEC
	3. Include in the agenda of the UPD GE Committee meeting	None	1 Hours	Supervisor GEC
	4. Evaluate the proposal for endorsement to the System GE Council	None	14 days	UPD GE Committee
	5. Update the unit regarding the Committee's action	None	1 Hours	Office Associate for Incubation Programs GEC
	6. Do revisions per Committee's comments/ suggestions	None	5 days	College/ unit
	7. Endorse and forward the GE course proposal to the System GE Council	None	1 Hours	Office Associate for Research Programs GEC
TOTAL:		None	20 Days, 4 Hours	

2. Request for a copy of GE course syllabus

Request of unit for a copy of GE course syllabus approved by the UP Office of the President

Office or Division:	General Education (GE) Center
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	GE Offering Unit in the UPD



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 the request letter to GE Center	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	1.2 Review and approval of the request	None	20 Minutes	<i>Supervisor and Director</i> GEC
	1.3 Prepare a copy of the syllabus	None	20 Minutes	<i>Office Associate for Incubation Programs</i> GEC
	1.4 Release the copy	None	5 Minutes	<i>Releasing personnel</i> GEC
TOTAL:		None	1 Hour	

3. Request for simple data or report on GE matters

Request of unit for simple data or report regarding GE matters available at the GE Center

Office or Division:	General Education (GE) Center			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	GE Offering Unit in the UPD			
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 the request letter to GE Center	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	2. Review and approval of the request	None	30 Minutes	<i>Supervisor and Director</i> GEC
	3. Prepare a copy of the syllabus	None	1 Hours	<i>Office Associate for Incubation Programs</i> GEC
	4. Release the copy	None	5 Minutes	<i>Releasing personnel</i> GEC



TOTAL:	None	2 Hours	
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4. Request for complex data or report on GE matters

Request of unit for complex data or report regarding GE matters

Office or Division:	General Education (GE) Center			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	GE Offering Unit in the UPD			
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 the request letter to GE Center	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	<i>Receiving personnel</i> GEC
	2. Review and approval of the request	None	30 Minutes	Supervisor and GE Center Director
	3. Prepare the data/ report in coordination with concerned Office/s	None	6 Days	Office Associate for Incubation Programs
	4. Review/ finalize the data	None	2 Hours	Supervisor and GE Center Director
	5. Release the copy	None	5 Minutes	Releasing personnel Office Associate for Incubation Programs
TOTAL:		None	6 Days, 2 Hours, 50 Minutes	

5. Request to use the OVCAA Curriculum Group Resource Center as venue

Request of unit to use the OVCAA Curriculum Group Resource Center as venue for meetings and other activities

Office or Division:	General Education (GE) Center
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Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	GE Offering Unit in the UPD			
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 the request letter to GE Center	1. Receive the request letter and encode in the Office Document Tracking System	None	15 Minutes	Receiving personnel Office Associate for Research Programs
	2. Review/ approval of the request	None	10 Minutes	Supervisor and GE Center Director
	3. Release of the approval	None	5 Minutes	Releasing personnel Office Associate for Research Programs
TOTAL:		None	30 Minutes	

6. Request to use GE materials

Request of unit to use GE materials at the OVCAA Curriculum Group Resource Center

Office or Division:	General Education (GE) Center			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	GE Offering Unit in the UPD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sign in the logbook		General Education (GE) 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 client's bag and give a number 1.1 Use the GE materials 1.2. Attend to client's need, if necessary	None	15 Minutes	Assigned Staff GE Center



2. If the client is done, sign out the log book and give back the number	3. Give the client's bag	None	15 Minutes	Assigned Staff GE Center
TOTAL:		None	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. 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:	G2C = 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	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	2. Conduct investigation	None	6 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	3. Answer the ticket	None	2 Minutes	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	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	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	2. Conduct initial investigation	None	6 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	3. Conduct further investigation and/or proceed with development	None	10 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	4. Finalize and/or make report	None	3 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	5. Answer the ticket	None	2 Minutes	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	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	System Administrator ILC Diliman
	2. Reply through email	None	4 Hours	Admin Officer/ Director ILC Diliman
	3. Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	System Administrator/ ICT Associates / Assistants ILC Diliman
	4. Provide feedback to client	None	4 Hours	Admin Officer/ Director ILC Diliman
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	System Administrator ILC Diliman
	2. Reply through email	None	4 Hours	Admin Officer/ Director ILC Diliman
	3. Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	System Administrator/ ICT Associates / Assistants ILC Diliman
	4. Provide feedback to client	None	4 Hours	Admin Officer/ Director 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</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	

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</i> ILC Diliman
	2. Reply through email	None	4 Hours	<i>Admin Officer/ Director</i> ILC Diliman
	3. Forward request to Creative Arts Specialists. Creative Arts Specialists to process request.	None	5 Days	<i>Creative Arts Specialists</i> ILC Diliman



	4. Provide feedback to client	None	4 Hours	Admin Officer/ Director 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 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	Admin Officer ILC Diliman
	2. Reply through email	None	4 Hours	Admin Officer/ Director ILC Diliman
	3. Forward to ICT Associates / Assistants or Creative Arts Specialists to process request.	None	14 Days, 4 Hours	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	4. 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 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

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</i> ILC Diliman
	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</i> <i>/ Creative Arts Specialist / Internship Supervisors</i> ILC Diliman
	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</i> ILC Diliman
5. Show up for interview and examination	5. Conduct interview and examination	None	1 Day	<i>Internship Supervisors</i> ILC Diliman
	6. Wait for result of interview and examination			
	6.1. Prepare summary report of interview and examination	None	2 Hours	<i>Internship Supervisors</i> ILC Diliman
	6.2. Review results of interview and examination	None	1 Hour	<i>System Administrator</i> <i>/ Creative Arts Specialist</i> ILC Diliman
	6.3. Identify project type and project team	None	1 Day	<i>Internship Supervisors / Creative Arts Specialist / System Administrator</i> ILC Diliman
	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	Director / Administrative Officer / System Administrator ILC Diliman
TOTAL:		None	16 Days, 4 Hours, 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	Administrative Officer / Creative Arts Specialist ILC Diliman
	1.1. Identify nature of event (Academic/ Non-academic/ UC Meeting/ Extension service)	None	5 Minutes	Creative Arts Specialist ILC Diliman
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	Creative Arts Specialist ILC Diliman
	1.3. Check ILC Diliman's calendar of events for availability of requested	None	5 Minutes	Creative Arts Specialist / Administrative Officer ILC Diliman



	date, time and/or production personnel			
	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 ILC Diliman</i>
	2.2. If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	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	<i>Creative Arts Specialist ILC Diliman</i>
	4.3. Forward letter for Administrative Officer's action	None	2 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	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	<i>Administrative Officer ILC Diliman</i>
	5.3. Send letter to client	None	2 Minutes	<i>Administrative Officer / Director ILC Diliman</i>
2. Send conforme	2. Receive conforme	None	5 Days (paused-clock)	<i>Administrative Officer ILC Diliman</i>
	2.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Administrative Officer ILC Diliman</i>



3. Make arrangements with ILC Diliman 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	
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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 ILC Diliman</i>



	<p>1.1. Identify nature of event (Academic/ Non-academic/ Extension service)</p> <p>1.2. Identify if event is in accordance with ILC Diliman's mandate</p> <p>1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel</p> <p>1.4. Coordinate with UP Computer Center if venue has available internet connection</p>	None	1 Day, 15 Minutes	<p><i>Creative Arts Specialist</i> ILC Diliman</p>
	<p>2. For Creative Arts Specialist's action</p> <p>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</p> <p>2.2. If accordance with ILC Diliman's mandate, forward request for ILCD Director's action</p>	None	12 Minutes	<p><i>Creative Arts Specialist</i> ILC Diliman</p>
	<p>3. For Director's action</p> <p>3.1. Forward request to Creative Arts Specialist's action</p>	None	3 Days (paused-clock)	<p><i>Director</i> ILC Diliman</p>
	<p>4. For Creative Arts Specialist's action</p> <p>4.1. Prepare quotation (rates/fees)</p> <p>4.2. Prepare letter to client using approved template; attached quotation</p> <p>4.3. Forward letter for Administrative Officer's action</p>	None	12 Minutes	<p><i>Creative Arts Specialist</i> ILC Diliman</p>



	5. For AO's action 5.1. Receive letter 5.2. Check computation of rates/fees 5.3. Send letter to client	None	9 Minutes	Administrative Officer ILC Diliman
7. Send conforme	7. Receive conforme	None	5 Days (paused-clock)	Administrative Officer ILC Diliman
	7.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	Administrative Officer ILC Diliman
	8. Add to calendar of events	None	2 Minutes	Creative Arts Specialist ILC Diliman
	8.1. Request for transportation from OVCAA	None	5 Minutes	Creative Arts Specialist ILC Diliman
	8.2. Send notification to production personnel	None	2 Minutes	Creative Arts Specialist ILC Diliman
9. Submit pubmat	9. Prepare youtube channel	None	5 Days (paused-clock)	Creative Arts Specialist ILC Diliman
	9.1. Prepare quicklink	None	1 Day	System Administrator ILC Diliman
	9.2. Prepare website link	None	1 Day	Junior ICT Associate / Production Team 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	Creative Arts Specialist / Production Team ILC Diliman
	10.1. Prepare production equipment	None	1 Day	Production Team ILC Diliman
	10.2. Notify UPCC for testing date and time	None	5 Minutes	Creative Arts Specialist / System Administrator ILC Diliman
11. Coordinate with ILC Diliman Production Coordinator	11. Test stream	None	1 Day	System Administrator / Production Coordinator/ Junior ICT Associate / Production Team ILC Diliman



	11.1. Production Ingress 11.2. Production proper 11.3. Production Egress	None	1 Day, 3 Hours	<i>Production Team</i> ILC Diliman
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



	<p>1.1. Identify nature of event (Academic/ Non-academic/ UC Meeting/ Extension service)</p> <p>1.2. Identify if event is in accordance with ILC Diliman's mandate</p> <p>1.3. Check ILC Diliman's calendar of events for availability of requested date, time and/or production personnel,</p>	None	15 Minutes	<p><i>Creative Arts Specialist</i> ILC Diliman</p>
	<p>1.4. Coordinate with UP Computer Center if venue has available internet connection</p>	None	1 Day	<p><i>Creative Arts Specialist / System Administrator</i> ILC Diliman</p>
	<p>2. For Creative Arts Specialist's action</p> <p>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</p> <p>2.2 If accordance with ILC Diliman's mandate, forward request for ILCD Director's action</p>	None	12 Minutes	<p><i>Creative Arts Specialist</i> ILC Diliman</p>
	<p>3. For Director's action</p> <p>3.1. Forward request to Creative Arts Specialist's action</p>	None	3 Days (paused-clock)	<p><i>Director</i> ILC Diliman</p>



	4. For Creative Arts Specialist's action 4.1. Prepare quotation (rates/fees) 4.2. Prepare letter to client using approved template; attached quotation 4.3. Forward letter for Administrative Officer's action	None	12 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	5. For AO's action 5.1. Receive letter 5.2. Check computation of rates/fees 5.3. Send letter to client	None	9 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	
	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 ILC Diliman</i>
	9.2. Notify UPCC for testing date and time	None	5 Minutes	<i>Creative Arts Specialist / Administrative Officer ILC Diliman</i>
	10. For Production Coordinator's action			
	10.1 Test stream	None	1 Day	<i>System Administrator / Production Coordinator/ Junior ICT Associate / Production Team ILC Diliman</i>
4. Coordinate with ILC Diliman Production Coordinator	4.1. Production ingress (day before setup)	None	4 Hours	<i>Production Team ILC Diliman</i>
	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 ILC Diliman</i>
	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 ILC Diliman</i>
	6.2. Post production	None	10 Days	<i>Senior ICT Assistant ILC Diliman</i>
15. Receive file copy	Release final video (.mp4)	None	2 Minutes	<i>Administrative Officer ILC Diliman</i>
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:	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 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, 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;	None	10 Minutes	<i>Creative Arts Specialist ILC Diliman</i>



	unavailability of requested date, time, venue and/or production personnel 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
	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	Production Team ILC Diliman
	4.1 Production proper	None	4 Hours	Production Team ILC Diliman
	4.2. Production Egress	None	1 Hour	Production Team ILC Diliman
	4.3 Prepare billing statement using approved template	None	5 Minutes	Administrative Officer 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. Multi Media Services / Video Conferencing (Rental of equipment Only)

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, forward request for ILCD Director's action	None	2 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	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 ILC Diliman</i>
	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 ILC Diliman</i>
	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. Send notification to production personnel	None	2 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
3. Submit contact details of remote site for video call test	3. Prepare equipment	None	1 Hour	<i>Creative Arts Specialist / Production Team ILC Diliman</i>
	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 ILC Diliman</i>
	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 ILC Diliman</i>
	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#.XXiCUigzbb0](http://iskwiki.upd.edu.ph/index.PHP/ILC_Diliman_Multimedia_Services_Rate#.XXiCUigzbb0)



Interactive Learning Center Diliman (ILCD)

Internal Services



1. Helpdesk/Ticketing System - Opening a New Ticket

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				
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 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. 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
	2. Conduct investigation	None	6 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman



	3. Answer the ticket	None	2 Minutes	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
	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 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
	2. Conduct initial investigation	None	6 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i> ILC Diliman
	3. Conduct further investigation and/or proceed with development	None	10 Days	<i>ICT Associates / ICT Assistants / Creative Arts Specialists</i>



				ILC Diliman
	4. Finalize and/or make report	None	3 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	5. Answer the ticket	None	2 Minutes	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	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 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	System Administrator ILC Diliman
	2. Reply through email	None	4 Hours	Admin Officer/ Director ILC Diliman
	3. Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	System Administrator/ ICT Associates / Assistants ILC Diliman



	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 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>
	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	

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	System Administrator ILC Diliman
	2. Reply through email	None	4 Hours	Admin Officer/ Director ILC Diliman
	3. Forward request to System Administrator. System Administrator/ Programmers to process request.	None	5 Days	System Administrator/ ICT Associates / Assistants ILC Diliman
	4. Provide feedback to client	None	4 Hours	Admin Officer/ Director ILC Diliman
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
	2. Reply through email	None	4 Hours	Admin Officer/ Director ILC Diliman



	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	

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 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
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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	Admin Officer ILC Diliman
	2. Reply through email	None	4 Hours	Admin Officer/ Director ILC Diliman
	3. Forward to ICT Associates / Assistants or Creative Arts Specialists to process request.	None	14.5 Days	ICT Associates / ICT Assistants / Creative Arts Specialists ILC Diliman
	4. 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	<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 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	
	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. 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, 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 ILC Diliman</i>
	1.2. Identify if event is in accordance with ILC Diliman's mandate	None	5 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	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 ILC Diliman</i>
	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 and/or production personnel; send letter declining request using approved template	None	10 Minutes	<i>Creative Arts Specialist / Director ILC Diliman</i>
	2.3. If accordance with ILC Diliman's mandate, forward request for ILCD Director's action	None	2 Minutes	<i>Creative Arts Specialist ILC Diliman</i>
	3. For Director's action			



	3.1. Forward request to Creative Arts Specialist's action	None	3 Days (paused-clock)	Director ILC Diliman
	4. For Creative Arts Specialist's action			
	4.1. Prepare quotation (rates/fees)	None	5 Minutes	Creative Arts Specialist 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	Administrative Officer / Director ILC Diliman
	5.2. Check computation of rates/fees	None	5 Minutes	
	5.3. Send letter to client	None	2 Minutes	
2. Send conforme	1. Receive conforme	None	5 Days (paused-clock)	Administrative Officer ILC Diliman
	1.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	
3. Make arrangements for necessary schedule and availability of venue for possible technical setup	3. Add to calendar of events	None	2 Minutes	Creative Arts Specialist ILC Diliman
	3.1 Send notification to production personnel	None	2 Minutes	Creative Arts Specialist ILC Diliman
	3.2. Request for transportation from OVCAA	None	5 Minutes	
	3.3. Production coordinator makes an ocular inspection	None	30 Minutes	Creative Arts Specialist / Production Team ILC Diliman
	3.4. Prepare production equipment	None	1 Day	
4. Coordinate with ILC Diliman production team	4. Production ingress (day before setup)	None	4 Hours	Production Team ILC Diliman
5. Coordinate with ILC Diliman	5. Production Proper	None	1 Day	



Production Coordinator				
	5.1. Production Egress	None	1 Hour	
	6. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer</i> ILC Diliman
	6.1 Send to client billing statement	please see table below	2 Minutes	<i>Administrative Officer / Director</i> ILC Diliman
	6.2. Receive copy of Official Receipt	None	5 Days (paused-clock)	<i>Administrative Officer</i> ILC Diliman
	7. For Senior ICT Assistant's action			
	7.1. Endorse raw footage for post-production	None	5 Minutes	<i>Creative Arts Specialist</i> ILC Diliman
	7.2 Post production	None	10 Days	<i>Senior ICT Assistant</i> ILC Diliman
6. Receive file copy	9. 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 Government	
Who may avail:	UP Diliman Units/Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter/Email/Ticket		Requesting Party



2. Conforme		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	
	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 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)	Director ILC Diliman
	4. For Creative Arts Specialist's action			
	4.1. Prepare quotation (rates/fees)	None	5 Minutes	Creative Arts Specialist 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	Administrative Officer ILC Diliman
	5.2. Check computation of rates/fees	None	5 Minutes	
	5.3. Send letter to client	None	2 Minutes	Administrative Officer / Director ILC Diliman
2. Send conforme	1. Receive conforme	None	5 Days (paused-clock)	Administrative Officer ILC Diliman
	1.1. Advise Creative Arts Specialist of client's conforme	None	2 Minutes	Creative Arts Specialist ILC Diliman
	1.2 Add to calendar of events	None	2 Minutes	
	1.3. Request for transportation from OVCAA	None	5 Minutes	
	1.4. Send notification to production personnel	None	2 Minutes	
3. Submit pubmat	3.1. Prepare youtube channel	None	5 Days (paused-clock)	Creative Arts Specialist ILC Diliman
	3.2 Prepare quicklink	None	1 Day	System Administrator ILC Diliman
	3.3 Prepare website link	None	1 Day	Junior ICT Associate / Production Team ILC Diliman
4. Make arrangements for necessary schedule and availability of venue for possible testing	4.1 Production coordinator makes an ocular inspection	None	30 Minutes	Creative Arts Specialist / Production Team ILC Diliman



	4.2. Prepare production equipment	None	1 Day	Production Team ILC Diliman
	4.3 Notify UPCC for testing date and time	None	5 Minutes	Creative Arts Specialist / System Administrator ILC Diliman
5. Coordinate with ILC Diliman Production Coordinator	5.1 Test stream	None	1 Day	System Administrator / Production Coordinator/ Junior ICT Associate / Production Team ILC Diliman
	5.2. Production Ingress	None	2 Hours	Production Team ILC Diliman
	5.3 Production proper	None	1 Day	Production Team ILC Diliman
	5.4 Production Egress	None	1 Hour	Production Team ILC Diliman
6. Wait for client's action	6.1. Prepare billing statement using approved template	None	5 Minutes	Administrative Officer ILC Diliman
	6.2. Send to client billing statement	please see table below	2 Minutes	
	6.3. 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 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. 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,	None	16.Minutes	



	forward request for ILCD Director's action			
	3.FRor 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 venue for possible testing video stream	4.1 Production coordinator makes an ocular inspection	None	30 Minutes	<i>Creative Arts Specialist / Production Team ILC Diliman</i>
	4.2. Prepare production equipment	None	1 Day	<i>Production Team ILC Diliman</i>
	4.3. Notify UPCC for testing date and time	None	5 Minutes	<i>Creative Arts Specialist / Administrative Officer ILC Diliman</i>
	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 ILC Diliman</i>
5. Coordinate with ILC Diliman Production Coordinator	5. Production ingress (day before setup)	None	4 Hours	<i>Production Team ILC Diliman</i>
	5.1. Production Proper	None	1 Day	<i>Production Team ILC Diliman</i>
	5.2. Production Egress	None	1 Hour	<i>Production Team ILC Diliman</i>
	5.3. Prepare billing statement using approved template	None	5 Minutes	<i>Administrative Officer ILC Diliman</i>
	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 ILC Diliman</i>
	5.7 Post production	None	10 Days	<i>Senior ICT Assistant</i>



				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

15. Multi Media Services / Video Conferencing (Polycom machine Only)

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. Letter/Email/Ticket 2. Conformed 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 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. 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	Creative Arts Specialist 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)	Director ILC Diliman
	4. For Creative Arts Specialist's action			
	4.1. Prepare quotation (rates/fees)	None	5 Minutes	Creative Arts Specialist 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	Administrative Officer ILC Diliman
	5.2. Check computation of rates/fees	None	5 Minutes	
	5.3. Send letter to client	None	2 Minutes	
2. Send conforme	2.1. Receive conforme	None	5 Days (paused-clock)	Administrative Officer ILC Diliman



	2.2 Advise Creative Arts Specialist of client's conforme	None	2 Minutes	<i>Administrative Officer</i> ILC Diliman
	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	3.1 Prepare equipment	None	1 Hour	<i>Creative Arts Specialist</i> ILC Diliman
	3.2 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 4.1 Production proper 4.2. Production Egress	None None	7 Hours	<i>Production Team</i> ILC Diliman
	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 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



16. Multi Media Services / Video Conferencing (Rental of equipment only)

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/Ticket 2. Conformance 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,	None	2 Minutes	<i>Creative Arts Specialist</i>



	forward request for ILCD Director's action			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. 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</i> ILC Diliman



4. Coordinate with ILC Diliman Production Coordinator	4. Production Ingress	None	2 Hours	Production Team ILC Diliman
	4.1 Production proper	None	4 Hours	Production Team ILC Diliman
	4.2. Production Egress	None	1 Hour	Production team ILC Diliman
	5. Prepare billing statement using approved template	None	5 Minutes	Administrative Officer ILC Diliman
	5.1. Send to client billing statement	please see rate below	2 Minutes	Administrative Officer ILC Diliman
	5.2. Receive copy of Official Receipt	None	5 Days (paused-clock)	Administrative Officer ILC Diliman
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

17. 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)	<i>Director, System Administrator</i> ILC Diliman
	4.3. Send letter accepting request using approved template	None	2 Minutes	<i>Administrative</i> ILC Diliman
	4.4. Forward approved web hosting request to System Administrator	None	2 Minutes	<i>Administrative</i> 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	

18. 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	Administrative ILC Diliman
	2.1. Forward request letter for System Administrator's action	None	2 Minutes	Administrative ILC Diliman
	3. For System Administrator's action			
	3.1 Receive request letter	None	2 Minutes	System Administrator ILC Diliman
	3.2. Review request letter if applicable	None	1 Day (paused-clock)	System Administrator ILC Diliman
	3.3. Forward request letter and System Administrator's notes for Director's action	None	2 Minutes	System Administrator ILC Diliman
	4. For Director's action			
	4.1 Receive request letter	None	2 Minutes	Director 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 development request to System Administrator	None	2 Minutes	Administrative ILC Diliman
	5. For System Administrator's action			
	5.1 Discuss with the developers	None	1 Day (paused-clock)	System Administrator



				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



19. Extension Projects / Customized Training

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>



	4. 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)

External Services



1. Processing of NSTP-related student appeals

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

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal addressed to the Vice Chancellor for Academic Affairs (with signature of the College Secretary and of the past NSTP 1 and 2 Instructors and/or NSTP Coordinator for NSTP courses taken in UP Diliman)		Requesting Party		
2. True Copy of Grades (TCG) reflecting NSTP 1 and 2 grades <i>*for students who took NSTP 1 and 2 in UP Diliman only</i>		Office of the College Secretary (Home College)		
3. Transcript of Records (ToR) <i>*for transferees who took NSTP 1 (and 2) in other CUs/universities/colleges only</i>		Office of the University Registrar (OUR) – Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of appeal with complete requirements	1.1 Receive the submitted documents	None	5 Minutes	<i>Receiving Personnel</i> NSTP Diliman Office
	1.2. Evaluate the submitted documents 1.2.1. Input the validated information in the student appeal form <i>*special cases may require consultation from other</i>	None	45 Minutes	<i>Senior Project Assistant</i> NSTP Diliman Office



	<i>offices/ agencies and may take longer time to process</i>			
	1.3. Endorse the assessed documents with the student appeal form to the NSTP Diliman Director	None	15 Minutes	Senior Project Assistant NSTP Diliman Office
	1.4. For NSTP Diliman Director's appropriate action	None	2 Days	NSTP Diliman Director NSTP Diliman Office
2. Claim the documents which will then be forwarded by the student to the Office of the University Registrar (OUR) for appropriate action	2. Release the documents with the recommendation of the NSTP Diliman Director	None	15 Minutes	Releasing Personnel NSTP Diliman Office
TOTAL:		None	2 Days, 1 Hour, 20 Minutes	



National Service Training Program (NSTP)

Internal 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

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 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>Junior 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>Junior Project Associate</i> NSTP Diliman Office
2. Claim the certificate containing his/her serial number	2. Issue certificate to the student containing	None	5 Minutes	<i>Releasing Personnel</i> NSTP Diliman Office



	his/her serial number			
TOTAL:		None	1 Hour	

2. Processing of Budget Request

Processing of budget request of units/colleges offering NSTP

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of funding request addressed to Chancellor		Requesting Party		
2. Line item budget		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of budgetary request with complete requirements	1.1. Receive the submitted documents	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>Senior Office Assistant</i> NSTP Diliman Office
	1.3. For NSTP Diliman Director's appropriate action (e.g. endorsement)	None	2 Days	<i>NSTP Diliman Director</i> NSTP Diliman Office
	1.4. Forward the documents to the Office of the Vice Chancellor for	None	1 Hour	<i>Releasing Personnel</i> NSTP Diliman Office



	Administration (OVCA)			
	1.5. For Fiscal and Policy Operations Committee action	None	(Paused-clock)	FPOC Office of the Vice Chancellor for Administration
TOTAL:		None	2 Days, 1 Hour, 40 Minutes	

3. Processing of NSTP Coordinator/Support Staff Appointment

Processing of appointments of units/colleges for endorsement of NSTP Director

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Units/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of recommendation to appoint NSTP coordinator/support staff addressed to the Chancellor		Office of the College Dean		
2. Curriculum Vitae (CV)		Requesting Party		
3. Basic Paper		Human Resources Development Office (HRDO) – UP Diliman NSTP Diliman website – nstp.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement letter with complete requirements	1.1. Receive the submitted documents	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>Senior Office Assistant</i> NSTP Diliman Office



	1.3. For NSTP Diliman Director's appropriate action (e.g. endorsement)	None	2 Days	<i>NSTP Diliman Director</i> NSTP Diliman Office
	1.4. Forward the documents to the HRDO	None	1 Hour	<i>Releasing Personnel</i> NSTP Diliman Office
	1.5. HRDO processes the appointment	None	(Paused-clock)	<i>Appointments Section</i> Human Resources Development Office
TOTAL:		None	2 Days, 1 Hour, 40 Minutes	



Office for the Advancement Teaching (OAT)

External Services



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

Process and review 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)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	UP Diliman students from College of Engineering and College of Science			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished nomination form online and printed hard copy (may vary as prescribed by BPI Foundation Inc)		BPI-DOST/BPI Foundation Inc.		
Supporting documents indicated by 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.
	1.2 Dissemination of call for nominations to UP Diliman	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office University Research Associate / Project Assistant
2. Submit duly accomplished nomination form with complete attachments	2.1 Receive nomination form	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.2 Encode details of nomination forms to OAT database	None	1 hour	Project Assistant/University Research Associate
	2.3 Pre-Evaluation of nomination	None	3 Days	Project Assistant/ University Research Associate/ OAT Director
	2.4 Forward to OVCAA Central	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman



	Office for VCAA recommendation			
	2.5 OVCAA Central Office receive nomination from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	2.6 VCAA Recommendation	None	1 Day	VCAA
	2.7 Return to OAT Diliman	None	30 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	2.8 OAT Diliman receive nomination form from OVCAA Central Office	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.9 Forward to the Office of the Chancellor for endorsement to the BPI Foundation	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	2.10 Office of the Chancellor receives endorsed list of nominees for BPI Foundation	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	2.11 Final selection and endorsement of nominee/s of the BPI Foundation	None	Pause-clock	Chancellor
	2.12 Forward the Final selection of nominee/s of the BPI foundation to the OAT Diliman	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
	2.13 Receive final nominee for submission to the BPI Foundation	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.14 Submit nomination to BPI Foundation	None	1 Day	Project Assistant/University Research Associate
3. Receive notice of application	3. Release notice to the nominee/s	None	Pause-clock	BPI-DOST/BPI Found
	TOTAL:	None	5 Days, 4 Hours, 40 Minutes	



Office for the Advancement Teaching (OAT)

Internal Services



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

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

Office or Division:	Office for the Advancement of Teaching (OAT)			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	UP Diliman faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished nomination form online and printed hard copy (may vary as prescribed by Bato Balani Inc)		Bato Balani Inc.		
Supporting documents indicated by Bato Balani Inc				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the Call of application	1. Release of call for nominations to partner Universities	None	Pause-clock	Bato Balani Inc
	1.2 Dissemination of call for nominations to UP Diliman	None	1 Day	<i>Releasing personnel</i> OVCAA Central Office University Research Associate / Project Assistant
2. Submit duly accomplished nomination form with complete attachments	2.1 Receive nomination form	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.2 Encode details of the nomination form to OAT database	None	1 hour	Project Assistant/University Research Associate
	2.3 Pre-Evaluation of nomination	None	3 Days	Project Assistant/University Research Associate /OAT Director
	2.4 Forward to OVCAA Central Office for recommendation of VCAA	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman



	2.5 OVCAA Central Office receives nomination form from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	2.6 VCAA Recommendation	None	1 Day	VCAA
	2.7 Return to OAT Diliman	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	2.8 OAT Diliman receives nomination from OVCAA central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.9 Forward to the Office of the Chancellor for endorsement to the Bato Balani Inc	NONE	1 Day	<i>Releasing personnel</i> OVCAA Central Office
	2.10 Office of the Chancellor receive endorsement of nominee/s to the Bato Balani Inc	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	2.11 Final selection and endorsement of nominee/s to the Bato Balani Inc	None	Pause-clock	Chancellor
	2.12 Forward to OAT Diliman the final nominee for submission to Bato Balani Inc	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
	2.13 OAT Diliman Receive final nominee for submission to Bato Balani Inc from Office of the Chancellor	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.14 Submit nomination to Bato Balani Inc	None	1 Day	Project Assistant/University Research Associate
3. Received Notice of application	3. Bato Balani Inc notice nominee/s	None	Pause-clock	Bato Balani Inc
	TOTAL:	None	7 Days, 2 Hours, 10 Minutes	



2. Request Permission to Hold Small Classes

Process of Request Permission to Hold Small Classes

Office or Division:	Office for the Advancement of Teaching (OAT)			
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		
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	1. Received letter of request	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.1 Evaluate and encode document to OAT database	None	50 Minutes	Project Assistant
	1.2 Review evaluation on request and initials if found in order	None	1 Day	OAT Director
	1.3 Forward to OVCAA Central Office	None	10 Minutes	Releasing personnel
	1.4 Receive request from OAT for VCAA endorsement	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 VCAA endorsement	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.5 Return to OAT	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.6 Receive request from OVCAA Central Office with VCAA endorsement	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman



	1.7 Release request to the Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.8 Office of the Chancellor receive request from OAT	None	1 Hour	<i>Receiving personnel</i> Office of the Chancellor
Notice of Approved request	2. Requesting unit receive approved request from the Office of the Chancellor	None	Pause-clock	<i>Receiving personnel</i> Requesting unit
TOTAL:		None	2 Days, 4 Hours	

3. Review and Validation of Overload Computation

Process Review and Validation of Overload Computation

Office or Division:	Office for the Advancement of Teaching (OAT)			
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 form)		Office for the Advancement of Teaching (OAT) Diliman and 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	1. Received overload slips	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Evaluate and check the status of loading of the Faculty	None	1 Hour	Project Assistant
	1.2 Evaluate the computation of Overload payment	None	30 Minutes	Project Assistant
	1.3 Signature on Overload Slips	None	5 Minutes	Project Assistant



2. Requesting Unit receive overload slip	2. Release overload slip through requesting unit messenger	None	Paused-clock	Releasing personnel
TOTAL:		None	1 Hour, 45 Minutes	

4. Overload Honoraria Vouchers

Process of Overload Honoraria Vouchers

Office or Division:	Office for the Advancement of Teaching (OAT)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Faculty with Overload Honoraria

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Vouchers Obligation Request	Requesting unit and Diliman Budget Office
FSR Certified True Copy Certification of Reports of Grades Schedule of Classes Certification of Service Rendered Certification that Overloads are in excess of their regular loads	Requesting unit
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
Submit Voucher for Overload Honoraria with complete attachments	1. Receive Overload Vouchers	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode and evaluate completeness of Overload Voucher to OAT database	None	30 Minutes	Project Assistant
	1.2 Review Evaluate Overload Voucher for OAT Director Initials if found in order	None	1 Day	OAT Director



	1.3 Forward to OVCAA Central Office for VCAA approval	None	10 Minutes	Releasing personnel
	1.4 OVCAA Central Office receive Overload Vouchers from OAT for VCAA approval	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.5 VCAA approval	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1.6 OAT receive Overload Vouchers from OVCAA Central Office	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.7 Release Overload Voucher to Diliman Budget Office	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
Diliman Budget Office for Budget Allocation	2. Diliman Budget office receive Overload Vouchers from OAT	None	Pause-clock	<i>Receiving personnel</i> Diliman Budget Office
Diliman Accounting Office	3. Diliman Accounting Office receive Overload Vouchers from Diliman Budget Office	None	Pause-clock	<i>Receiving personnel</i> Diliman Accounting Office
Cash Office	4. Cash Office receive Overload Vouchers from Diliman Accounting Office	None	Pause-clock	<i>Receiving personnel</i> Cash Office
TOTAL:		None	2 Days, 2 Hours, 40 Minutes	

5. Waiver of the Rules/Appeals

Process request Waiver of the Rules/Appeals

Office or Division:	Office for the Advancement of Teaching (OAT)
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)		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request for permission to Hold Small Classes with complete attachment	1. Received letter of request	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Evaluate request for OAT Director appropriate action (provide and search for necessary data/documents)	None	2 Days	Project Assistant
	1.2 Review evaluation for OAT Director appropriate action	None	2 Days	OAT Director
	1.3 Forward to OVCAA Central Office	None	10 Minutes	Releasing personnel
	1.4 OVCAA Central Office receive request from OAT Diliman for VCAA endorsement	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.5 VCAA endorsement	None	1 Day	Vice Chancellor for Academic Affairs (OVCAA)
	1.6 OAT receive request from OVCAA central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.7 Forward request to Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.8 Office of the Chancellor receive request from the OAT Diliman	None	1 Hour	<i>Receiving personnel</i> Office of the Chancellor
2. Notice of approved request	2. Requesting unit receive approved request from the Chancellor Office	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor



TOTAL:	None	5 Days, 3 Hours, 20 Minutes	
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6. Teach Outside UP

Process request to Teach Outside UP

Office or Division:	Office for the Advancement of Teaching (OAT)			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to Business			
Who may avail:	UP Diliman faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to Chancellor from the Other University Accomplished MOA/MOU		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request of a Partner University with complete attachments	1. Received letter of request	None	10 mins	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode, Evaluate and check if there is an existing MOA/MOU	None	20 mins	Project Assistant
	1.2 Referral slip to the Head of Unit of the requested Faculty for appropriate action	None	1 Day	OAT Director
	1.3 Release referral slip with attachment	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 endorsements	None	Pause-clock	<i>Receiving personnel</i> Requesting unit
	2.1 OAT Diliman receive letter of endorsement from the requesting unit	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.2 Draft endorsement letter for Chancellor's signature	None	1 Day	Project Assistant/OAT Director



	2.3 Release draft letter of endorsement with attachment	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	2.4 Office of the Chancellor receive draft letter for endorsement from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
3. Receive notice of approval	3. Requesting unit and Partner University receive notice of approval	None	Pause-clock	<i>Releasing personnel</i>
TOTAL:		None	7 Days, 1 Hour	

7. Waiver of 6-units Teaching load of Lecturers

Process request of Waiver of 6-units Teaching Load of Lecturer

Office or Division:	Office for the Advancement of Teaching (OAT)			
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 faculty involved and should be endorsed by the Head of Unit and the Dean)		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 attachments	1. Receive Letter of request	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode and evaluate request to the OAT database	None	1 Hour	Project Assistant
	1. 2 Review evaluation request for OAT Director Initials if found in order	None	2 Day	OAT Director
	1.3 Forward to OVCAA for VCA endorsement	None	30 Minutes	<i>Releasing personnel</i>



	1.4 OVCAA receive request from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.5 VCAA endorsement	None	1 Day	<i>Vice Chancellor for Academic Affairs (VCAA)</i>
	1.6 Return to OAT Diliman for releasing	None	30 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.6 Receive and release request to the Office of the Chancellor	None	1 Hour	<i>Receiving/Releasing personnel</i>
	1.7 Office of the Chancellor receive request from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> Office of the Chancellor
2. Notice of Approval	Requesting unit receive approved request from the Office of the Chancellor	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
TOTAL:		None	2 Days, 4 Hours, 30 Minutes	

8. Affiliate Faculty Appointment

Process Application for Affiliate Faculty Appointment

Office or Division:	Office for the Advancement of Teaching (OAT)			
Classification:	Simple			
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 HRDO Clearance		Requesting CU's/unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Letter request with Human Resource Development Office (HRDO) clearance	1. Receive application from HRDO	None	10 Minutes	<i>Receiving personnel</i> OAT
	1.1 Encode and Evaluate application to the OAT database	None	1 Hour	Project Assistant
	1.2 Review Evaluation of application for OAT Director Initials if found in order	None	1 Day	OAT Director
	1.3 Forward to OVCAA for VCAA endorsement	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.4 OVCAA Central Office Receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.5 VCAA endorsement	None	1 Day	<i>Vice Chancellor for Academic Affairs (VCAA)</i>
	1.6 Return to OAT Diliman for Releasing	None	30 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.7 Receive application form OVCAA Central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.8 Forward application to Office of the Chancellor for approval	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.9 Office of the Chancellor receive application form OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	TOTAL:	None	2 Days, 3 Hours, 40 Minutes	

9. Thesis Honoraria Voucher

Process and Review of Thesis Honoraria Voucher

Office or Division:	Office for the Advancement of Teaching (OAT)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Diliman faculty



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher Obligation Request Examination Result MEMO		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Voucher for Thesis Honoraria with complete attachments	1. Receive Voucher	None	10 Minutes	<i>Receiving personnel</i> OAT
	1.1 Encode and evaluate completeness of Voucher	None	30 Minutes	Project Assistant
	1.2 Review Evaluation of Voucher for OAT Director Initials if found in order	None	1 Day	OAT Director
	1.3 Forward to OVCAA Central Office for VCAA approval	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.4 OVCAA Central Office receive vouchers from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.5 VCAA approval	None	1 Day	Vice Chancellor for Academic Affairs (VCAA)
	1. 6 Return to OAT Diliman for releasing	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.7 Receive and release Vouchers to Diliman Budget Office	None	1 Hour	<i>Receiving/Releasing personnel</i>
2. Diliman Budget Office	2. Diliman Budget Office receive vouchers from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Diliman Budget Office
3. Diliman Accounting Office	3. Diliman Accounting Office receive vouchers from Diliman Budget Office	None	Pause-clock	<i>Receiving personnel</i> Diliman Accounting Office
4. Cash Office	4. Cash Office receive vouchers from Diliman Accounting Office	None	Paused-clock	<i>Receiving personnel</i> Cash Office
TOTAL:		None	2 Days, 3 Hours, 30 Minutes	



10. Orientation for New UP Diliman Faculty (ONF)

Facilitate/Conduct Orientation for New UP Diliman Faculty

Office or Division:	Office for the Advancement of Teaching (OAT)			
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		OAT Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the MEMO release	Release MEMO for the Orientation of the New Faculty (ONF)	None	1 Day	Administrative Aide/OAT Director/VCAA
2. Submit duly accomplished Registration form		NONE	Pause-clock	Requesting Unit
	Conduct tasks needed for pre-, during and post-training/seminar	NONE	60 Days	OAT Team
TOTAL:		None	61 Days	

11. Teaching Effectiveness Course (TEC)

Facilitate/Conduct training/seminar Teaching Effectiveness Course (TEC)

Office or Division:	Office for the Advancement of Teaching (OAT)			
Classification:	Highly technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty (New and Refresher)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished registration form		OAT Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Wait for the MEMO release	1. Release MEMO for the Orientation of the New Faculty (ONF)	None	1 Day	Administrative Aide/OAT Director/VCAA
2. Submit duly accomplished Registration form		NONE	Pause-clock	Requesting unit
	3. Conduct tasks needed for pre-, during and post-training/ seminar	NONE	90 Day	OAT Team
TOTAL:		None	91 Days	

12. Conduct the University Teaching (UT) (e.g. workshop request by the Unit)

Activity/service to facilitate/process

Office or Division:	Office for the Advancement of Teaching (OAT)			
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 addressed to OAT Diliman Director		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request for the Training/Seminar workshop	1.1 Receive and encode request for the Training/Seminar workshop	None	1 Day	<i>Receiving personnel</i> OAT Diliman
	1.2 Conduct tasks needed for pre-, during and post-training/ seminar	None	29 Days	OAT Team/ OAT Director
TOTAL:		None	30 Days	



13. Processing and Review of API Voucher

Activity/service to facilitate/process

Office or Division:	Office for the Advancement of Teaching (OAT)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Academic Units with approved API projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher 2. Obligation Request 3. Purchase Request 4. Inspection and Acceptance Report/ 5. Certificate of Acceptance 6. SPMO Certificate of Non-Availability of stock 7. APP/PPMP 8. Notice of Meeting/Workshop 9. Approval Letter 10. Official receipts/ actual expenses vis-à-vis approved line item budget 11. Attendance Sheet 12. Job Order/Contract of Service/ 13. Certificate of Service 14. Other supporting documents, applicable	Requesting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Voucher with complete attachments	1. Receive Voucher	None	10 Minutes	<i>Receiving Personnel</i> OAT Diliman
	1.2 Encode Voucher to OAT database	None	30 Minutes	Project Assistant / University Research Associate
	1.3 Evaluate Voucher vis-à-vis API rules and guidelines	None	1 Day	University Research Associate
	1.4 Review evaluation for OAT Director initial if found in order	None	2 Days	OAT Director
	1.5 Forward to OVCAA Central Office for VCAA endorsement	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.6 OVCAA Central Office receive	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office



	vouchers from OAT Diliman			
	1.7 VCAA approval	None	1 Day	<i>Vice Chancellor for Academic Affairs (VCAA) OVCAA</i>
	1.8 Return to OAT Diliman for releasing	None	10 Minutes	<i>Releasing Personnel OVCAA Central Office</i>
	1.9 Receive vouchers from OVCAA Central Office	None	10 Minutes	<i>Receiving Personnel OAT Diliman</i>
	1.10 Scan approved/disapproved voucher	None	10 Minutes	<i>Project Assistant/ University Research Associate</i>
	1.11 Forward to Diliman Budget Office	None	1 Hour	<i>Releasing personnel OVCAA Central Office</i>
2. Diliman Budget Office	2. Diliman Budget Office receive vouchers from OAT Diliman	None	Pause-clock	<i>Receiving personnel Diliman Budget Office</i>
3. Diliman Accounting Office	3. Diliman Accounting Office receive vouchers from Diliman Budget Office	None	Pause-clock	<i>Receiving personnel Diliman Accounting Office</i>
4. Cash Office	4. Cash Office receive vouchers from Diliman Accounting Office	None	Pause-clock	<i>Receiving personnel Cash Office</i>
TOTAL:		None	4 Days, 50 Minutes	

14. Processing, Review and Endorsement of API Documents of Approved projects

Activity/service to facilitate/process

Office or Division:	Office for the Advancement of Teaching (OAT)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Academic Units with approved API projects



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request (Purchase Request or letters re: additional budget, Realignment, Justification, etc.) Addressed to the Chancellor, through channels 2. Progress and Final Reports (i.e., cover letter, OVPAA-API Form 10.4, liquidation report, expected outputs) 3. Job Order/ Contract of Services		Requesting unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with Complete Attachments/ Job Order/ Contract of Service/ report (progress or final)	1. Receive API document	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.2 Encode details of the API document to the OAT database	None	1 Hour	Project Assistant / University Research Associate (URA)
	1.3 Evaluate API document vis-à-vis API/ rules and guidelines	None	2 Days	University Research Associate
	1.4 Review and for endorsement of OAT Director	None	2 Days	OAT Director
	1.5 Forward to OVCAA Central Office for VCAA approval	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.6 OVCAA Central Office receive API Documents from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.7 VCAA approval / endorsement	None	1 Day	<i>Vice Chancellor for Academic Affairs (VCAA)</i> OVCAA



	1.8 Return to OAT Diliman for releasing	None	30 Minutes	<i>Releasing personnel</i> OVCAA Central office
	1.9 OAT Diliman receive API Documents from OVCAA Central Office	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	Scan approved/ disapproved document for release to the appropriate unit	NONE	10 Minutes	Project Assistant/ University Research Associate
2. Receive notice of approved / disapproved API Documents	<p>Requesting unit receive approved/ disapproved API documents</p> <ul style="list-style-type: none"> - Job Order/ Contract of Services/ Purchase Requests to the OVCAA messenger for delivery to Diliman Budget Office - Requests for Additional Budget / Additional Proposal to the OVCAA messenger for delivery to Office of the Chancellor - Reports and Other requests to the proponent unit through email 	NONE	1 Hour	Project Assistant/ University Research Associate
TOTAL:		None	5 Days, 4 Hours	



15. Selection of API Proposals for the Deliberation/ Recommendation of the Committee to the Chancellor

Process of selection of Academic Program Improvement (API) proposals for the Deliberation/Recommendation of the Committee to the Chancellor

Office or Division:	Office for the Advancement of Teaching (OAT)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman All Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover letter		Requesting Unit		
2. Accomplished OVPAA-API Form 10 duly accomplished		Requesting Unit/ Office for the Advancement of Teaching (OAT) Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Release of call for proposals to UP Diliman	None	Pause-clock	University Research Associate/ Project Assistant OAT Director/ VCAA
1. Submit API proposal	1. Receive API proposal	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode API proposal to OAT database	None	1 hour	Project Assistant/University Research Associate
	1.2 Pre-Evaluation of API Proposals	None	3 Days	Project Assistant/ University Research Associate/ OAT Director
	1.3 Summary of API proposals	None	1 Day	Project Assistant/University Research Associate
	2. Committee Deliberation of API Proposals for recommendation	None	10 Days	API Committee/ Secretariat/ OAT Director/ VCAA
	2.1 Draft and Finalize recommendation letter with API proposals for Chancellor's endorsement	None	4 Hours	API Committee/ Secretariat/ OAT Director/ VCAA



	2.2 Forward to Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCCA Central Office
	2.3 Office of the Chancellor receives the recommendation of the committee	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	3. Chancellor's endorsement of the Committee's recommendation for funding	None	Pause-clock	Chancellor
	4. API Proposal for the UP System approval of funding	None	Pause-clock	UP System/ UP President/EVP
	4.1 UP System release notice of approved API funds to Office of the Chancellor	None	Pause-clock	<i>Releasing personnel</i> UP System
	5. Office of the Chancellor receives notice of approval of API funds from UP System	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	5.1 Office of the Chancellor release notice of approved API funds	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
	6. OVCAA Central Office receives notice of approved of API funds from Office of the Chancellor	None	Pause-clock	<i>Receiving personnel</i> OVCAA Central Office
	6.1 OVCAA Central Office release notice of approved API funds to OAT Diliman	None	Pause-clock	<i>Releasing personnel</i> OVCAA Central Office



	7. OAT Diliman receives notice of approved of API funds from OVCAA Central Office	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	7.1 Draft personalize notice of approval with approved project proposals	None	2 Days	Project Assistant/ University Research Associate/ OAT Director
	Prepare API Monitoring database per project for sharing to the proponent	None	1 Day	Project Assistant/ University Research Associate
	7.2 Release notice of approval with approved project proposals to the proponent	None	1 Day	<i>Releasing personnel</i> OVCAA Central Office and Thru Email
8. Receive notice of approval	8. API proponent receives Notice of API approval to the proponent (letter of approval, approved line item budget, shared project monitoring database)	None	1 Day	<i>Receiving personnel</i>
TOTAL:		None	19 Days, 6 Hours, 40 Minutes	

16. Gawad Tsanselor sa Natataging Guro Nominations for the Deliberation/Recommendation of the Committee to the Chancellor

Process selection of Gawad Tsanselor sa Natataging Guro Nominations for the Deliberation/Recommendation of the Committee to the Chancellor

Office or Division:	Office for the Advancement of Teaching (OAT)
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Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty who meets the minimum requirement described in the memorandum (call for nominations)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover letter 2. Proof of Teaching Accomplishments 3. Proof of Research/Creative Work 4. Proof of Public Service 5. Other Certification and Supporting 6. Documents		Requesting unit		
7. Duly accomplished nomination form		Office of the Vice Chancellor for Academic Affairs (OVCAA) Call		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Release of call for nominations to UP Diliman	None	Pause-clock	University Research Associate / Project Assistant OAT Director/ VCAA
1. Submit Gawad Application and Nomination Form with complete attachment	1. Receive nomination form	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode Gawad nomination to OAT database	None	1 hour	Project Assistant/ University Research Associate
	1.2 Pre-Evaluation of nomination	None	3 Days	Project Assistant/University Research Associate /OAT Director
	1.3 Summary of Gawad Guro nominations	NONE	2 Day	Project Assistant/University Research Associate
	2. Committee Deliberation of Gawad Guro	NONE	2 Days	Gawad Guro Committee/ Secretariat/ OAT Director/ VCAA
	2.1 Draft and Finalize recommendation letter of Gawad guro for Chancellor's approval	None	4 Hours	Gawad Guro Committee/ Secretariat/ OAT Director/ VCAA



	2.2 Forward to Office of the Chancellor	None	1 Hour	<i>Releasing personnel</i> OVCCA Central Office
	2.3 Office of the Chancellor receives the recommendation of the committee from the OVCAA	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	2.4 Approval and disapproval of the Chancellor	None	3 Days	Chancellor
	2.5 Office of the Chancellor release the final decision of the Gawad guro nominee	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
	2.6 OVCAA Central Office receive the final decision of the Gawad Guro Nominee from Office of the Chancellor	None	10 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	2.7 Receive final decision of Chancellor, noted by the VCAA and OAT director	None	3 Day	VCAA/ OAT Director/ Gawad Guro Secretariat
3. Receive notice of approval	3 Notice of Gawad Tsanselor sa Natatanging Guro approval to the awardee	None	1 Day	Project Assistant/ University Research Associate
	TOTAL:	None	14 Days, 6 Hours, 10 Minutes	



17. UP Diliman Centennial Professorial Chairs and Faculty Grants Nominations for the Deliberation/ Recommendation of the Committee to the Chancellor and President

Process and Selection UP Diliman Centennial Professorial Chairs and Faculty Grants Nominations for the Deliberation/Recommendation of the Committee to the Chancellor and President

Office or Division:	Office for the Advancement of Teaching (OAT)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover Letter addressed to the Chancellor, through the Vice Chancellor for Academic Affairs, Attention: Office for the Advancement of Teaching Director.		Requesting unit		
2. Proof of mentoring				
3. Copy of research or creative output				
4. Submitted for award consideration.				
5. Curriculum vitae highlighting fulfillment of the minimum requirements				
6. Accomplished nomination form complete with signatures.		Office for 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 of application for UP Diliman Centennial Professorial Chairs and Faculty Grants	1. Release call for Application	None	Pause-clock	<i>Receiving personnel</i> OVCAA Central office
2. Submit UP Diliman Centennial Professorial Chairs and Faculty Grants Nomination Form	2.1 Receive Nomination Form	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.2 Encode details from nomination form to OAT Database	None	1 Hour	University Research Associate / Project Assistant
	2.3 Pre-Evaluation of nominations	None	3 Days	Project Assistant/University Research Associate/ OAT Director



	2.4 Forward to OVCRD/ APS reviewer for verification of Research/ Creative work	None	1 Day	<i>Releasing personnel</i> OVCAA Central Office
	2.5 OVCRD receive application from OAT Diliman	None	1 Hour	<i>Receiving personnel</i> OVCRD
	2.6 Provide initial score for Research work via SPS rating and for Creative work via APS rating	None	Pause-clock	OVCRD/ APS Reviewer
	2.7 Forward to OAT Diliman	None	1 Day	<i>Releasing personnel</i> OVCRD
	2.8 OAT Diliman receive the nomination form with Initial scores for research and creative work from OVCRD	None	1 Hour	<i>Receiving personnel</i> OAT Diliman
	2.8 Receive scored research/creative work and pre-categorize (i.e., Prof Chair, Faculty Grant, Special Case, Deferred, Disqualified)	None	1 Day	Project Assistant/ University Research Associate
	2.8.1 Summary of UP Diliman Centennial Professorial Chairs and Faculty Grants submission	None	2 Days	Project Assistant/ University Research Associate
	3. UP Diliman Diliman Professorial Chairs and	None	2 Days	University Research Associate/ Project Assistant/ Committee Members



	Faculty Grant committee meeting for deliberation and recommendation to the Chancellor and President			
	3.1 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	4 Hours	University Research Associate/ Project Assistant/ Committee Members
	3.2 Forward to the Office of the Chancellor the recommended nominees of UP Diliman Prof Chair and Faculty Grants	None	1 Day	<i>Releasing personnel</i> OVCAA Central Office
	4. 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
	4.1 Chancellor's approval of UP Diliman Centennial Faculty Grants and recommendation of UP Diliman Centennial Professorial Chairs	None	Pause-clock	Chancellor
	4.2 Forward the recommended nominees for UP Diliman	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor



	Centennial Professorial Chairs for UP President approval			
	4.3 Office of the President receives the nominees for UP Diliman Centennial Professorial Chairs	None	Pause-clock	<i>Receiving personnel</i> Office of the President
	5. President's approval of UP Diliman Centennial Professorial Chairs	None	Pause-clock	UP Diliman President
	5.1 Forward the approved list of UP Diliman Centennial Professorial Chairs	None	Pause-clock	<i>Releasing Personnel</i> Office of the President
	5.2 Office of the Chancellor receives approved list of UP Diliman Centennial Professorial Chairs from Office of the President	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	5.3 Forward approved list of UP Diliman Centennial Professorial Chairs to the OVCAA Central Office	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
	5.4 OVCAA Central Office receives final list of UP Diliman Centennial	None	Pause-clock	<i>Receiving personnel</i> OVCAA Central Office



	Professorial Chairs from the Office of the Chancellor			
	5.5 Forward to OAT Diliman the final list of awardees noted by VCAA	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	5.6 OAT Diliman receives final list of awardees noted by VCAA from OVCAA Central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
6. Received notice of approval	6. Inform awardees regarding the awarding ceremony via email	None	1 Day	University Research Associate / Project Assistant
	6.1 Send formal letter regarding the final decision of the Committee on the nomination, and return of documents submitted	None	14 Days	<i>Releasing personnel</i> OVCAA Central Office University Research Associate / Project Assistant
TOTAL:		None	28 Days, 10 Minutes	

18. 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)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Academic Units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Letter of request with specific details of the faculty, course, academic year/sem, concern; or		1. Requesting unit		
2. Duly accomplished form for Batch Renewal /Tenure/Promotions		1. Office of the Vice Chancellor for Academic Affairs (OVCAA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for SET Score with complete attachment	1. Receive and encode document with SET-related concerns with complete attachment	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode SET request to the OAT database	None	30 Minutes	University Research Associate
	1.1.1 Evaluate SET request for OAT Director Endorsement	None	1 Day	University Research Associate
	1.3 Endorsement of OAT Director	None	2 Days	OAT Director
	1.4 Forward to OVCAA Central Office for VCAA appropriate action of	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.5 OVCAA Central Office receive SET request from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 For VCAA approval/ appropriate action	None	1 Day	VCAA
	1.7 Return to OAT Diliman	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



2. Receive notice of approval	2. Requesting unit receive notice of request	None	1 Day	<i>Releasing personnel</i> OVCAA Central Office
TOTAL:		None	5 Days, 2 Hours	

19. Study Leave with pay and without pay (SLWP/SLWOP) – Local (Original/New Application)

Processing application for Study Leave with pay and without pay (SLWP/SLWOP) - Local

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Faculty 1. Application letter of the faculty addressed to Chancellor thru Channels with duly accomplished form Department and College 2. Application letter endorsed by the Chair/Director and Dean; and/or Chair's endorsement letter, endorsed by the Dean 3. Faculty Profile 4. Justification and/or distribution of teaching load, if profile exceeds 15% mark 5. Faculty Development plan 6. Focus on the Department 7. Waiver of age requirement with 8. justification from the chair, if more than 40 years' old 9. Waiver of rank with justification, if rank is higher than Assistant Professor 10. New/Original application, 1 st year 11. Admission/acceptance letter 12. Plan of study/Gantt chart or Program of study	Requesting unit



13. Employee Slip 14. Personnel Clearance 15. Return Service Requirement 16. Service Record 17. Surety Agreement for Local Faculty Fellowship/ Study Leave Agreement	Human Resource Development Office (HRDO)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with HRDO clearance	1. Receives application HRDO	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode application to the OAT database	None	30 Minutes	Administrative Aide
	1.2 Evaluate application for OAT Director Appropriate Action	None	1 Hour	Administrative Aide
	1.3 Review evaluation on application and Initials if found in order	None	2 Days	OAT Director
	1.4 Forward to OVCAA Central Office	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.5 OVCAA Central Office receive application for VCAA endorsement	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 For VCAA appropriate action	None	1 Day	VCAA
	1.7 Return to OAT	None	10 Minutes	Releasing personnel OVCAA-CO
	1.8 Receive application from OVCAA, for release to Office of the Chancellor	None	20 Minutes	<i>Receiving personnel</i> OAT Diliman
	Forward application to Office of the	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office



	Chancellor for Chancellor approval			
	Office of the Chancellor receives application from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	1.9 HRDO receives approved application from Office of the Chancellor	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
2. Received notification of application from HRDO	2. HRDO releases notification of approved application and contract for notarization	None	Pause-clock	<i>Releasing personnel</i> HRDO
TOTAL:		NONE	3 Days, 2 Hours, 50 Minutes	

20. Study Leave with pay and without pay (SLWP/SLWOP) – Local (Original Application Middle of Study)

Processing application for Study Leave with pay and without pay (SLWP/SLWOP) - Local

Office or Division:	Office for the Advancement of Teaching (OAT)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Faculty 1. Application letter of the faculty addressed to Chancellor thru Channels with duly accomplished form	Requesting unit		
Department and College 1. Application letter endorsed by the Chair/Director and Dean; and/or Chair's endorsement letter, endorsed by the Dean			



Faculty Profile Justification and/or distribution of teaching load, if profile exceeds 15% mark				
Faculty Development plan 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				
Original, in the middle of study a. Admission/acceptance letter b. Certificate from the adviser, if on thesis/dissertation stage c. Plan of study/Gantt Chart or Program of Study				
d. Progress report (HRDO form C-7)		Human Resource Development (HRDO)		
e. True copy of grades		Office of the University Registrar (OUR)		
1. Employee Slip 2. Personnel Clearance 3. Return Service Requirement 4. Service Record 5. Surety Agreement for Local Faculty Fellowship/ Study Leave Agreement		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with HRDO clearance	1. Receives application from HRDO	None	10 Minutes	Receiving personnel OAT Diliman
	1.1 Encode application to the OAT database	None	30 Minutes	Administrative Aide
	1.2 Evaluate application for OAT Director Appropriate Action	None	1 Hour	Administrative Aide
	1.3 Review evaluation on application and	None	2 Days	OAT Director



	Initials if found in order			
	1.4 Forward to OVCAA Central Office	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.5 OVCAA Central Office receive application for VCAA endorsement	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 For VCAA appropriate action	None	1 Day	VCAA
	1.7 Return to OAT	None	10 Minutes	Releasing personnel OVCAA-CO
	1.8 Receive application from OVCAA, for release to Office of the Chancellor	None	20 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.9 Forward application to Office of the Chancellor for Chancellor approval	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.10 Office of the Chancellor receives application from OAT Diliamn	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	1.11 HRDO receives approved application from Office of the Chancellor	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
2. Received notification of application from HRDO	2. HRDO releases notification of approved application and contract for notarization	None	Pause-clock	<i>Releasing personnel</i> HRDO



TOTAL:	NONE	3 Days, 2 Hours, 50 Minutes	
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21. Study Leave with pay and without pay (SLWP/SLWOP) – Local (Renewal of Application)

Processing application for Study Leave with pay and without pay (SLWP/SLWOP)
- Local

Office or Division:	Office for the Advancement of Teaching (OAT)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Faculty		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Faculty 1. Application letter of the faculty addressed to Chancellor thru Channels with duly accomplished form	Requesting unit		
Department and College 1. Application letter endorsed by the Chair/Director and Dean; and/or Chair's endorsement letter, endorsed by the Dean			
Faculty Profile Justification and/or distribution of teaching load, if profile exceeds 15% mark			
Faculty Development plan a. 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			
Renewal/Extension Reason of extension Certificate from the adviser, if on thesis/dissertation stage Plan of study/Gantt Chart			
Progress report (HRDO form C-7)	Human Resource Development Office (HRDO)		
True copy of grades	Office of the University Registrar (OUR)		
Employee Slip	Human Resource Development Office (HRDO)		



Personnel Clearance				
Return Service Requirement				
Service Record				
Surety Agreement for Local Faculty				
Fellowship/ Study Leave Agreement				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with HRDO clearance	1. Receives application from HRDO	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode application to the OAT database	None	30 Minutes	Administrative Aide
	1.2 Evaluate application for OAT Director Appropriate Action	None	1 Hour	Administrative Aide
	1.3 Review evaluation on application and Initials if found in order	None	2 Days	OAT Director
	1.4 Forward to OVCAA Central Office	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.5 OVCAA Central Office receive application for VCAA endorsement	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 For VCAA appropriate action	None	1 Day	VCAA
	1.7 Return to OAT	None	10 Minutes	Releasing personnel OVCAA-CO
	1.8 Receive application	None	20 Minutes	<i>Receiving personnel</i> OAT Diliman



	from OVCAA, for release to Office of the Chancellor			
	1.9 Forward application to Office of the Chancellor for Chancellor approval	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.10 Office of the Chancellor receives application from OAT Diliamn	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	1.11 HRDO receives approved application from Office of the Chancellor	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
2. Received notification of application from HRDO	2. HRDO releases notification of approved application and contract for notarization	None	Pause-clock	<i>Releasing personnel</i> HRDO
TOTAL:		NONE	3 Days, 2 Hours, 50 Minutes	

22. Local Faculty Fellowship (LFF) – Local (Original Application)

Processing application for Local Faculty Fellowship (LFF) - Local

Office or Division:	Office for the Advancement of Teaching (OAT)
Classification:	Complex
Type of Transaction:	Government to Government



Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty 1. Application letter of the faculty addressed to Chancellor thru Channels with duly accomplished form		Requesting unit		
Department and College 1. Application letter endorsed by the Chair/Director and Dean; and/or Chair's endorsement letter, endorsed by the Dean				
2. Faculty Profile a. Justification and/or distribution of teaching load, if profile exceeds 15% mark				
3. Faculty Development plan a. Focus on the Department				
4. Waiver of age requirement with justification from the chair, if more than 40 years' old				
5. Waiver of rank with justification, if rank is higher than Assistant Professor				
Original application a. Curriculum Vitae b. Admission/Acceptance letter c. Plan of study/Gantt Chart				
d. Progress report (HRDO form C-7)		Human Resource Development Office (HRDO)		
e. True copy of grades		Office of the University Registrar (OUR)		
1. Employee Slip		Human Resource Development Office (HRDO)		
2. Personnel Clearance				
3. Return Service Requirement				
4. Service Record				
5. Surety Agreement for Local Faculty Fellowship/ Study Leave Agreement				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with HRDO clearance	1. Receives application	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode application to the OAT database	None	30 Minutes	Administrative Aide



	1.2 Evaluate application for OAT Director Appropriate Action	None	1 Hour	Administrative Aide
	1.3 Review evaluation on application and Initials if found in order	None	2 Days	OAT Director
	1.4 Forward to OVCAA Central Office	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.5 OVCAA Central Office receive application for VCAA endorsement	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 For VCAA appropriate action	None	1 Day	VCAA
	1.7 Return to OAT	None	10 Minutes	<i>Releasing personnel</i> OVCAA-CO
	1.8 Receive application from OVCAA, for release to Office of the Chancellor	None	20 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.9 Forward application to Office of the Chancellor for Chancellor approval	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.10 Office of the Chancellor receives application from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	1.11 HRDO receives approved application from Office of the Chancellor	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
2. Received notification of application from HRDO	2. HRDO releases notification of approved application and contract for notarization	None	Pause-clock	<i>Releasing personnel</i> HRDO
TOTAL:		NONE	3 Days, 2 Hours, 50 Minutes	



23. Local Faculty Fellowship (LFF) – Local (Original application middle of study)

Processing application for Local Faculty Fellowship (LFF) - Local

Office or Division:	Office for the Advancement of Teaching (OAT)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Faculty 1. Application letter of the faculty addressed to Chancellor thru Channels with duly accomplished form		Requesting unit	
Department and College 1. Application letter endorsed by the Chair/Director and Dean; and/or Chair's endorsement letter, endorsed by the Dean			
Faculty Profile Justification and/or distribution of teaching load, if profile exceeds 15% mark			
Faculty Development plan a. 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			
Original, in the middle of study Curriculum Vitae Admission/Acceptance letter Certificate from the adviser, if on thesis/dissertation stage Plan of study/Gantt Chart			
Progress report (HRDO form C-7)			Human Resource Development Office (HRDO)
True copy of grades			Office of the University Registrar (OUR)
Employee Slip			Human Resource Development Office (HRDO)
Personnel Clearance			
Return Service Requirement			
Service Record			
Surety Agreement for Local Faculty Fellowship/ Study Leave Agreement			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with HRDO clearance	1. Receives application from HRDO	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode application to the OAT database	None	30 Minutes	Administrative Aide
	1.2 Evaluate application for OAT Director Appropriate Action	None	1 Hour	Administrative Aide
	1.3 Review evaluation on application and Initials if found in order	None	2 Days	OAT Director
	1.4 Forward to OVCAA Central Office	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.5 OVCAA Central Office receive application for VCAA endorsement	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 For VCAA appropriate action	None	1 Day	VCAA
	1.7 Return to OAT	None	10 Minutes	Releasing personnel OVCAA-CO
	1.8 Receive application from OVCAA, for release to Office of the Chancellor	None	20 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.9 Forward application to Office of the Chancellor for Chancellor approval	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.10 Office of the Chancellor receives application from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	1.11 HRDO receives approved application from Office of the Chancellor	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor



2. Received notification of application from HRDO	2. HRDO releases notification of approved application and contract for notarization	None	Pause-clock	<i>Releasing personnel HRDO</i>
TOTAL:		NONE	3 Days, 2 Hours, 50 Minutes	

24. Local Faculty Fellowship (LFF) – Local (Renewal of Application)

Processing application for Local Faculty Fellowship (LFF) - Local

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Faculty 1. Application letter of the faculty addressed to Chancellor thru Channels with duly accomplished form	Requesting unit
Department and College 1. Application letter endorsed by the Chair/Director and Dean; and/or Chair's endorsement letter, endorsed by the Dean	
Faculty Profile Justification and/or distribution of teaching load, if profile exceeds 15% mark	
Faculty Development plan a. 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	
Renewal/Extension Reason of extension Certificate from the adviser, if on thesis/dissertation stage Plan of study/Gantt Chart	
Progress report (HRDO form C-7)	
True copy of grades	Office of the University Registrar (OUR)
Employee Slip	Human Resource Development Office (HRDO)



Personnel Clearance				
Return Service Requirement				
Service Record				
Surety Agreement for Local Faculty Fellowship/ Study Leave Agreement				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with HRDO clearance	1. Receives application	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode application to the OAT database	None	30 Minutes	Administrative Aide
	1.2 Evaluate application for OAT Director Appropriate Action	None	1 Hour	Administrative Aide
	1.3 Review evaluation on application and Initials if found in order	None	2 Days	OAT Director
	1.4 Forward to OVCAA Central Office	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.5 OVCAA Central Office receive application for VCAA endorsement	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 For VCAA appropriate action	None	1 Day	VCAA
	1.7 Return to OAT	None	10 Minutes	Releasing personnel OVCAA Central Office
	1.8 Receive application from OVCAA, for release to Office of the Chancellor	None	20 Minutes	<i>Receiving personnel</i> OAT Diliman
	Forward application to Office of the Chancellor for Chancellor approval	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	Office of the Chancellor receives	None	Pause-clock	<i>Receiving personnel</i>



	application from OAT Diliman			Office of the Chancellor
	1.9 HRDO receives approved application from Office of the Chancellor	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
2. Received notification of application from HRDO	2. HRDO releases notification of approved application and contract for notarization	None	Pause-clock	<i>Releasing personnel</i> HRDO
TOTAL:		NONE	3 Days, 2 Hours, 50 Minutes	

25. Local Faculty Fellowship (LFF) – Voucher

Processing of Local Faculty Fellowship (LFF) – Voucher

Office or Division:	Office for the Advancement of Teaching (OAT)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty with Local Faculty Fellowship Application			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Requesting unit		
2. BUR				
3. Notice of Approval				
4. Endorsement from the Chair/Director and Dean with duly accomplished				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vouchers with complete attachments	1. Receive Voucher	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode and evaluate voucher to the OAT database	None	1 Hour	Administrative Aide
	1.2 Review evaluation for OAT Director Initials	None	1 Day	OAT Director
	1.3 Forward to OVCAA Central Office for VCAA approval	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.4 OVCAA Central Office receives	None	10 Minutes	<i>Receiving personnel</i>



	voucher from OAT Diliman			OVCAA Central Office
	1.5 For VCAA endorsement	None	1 Day	VCAA
	1.6 Return to OAT Diliman	None	10 Minutes	<i>Releasing personnel</i> OVCAA Central Office
	1.7 OAT Diliman receive voucher from OVCAA Central Office	None	20 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.8 Forward vouchers to Diliman Budget Office	None	4 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.9 Forward vouchers to Diliman Accounting Office	None	Pause-clock	<i>Releasing personnel</i> Diliman Budget Office
	Forward vouchers to Cash Office	None	Pause-clock	<i>Releasing personnel</i> Diliman Accounting Office
TOTAL:		None	2 Days, 6 Hours	

26. Thesis/Dissertation Research Contract

Processing application for Thesis/Dissertation Research Contract

Office or Division:	Office for the Advancement of Teaching (OAT)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP Diliman Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Faculty		Human Resource Development Office (HRDO) Requesting unit	
1. Application form (HRDO SS form) to be fill-up by the faculty			
2. Application letter			
3. Approval of Thesis/Dissertation Proposal			
4. Project Line Item Budget			
5. Certification from the Chair, if on temporary status			
Department and College			



6. Endorsement from the Adviser, Chair/Director and Dean with duly accomplished form		Human Resource Development Office (HRDO)		
7. Employee Slip				
8. Personnel Clearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for Thesis/Dissertation Research Grant with HRDO clearance	1. Receive application from HRDO	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.2 Encode and evaluate application to the OAT database	None	1 Hour	Administrative Aide
	1.3 Review Evaluation of application for OAT Director Initial	None	2 Days	OAT Director
	1.4 Forward to OVCAA Central Office for VCAA endorsement	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.5 OVCAA Central Office receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 VCAA for endorsement	None	1 Day	VCAA
	1.7 Return to OAT Diliman for releasing	None	10 Minutes	<i>Personnel releasing</i> OVCAA Central Office
	1.8 OAT Diliman receive application from OVCAA Central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.9 Forward to the Office of the Chancellor	None	1 Hour	<i>Releasing Personnel</i> OVCAA Central office
	1.10 Office of the Chancellor receive application for Chancellor approval	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	1.11 Chancellor's approval	None	Pause-clock	Chancellor



TOTAL:	None	3 Days, 3 Hours, 30 Minutes	
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27. Study Load Credit (SLC) 3.5-units to 7-units

Processing application for Study Load Credit (SLC)

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Faculty Application letter of the faculty addressed to Chancellor thru channels with duly accomplished form Plan of study/Gantt Chart	Requesting unit
True copy of grades	Office of the University Registrar (OUR)
Progress report	Human Resource Development (HRDO)
Department and College Application letter endorsed by Chair/Director and Dean; and/or Chair's endorsement letter, endorsed by Dean Note: 1-3units of Study Load Credit (Approval College Level) and they will submit a report of the list of faculty who granted 1-3units of SLC)	Requesting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for Study Load Credit with Complete application	1. Receive Application	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode and evaluate application to OAT database	None	1 Hour	Administrative Aide
	1.2 Review evaluation of	None	1 Day	OAT Director



	application for OAT Director Initial			
	1.4 Forward to OVCAA Central Office for VCAA endorsement	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.5 OVCAA Central Office receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 VCAA for endorsement	None	1 Day	VCAA
	1.7 Return to OAT Diliman for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive application from OVCAA Central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.9 Forward to the Office of the Chancellor for approval	None	1 Hour	<i>Releasing Personnel</i> OVCAA Central office
	1.10 Office of the Chancellor receive application from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	1.11 Chancellor's approval	None	Pause-clock	Chancellor
2. Received notice of approval of application	2. Requesting unit received	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor



	notice of approval of application			
TOTAL:		None	2 Days, 3 Hours, 30 Minutes	

28. Reduced Fees (18-units below)

Processing application of Reduces Fees

Office or Division:	Office for the Advancement of Teaching (OAT)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty 1. Application form to be fill-up by the faculty		Requesting unit		
For late submission 2. a. Justification letter				
Department and College 3. Application form endorsed by the Chair/Director and Dean with duly accomplished form				
4. Personnel Clearance		Human Development Resource Office (HRDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for Reduced fess with complete attachment	1. Receive application	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode and evaluate application to OAT database	None	30 Minutes	Administrative Aide
	1.1.1 Evaluate application for OAT Director Approval	None	20 Minutes	Administrative Aide
	2. OAT Director Approval	None	1 Day	OAT Director



	2.1 Return application with approval to the requesting unit	None	Pause-clock	<i>Releasing personnel OAT Diliman</i>
TOTAL:		None	1 Day, 1 Hour	

29. 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)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty		Requesting unit		
1. Application letter of the faculty addressed to Chancellor thru channels				
2. Acceptance/Invitation/Grant				
Attachments for <u>Local detail/Travel</u> application				
3. Acceptance/Invitation/Grant/Program				
4. Arrangements for classes to be missed, if there are classes				
5. Memo for OIC, if there is admin duty				
6. Department and College				
7. Application letter endorsed by Chair/Director and Dean; and/or Chair's endorsement letter, endorsed by the Dean				
8. Faculty Profile (for Special detail only)		Human Resource Development Office (HRDO)		
9. Justification and/or distribution of teaching load, if profile exceeds 15% mark				
10. Employee Slip				
11. Personnel Clearance				
12. Return Service Requirement (for PostDoc)		Human Resource Development Office (HRDO)		
13. Service Record				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Application for Faculty Local activities (Local/Special detail) with HRDO Clearance	1. Receive Application from HRDO	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.1 Encode and evaluate application to OAT database	None	1 Hour	Administrative Aide
	1.2 Review evaluation of application for OAT Director Initial	None	1 Day	OAT Director
	1.4 Forward to OVCAA Central Office for VCAA endorsement	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.5 OVCAA Central Office receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.6 VCAA for endorsement	None	1 Day	VCAA
	1.7 Return to OAT Diliman for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office
	1.8 OAT Diliman receive application from OVCAA Central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.9 Forward to the Office of the Chancellor for approval	None	1 Hour	<i>Releasing Personnel</i> OVCAA Central office
	1.10 Office of the Chancellor receive application from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	1.11 Chancellor's approval	None	Pause-clock	Chancellor
2. Received notice of approval of application	2. Requesting unit received notice of approval of application	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor



TOTAL:	None	2 Days, 3 Hours, 30 Minutes	
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30. Secondment Application and Contract

Processing Secondment application and contract

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Faculty	Requesting unit
2. Application letter of the faculty addressed to Chancellor thru Channels	
3. Invitation/Request form	
4. Memorandum of Agreement (MOA) /Contracts	
5. Certification of no Budgetary outlay	
6. Department and College 7. Application letter endorsed by Chair/Director and Dean; and/or Chair's endorsement letter, endorsed by Dean with duly accomplished form	
8. Faculty Profile	Human Resource Development Office (HRDO)
9. Justification and/or distribution of teaching load, if profile exceeds 15% mark	
10. Employee Slip	
11. Personnel Clearance	
12. Service Record	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application request for Secondment with MOA Contract with HRDO Clearance	1. Receive application from HRDO	None	10 Minutes	<i>Releasing personnel OAT Diliman</i>
	1.1 Encode and evaluate	None	1 Hour	Administrative Aide



	application to the OAT database			
	1.2 Referral to Diliman Legal Office for review MOA Contract	None	1 Day	Administrative Aide / OAT Director
	1.3 Referral slip forward to Diliman Legal Office	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.4 Diliman Legal Office receive application from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Diliman Legal Office
	1.5 Diliman Legal Office review the application with the attach MOA contract	None	Pause-clock	Diliman Legal Office
	1.6 Return MOA contract to OAT Diliman for appropriate action	None	Pause-clock	<i>Releasing personnel</i> Diliman Legal Office
	1.7 Request certification of no Budgetary Outlay	None	1 Day	Diliman Budget Office
	1.8 Evaluates application for OAT Director Initial	None	1 Hour	Administrative Aide
	1.9 Review evaluation of application for OAT Director Initial	None	2 Days	OAT Director
	1.10 Forward to OVCAA Central Office for VCAA endorsement	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	1.11 OVCAA Central Office receive application from OAT Diliman	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	1.12 VCAA for endorsement	None	1 Day	VCAA
	1.7 Return to OAT Diliman for releasing	None	10 Minutes	<i>Releasing Personnel</i> OVCAA Central Office



	1.13 OAT Diliman receive application from OVCAA Central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.15 Forward to the Office of the Chancellor for approval	None	1 Hour	<i>Releasing Personnel</i> OVCAA Central office
	1.16 Office of the Chancellor receive referral of endorsement of application from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	1.17 Chancellor's approval	None	Pause-clock	Chancellor
TOTAL:		None	5 Days, 5 Hours, 30 Minutes	

31. 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)			
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		Requesting unit		
2. Implementation Plan				
3. Draft MOA/MOU/Contract of Awards				
4. Certification of No Budgetary Outlay		Requesting unit and Diliman Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter request for MOA/MOU and Contract of Awards	1. Receive request	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.2 Encode request to the OAT database	None	30 Minutes	Project Assistant



	1.3 Evaluate Request for Referral to DLO	None	2 Days	Project Assistant/ OAT Director
	1.4 Forward referral to Diliman Legal Office for review of request	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.5 Diliman Legal Office receive request from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Diliman Legal Office
	1.6 Diliman Legal Office review the MOA/MOU and Contract of Award for endorsement to the Chancellor	None	Paused-clock	Diliman Legal Office
	1.7 Request Certification of No Budgetary Outlay	None	3 Days	Project Assistant/OAT Director/ Diliman Budget Office
	1.8 Referral for the signature of Partner University	None	10 Days	<i>Releasing personnel</i> Project Assistant/OAT Director (through LBC)
	1.9 Referral for VCAA's initial	None	2 Days	OAT Director
	1.10 Referral for Chancellor's signature	None	3 Days	Project Assistant/OAT Director/VCAA
	1.11 Notarization of MOA/MOU and Contract of awards	None	3 Days	Diliman Legal Office
	2. Referral of accomplished MOA/MOU for BOR Approval	None	1 Day	Project Assistant/Oat Director/Chancellor
	3. Referral of accomplished MOA/MOU for the Partner University	None	Pause-clock	Project Assistant/OAT Director/Partner University
	3.1 Referral of accomplished MOA/MOU for the partner Unit	NONE	Pause-clock	Project Assistant/OAT Director/ Partner UP Diliman Unit



TOTAL:	None	28 Days, 40 Minutes	
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32. 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)
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	Requesting unit
Implementation Plan	
Draft MOA/MOU/Contract of Awards	
Certification of No Budgetary Outlay	Requesting unit and Diliman Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter request for MOA/MOU and Contract of Awards	1. Receive request	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	1.2 Encode request to the OAT database	None	30 Minutes	Project Assistant
	1.3 Evaluate Request for Referral to DLO	None	2 Days	Project Assistant/ OAT Director
	1.4 Forward referral to Diliman Legal Office for review of request	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	1.5 Diliman Legal Office receive request from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Diliman Legal Office
	1.6 Diliman Legal Office review the MOA/MOU and Contract of Award	None	Paused-clock	Diliman Legal Office



	for endorsement to the Chancellor			
	1.7 Request Certification of No Budgetary Outlay	None	3 Days	Project Assistant/OAT Director/ Diliman Budget Office
	1.8 Referral for the signature of Partner University	None	10 Days	<i>Releasing personnel</i> Project Assistant/OAT Director (through LBC)
	1.9 Referral for VCAA's initial	None	2 Days	OAT Director
	1.10 Referral for Chancellor's signature	None	3 Days	Project Assistant/OAT Director/VCAA
	1.11 Notarization of MOA/MOU and Contract of awards	None	3 Days	Diliman Legal Office
	2. Referral of accomplished MOA/MOU for BOR Approval	None	1 Day	Project Assistant/Oat Director/Chancellor
3. Notice of endorse MAO/MOU	3. Referral of accomplished MOA/MOU for the Partner University	None	Pause-clock	Project Assistant/OAT Director/Partner University
	3.1 Referral of accomplished MOA/MOU for the partner Unit	NONE	Pause-clock	Project Assistant/OAT Director/ Partner UP Diliman Unit
TOTAL:		None	28 Days, 40 Minutes	

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

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

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



Duly accomplished nomination form online and printed hard copy (may vary as prescribed by Metrobank)		Metrobank Foundation Inc/ OAT		
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.
	1.2 Dissemination of call for nominations to UP Diliman	None	Pause-clock	University Research Associate/ Project Assistant
2. Submit duly accomplished application/nomination forms for Metrobank Foundation Outstanding Filipinos with complete attachments	2. Receive application/nomination form	None	10 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.1 Encode application/nomination details to OAT database	None	1 hour	Project Assistant/University Research Associate (URA)
	2.2 Pre-Evaluation of application/nomination	None	3 Days	Project Assistant/University Research Associate /OAT Director
	2.3 Forward to OVCAA Central Office for VCAA recommendation	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman
	2.4 OVCAA Central Office receive application / nomination	None	30 Minutes	<i>Receiving personnel</i> OVCAA Central Office
	2.5 Recommendation by the VCAA	None	1 Day	VCAA
	2.6 Return to OAT Diliman	None	10 Minutes	<i>Releasing personnel</i> OAT Diliman



	2.7 OAT Diliman receives application/nomination from OVCAA Central Office	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.8 Forward to the Office of the Chancellor for final selection and endorsement of one nominee to the Metrobank Foundation Inc	None	1 Hour	<i>Releasing personnel</i> OVCAA Central Office
	2.9 Office of the Chancellor receives application/nomination from OAT Diliman	None	Pause-clock	<i>Receiving personnel</i> Office of the Chancellor
	2.10 Final selection and endorsement of one nominee to the Metrobank Foundation Inc	None	2 Days	Chancellor
	2.11 Office of the Chancellor forwarded to the OAT Diliman the final selection and endorsement of one nominee to the Metrobank Foundation Inc	None	Pause-clock	<i>Releasing personnel</i> Office of the Chancellor
	2.12 OAT Diliman receive final nominee for submission to the Metrobank Foundation Inc	None	30 Minutes	<i>Receiving personnel</i> OAT Diliman
	2.14 Submit nomination to Metrobank Foundation Inc, Metrobank Plaza, Makati	None	2 Days	Project Assistant/University Research Associate



3. Receive Notice of application	3. Release notice to the nominee/s	None	Pause-clock	Metrobank foundation
TOTAL:		None	8 Days, 4 Hours	



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 on Student Internship in the Philippines

Office or Division:	Office of Field Activities Diliman			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OVCAA OFA Form No. 04 – Internship Request Form		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 draft MOA/MOU with complete attachment	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 1.4 Endorse the reference slip to OFA Director for appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OFA Diliman



	1.5 Review and sign for appropriate action		2 Days	<i>Director OFA Diliman</i>
	1.5 Endorse MOA/MOU to Diliman Budget Office for issuance of budget certification	None	Pause-clock	<i>Project Management Associate OFA Diliman</i>
	1.6 Receive MOA/MOU with certification from Diliman Budget Office 1.6.1 Encode details to database 1.6.2 Prepare and print reference slip endorsing the MOA/MOU to Diliman Legal Office for legal review 1.6.3 Endorse the reference slip to OFA Director for appropriate action	None	20 Minutes	<i>Receiving Personnel OFA Diliman</i>
	1.7 Review and sign for appropriate action	None	2 Days	<i>Director OFA Diliman</i>
	1.8 Endorse MOA/MOU to Diliman Legal Office for legal review	None	Pause-clock	<i>Project Management Associate OFA Diliman</i>
	1.9 Receive MOA/MOU with DLO Memorandum 1.9.1 Encode details to database 1.9.2 Review Diliman Legal Office comments/recommendations and relay to the requesting unit 1.9.3 If there are no revisions, endorse to requesting unit for the signatures of authorized signatories 1.9.4 Prepare and print reference slip endorsing the	None	30 minutes	<i>Receiving Personnel OFA Diliman</i>



	MOA/MOU to requesting unit 1.9.5 Endorse the reference slip to OFA Director for appropriate action			
	1.10 Review and sign for appropriate action	None	2 Days	<i>Director OFA Diliman</i>
	1.11 Endorse MOA/MOU to requesting unit	None	Pause-clock	<i>Project Management Associate OFA Diliman</i>
Receive MOA/MOU for appropriate action	2. For appropriate action	None	Pause-clock	<i>Requesting Unit</i>
Submit final MOA/MOU with complete attachment	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	<i>Receiving Personnel OFA Diliman</i>
	3.4 Review and sign for appropriate action	None	2 Days	<i>Director OFA Diliman</i>
	3.5 Endorse MOA/MOU to OVCAA Central Office for appropriate action	None	1 Day	<i>Project Management Associate OFA Diliman</i>
	3.6 OVCAA Central Office receives documents for endorsement of the VCAA	None	1 Day	<i>Receiving Personnel OVCAA Central Office</i>
	3.7 Countersign the MOA/MOU	None	2 Days	<i>Vice Chancellor for Academic Affairs OVCAA</i>
	3.8 Endorse the MOA/MOU to the Office of the Chancellor for	None	1 Day	<i>Releasing Personnel OVCAA Central Office</i>



	signature and approval			
	3.9 Receive MOA/MOU 3.10 Encode details to database 3.11 Scan the signed MOA/MOU 3.12 Prepare and print memorandum endorsing the MOA/MOU to requesting unit for notarization 3.13 Endorse the memorandum to OFA Director for appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OFA Diliman
	3.14 Review and sign for appropriate action	None	2 Days	<i>Director</i> OFA Diliman
	3.15 Endorse MOA/MOU to requesting unit for notarization	None	Pause-clock	<i>Project Management Associate</i> OFA Diliman
Receive signed MOA/MOU for notarization	4. Receive notarized MOA/MOU 4.1 Encode details to database 4.2 Scan the notarized MOA/MOU 4.3 Prepare and print memorandum endorsing the MOA/MOU to requesting unit for notarization 4.4 Endorse the memorandum to OFA Director for appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OFA Diliman
	4.5 Review and sign for appropriate action	None	2 Days	<i>Director</i> OFA Diliman
	4.6 Endorse MOA/MOU to the Office of the Chancellor for BOR confirmation	None	Pause-clock	<i>Project Management Associate</i> OFA Diliman



TOTAL:	None	17 Days, 2 Hours, 50 Minutes	
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Office of Field Activities (OFA)

Internal 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 on 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:	UP Diliman Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OVCAA OFA Form No. 04 – Internship Request Form		Office of Field Activities Diliman		
2. Endorsement letter addressed to UP Diliman Chancellor, of the proposed/new partnership		Requesting Unit		
3. Proposed draft agreement (preferably 4 copies)				
4. Certification from the college stating that the agreement will not require additional budget				
5. Secretary's Certificate/Board Resolution				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit draft MOA/MOU with complete attachment	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.	None	30 Minutes	<i>Receiving Personnel</i> OFA Diliman



	OSU 2017-02-04 1.4 Endorse the reference slip to OFA Director for appropriate action			
	1.5 Review and sign for appropriate action	None	2 Days	<i>Director</i> OFA Diliman
	1.5 Endorse MOA/MOU to Diliman Budget Office for issuance of budget certification	None	Pause-clock	<i>Project Management Associate</i> OFA Diliman
	1.6 Receive MOA/MOU with certification from Diliman Budget Office 1.6.1 Encode details to database 1.6.2 Prepare and print reference slip endorsing the MOA/MOU to Diliman Legal Office for legal review 1.6.3 Endorse the reference slip to OFA Director for appropriate action	None	20 Minutes	<i>Receiving Personnel</i> OFA Diliman
	1.7 Review and sign for appropriate action	None	2 Days	<i>Director</i> OFA Diliman
	1.8 Endorse MOA/MOU to Diliman Legal Office for legal review	None	Pause-clock	<i>Project Management Associate</i> OFA Diliman
	1.9 Receive MOA/MOU with DLO Memorandum 1.9.1 Encode details to database 1.9.2 Review Diliman Legal Office comments/recommendations and relay to the requesting unit 1.9.3 If there are no revisions, endorse to	None	30 minutes	<i>Receiving Personnel</i> OFA Diliman



	requesting unit for the signatures of authorized signatories 1.9.4 Prepare and print reference slip endorsing the MOA/MOU to requesting unit 1.9.5 Endorse the reference slip to OFA Director for appropriate action			
	1.10 Review and sign for appropriate action	None	2 Days	<i>Director OFA Diliman</i>
	1.11 Endorse MOA/MOU to requesting unit	None	Pause-clock	<i>Project Management Associate OFA Diliman</i>
Receive MOA/MOU for appropriate action	2. For appropriate action	None	Pause-clock	<i>Requesting Unit</i>
Submit final MOA/MOU with complete attachment	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	<i>Receiving Personnel OFA Diliman</i>
	3.4 Review and sign for appropriate action	None	2 Days	<i>Director OFA Diliman</i>
	3.5 Endorse MOA/MOU to OVCAA Central Office for appropriate action	None	1 Day	<i>Project Management Associate OFA Diliman</i>
	3.6 OVCAA Central Office receives documents for endorsement of the VCAA	None	1 Day	<i>Receiving Personnel OVCAA Central Office</i>



	3.7 Countersign the MOA/MOU	None	2 Days	<i>Vice Chancellor for Academic Affairs</i> OVCAA
	3.8 Endorse the MOA/MOU to the Office of the Chancellor for signature and approval	None	1 Day	<i>Releasing Personnel</i> OVCAA Central Office
	3.9 Receive MOA/MOU 3.10 Encode details to database 3.11 Scan the signed MOA/MOU 3.12 Prepare and print memorandum endorsing the MOA/MOU to requesting unit for notarization 3.13 Endorse the memorandum to OFA Director for appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OFA Diliman
	3.14 Review and sign for appropriate action	None	2 Days	<i>Director</i> OFA Diliman
	3.15 Endorse MOA/MOU to requesting unit for notarization	None	Pause-clock	<i>Project Management Associate</i> OFA Diliman
Receive signed MOA/MOU for notarization	4. Receive notarized MOA/MOU 4.1 Encode details to database 4.2 Scan the notarized MOA/MOU 4.3 Prepare and print memorandum endorsing the MOA/MOU to requesting unit for notarization 4.4 Endorse the memorandum to OFA Director for appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OFA Diliman



	4.5 Review and sign 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	Project Management Associate OFA Diliman
TOTAL:		None	17 Days, 2 Hours, 50 Minutes	

2. Processing of Request Forms for Short-Term Academic Field Activities (AFA Types 1A, 2A, and 2B) and Long-Term Academic Field Activities (UPD AFA Type 1B)

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		
1. OVCAA OFA Form No. 01 – AFA Request Form		Office of Field Activities Diliman		
2. OVCAA OFA Form No. 02 – Student Participation Agreement		Office of Field Activities Diliman		
3. 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 the required forms (OVCAA OFA Form Nos. 01 and 03) *OVCAA OFA Form No. 03 – 2 weeks prior to the official start of classes *OCVAA OFA Form No. 01 – at least 1 month prior to the conduct of AFAs	1. Receive the forms 1.1 Encode the details of the forms to the database 1.2 Scan the whole set of documents for filing	None	30 Minutes	<i>Receiving Personnel</i> OFA Diliman
TOTAL:		None	30 Minutes	



3. 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 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		
1. OVCAA OFA Form No. 02 – Student Participation Agreement	Office of Field Activities Diliman			
2. OVCAA OFA Form No. 03 – Summary List of AFAs				
3. OVCAA OFA Form No. 07 – Independent Academic Field Activity Request Form				
4. OVCAA OFA Form No. 08 – Summary List of Students Participating in Independent Academic Field Activity				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required forms (OVCAA OFA Form Nos. 03, 07, and 08) *OVCAA OFA Form No. 03 – 2 weeks prior to the official start of classes *OVCAA OFA Form No. 07 – at least 2 weeks prior to the independent AFA (by the student) *OVCAA OFA Form No. 08 – at least 2 weeks prior to the independent AFA	1. Receive the forms 1.1 Encode the details of the forms to the database 1.2 Scan the whole set of documents for filing	None	30 Minutes	<i>Receiving Personnel OFA Diliman</i>
TOTAL:		None	30 Minutes	



4. Processing of Request Forms for International Academic Field Activities

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		
1. OVCAA OFA Form No. 01 – AFA Request Form		Office of Field Activities Diliman		
2. OVCAA OFA Form No. 02 – Student Participation Agreement				
3. OVCAA OFA Form No. 03 – Summary List of AFAs				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required forms (OVCAA OFA Form Nos. 01, 02, and 03) *OVCAA OFA Form No. 03 – 2 weeks prior to the official start of classes *OCVAA OFA Form No. 01 – at least 1 month prior to the conduct of AFAs	1. Receive the forms 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	<i>Receiving Personnel</i> OFA Diliman
	1.5 Review and sign for appropriate action	None	2 Days	<i>Director</i> OFA Diliman
	1.6 Endorse MOA/MOU to the VCAA through OIL Diliman	None	Pause-clock	<i>Releasing Personnel</i> OFA Diliman



	1.7 Receive approved international AFA 1.7.1 Encode the 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 the reference slip to OFA Director for appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OFA Diliman
	1.8 Review and sign for appropriate action	None	2 Days	<i>Director</i> OFA Diliman
	1.9 Return the approved international AFA to the requesting unit	None	1 Day	<i>Releasing Personnel</i> OFA Diliman
TOTAL:		None	5 Days, 1 Hour	

5. Conducting 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		
2.	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 a seminar/workshop	1. Receive the request letter 1.1 Endorse to OFA Director for appropriate action	None	30 Minutes	<i>Receiving Personnel</i> OFA Diliman
	1.2 Review and for appropriate action	None	2 Days	<i>Director</i> OFA Diliman
TOTAL:		None	2 Days, 30 Minutes	



Office of International Linkages Diliman (OILD)

External Services



1. 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 international institution.	None	2 Days	Partnership and Communications Personnel OIL Diliman
	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	

2. 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		
3. ISEP Application Form		OIL Diliman – Student Mobility Section		
4. Curriculum Vitae		Applicant (student)		
5. Motivation Letter/Essay				
6. Photocopy of Form 5a and ID				
7. Photocopy of Passport Bio-Page		Home Academic Unit		
8. True Copy of Grades and GWA Certification				
9. 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 student applicants to partner universities	None	5 Days	Student Mobility Personnel 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	



3. 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application forms from Host University 2. Recommendation Letter		OIL Diliman; Host University OIL Diliman and/or Program Adviser		
3. Transcript of Records 4. Proof of Enrollment		Office of the University Registrar		
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 8. ID Photos		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents to OIL Diliman	1. Verify application documents with partner university;	None	3 Days	<i>Receiving Personnel</i> OIL Diliman
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	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	

4. 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 (OVCAA) for endorsement	None	2 Days	Student Mobility Personnel OIL Diliman
	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	



5. 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 to OUR for issuance of acceptance letter	None	3 days	Student Mobility Personnel OIL Diliman
	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	None	3 Days	Student Mobility Personnel OIL Diliman



	5a and student number			
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 ays	

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		
9. Original Passport		Student or visiting researcher or visiting faculty		
10. Special Non-Immigrant Visa Application form		Student Mobility Section OIL Diliman		
11. Notarized Affidavit of support				
12. Acceptance/Appointment letter				
13. Copy of Agreement between UPD and partner university				
14. 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 acknowledgement 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. 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	1 Day	<i>Visa Liaison Officer</i> OIL Diliman



		Special Study Permit PHP 1000 (Visa processing fee)* *if approved		
	1.1. Issue acknowledgement 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	



Office of International Linkages Diliman (OILD)

Internal Services



1. 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)		UPD Implementing Unit (client)		
2. Hard copy of proposed MOU/MOA draft, reviewed and endorsed by the UPD Implementing Unit (1 original)				
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 Communications 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 Communications 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	Pause-clock	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 Communications 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 Communications Personnel, OIL Diliman
2.1 Carry out appropriate action as recommended by OIL Diliman, DLO, and OVCRD (if applicable) i.e.		None		
	<ul style="list-style-type: none"> • Update and consult international partner on developments • Consider/ incorporate 			



<p>suggested revisions to MOU/MOA</p> <ul style="list-style-type: none"> • Address matters that need clarification 				
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 Communications Personnel OIL Diliman
	3.3 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
	3.4 The following offices receive the updated MOU/MOA from OIL Diliman:	None	Pause-clock	UP Diliman Legal Office, Office of the Vice-Chancellor for Research and Development (if applicable), Other



	-DLO for legal review - OVCRD for intellectual property provisions (if applicable) - other UPD unit/s (if applicable)			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				
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,				
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	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	None	1 Day	Partnership and Communications Personnel and Director, OIL Diliman



	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	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 Communications 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 Communications Section, OIL Diliman Office of the Chancellor
	4.2.5 OIL Diliman receives MOU/MOA duly signed by Chancellor and refers it to Partnership and Communications Section.	None	4 Hours	<i>Receiving Personnel</i> 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 complete supporting documents	None	3 Days	Partnership and Communications Personnel and Director OIL Diliman Office of the Vice-Chancellor for Academic Affairs Office of the Chancellor
TOTAL:		None	45 Days, 30 Minutes (excluding BOR confirmation process)	

2. 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
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Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UPD Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Study Leave/Special Detail (New) Application Form 2. Study program/plan and Gantt chart of activities; must be endorsed by Dean and program adviser in host institution 3. Study Leave/ Special Detail Contract 4. Suretyship Contract		UPD Office of International Linkages Website		
5. 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 6. Letter of intention to render service obligation; must be endorsed by Chair/Director (if applicable) and Dean 7. 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		
8. Proof of acceptance to program (Invitation letter/acceptance offer from host institution) 9. 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 with HRDO personnel clearance	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	
	1.3.1 Forward endorsed notice and application to OVCAA	None		



	1.4 OVCAA receives letter and application of VCAA	None	1 Day	<i>Releasing Personnel</i> Academic and Administrative Staff Mobility Personnel	
	1.4.1 For VCAA appropriate action	None	1 Day		
	1.4.2 OVCAA returns to OIL Diliman endorsed letter and application	None	1 Day		<i>Receiving Personnel</i> OVCAA
	1.5 Receives application	None	1 Day		
	1.5.1 Forward endorsed application for Chancellor's action with referral	None	1 Hour	<i>Releasing Personnel</i>	
		None	2 Hours	<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	None	1 Day		
	2.1.1 Chancellor approves endorsed application	None	7 Days	<i>Receiving Personnel</i> Office of the Chancellor	
	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		



	2.2.1 HRDO drafts letter of notification for applicant	None	1 Day	<i>Releasing Personnel</i> Office of the Chancellor
	(if applicable) to client, for appropriate action (i.e. incorporate suggested revisions, clarify matters, etc.)	None	3 Days	<i>Receiving Personnel</i> Human Resources Development Office 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</i> Scholarship and Benefits Section HRDO
4. Submit notarized contract to HRDO	4. HRDO receives notarized contract	None	7 Days	<i>Receiving Personnel</i> Human Resources Development Office
TOTAL:		None	40 days	

3. 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		
10. Accomplished OVPAA FRASDP Form (Master's and/or PhD Fellowship, Short Term-Training Program) 11. 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 with	1. Receives application	None	1 Hour	<i>Receiving Personnel</i>



HRDO personnel clearance	1.1 Evaluate application for FRIMC action	None	3 Days	Academic and Administrative Staff Mobility Personnel
	1.2 FRIMC Evaluates	None	10 Days	
	1.3 Draft letter of notices			
	1.3.1 Forward endorsed notice and application to OVCAA	None	1 Day	<i>Releasing Personnel</i> Academic and Administrative Staff Mobility Personnel
	1.4 OVCAA receives letter and application of VCAA	None	1 Day	
	1.4.1 For VCAA appropriate action	None	1 Day	
	1.4.2 OVCAA returns to OIL Diliman endorsed letter and application	None	1 Day	
	1.5 Receives application	None	1 Day	<i>Receiving Personnel</i> OVCAA
	1.5.1 Forward endorsed application for Chancellor's action with referral	None	1 Day	<i>Receiving Personnel</i> Academic and Administrative Staff Mobility Personnel
None		1 Hour	<i>Releasing 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	None	1 Day	<i>Receiving Personnel</i> Academic and Administrative Staff Mobility Personnel
	2.1.1 Chancellor recommends approval of application			
	2.1.2 OC forwards application to OVCAA	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	<i>Receiving Personnel</i> Office of the Vice-President for Academic Affairs
	2.3 OP receives endorsed application			
	2.3 OP approves endorsed application			
	2.3.1 OP returns approved application to OVPAA	None	1 Day	OVPAA FRASDP Committee
		None	1 Day	
		None	1 Day	<i>Releasing Personnel</i> OVPAA
	2.4 OVPAA receives approved application and drafts letter notice	None	1 Day	<i>Receiving Personnel</i> Office of the President Office of the President
		None	1 Day	<i>Releasing Personnel</i> OP
				<i>Receiving Personnel</i> OVPAA
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	None	1 Day	<i>Releasing Personnel</i> OVPAA



	Applicant, OSU, etc.) and contract for notarization			
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)	

4. 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		
1. Letter of Endorsement from Dean/Head of UPD Unit/Office addressed to the UPD Chancellor		UPD Implementing Unit		
2. Letter of certification of no budgetary outlay/with budgetary outlay from the University				
3. Hard copy of proposed fellowship grant contract draft, reviewed and endorsed by the UPD Implementing Unit		Award giving institution or organization		
4. Soft copy of proposed draft fellowship contract, reviewed and endorsed by the UPD Implementing Unit				
5. 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	<i>Receiving personnel OIL Diliman</i>
	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>



3. Submit final MOU/MOA to OIL Diliman	3. Receive MOA/MOU	None	1 Day	<i>Receiving personnel</i> OIL Diliman
	3.1 Endorse documents to VCAA for appropriate action	None	1 Day	<i>Director</i> OIL Diliman
	3.2 OVCAA Central Office receives documents for endorsement of the VCAA	None	1 Day	<i>Receiving personnel</i> OVCAA Central Office
	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
4. 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		



Office of the University Registrar (OUR)

External Services



1. Appeal for Late Application for Graduation

As a requirement for graduation, students need to apply for graduation; however, students overlooked the deadline

Office or Division:	Administrative Section, 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"> Letter of request addressed to the UR endorsed by the college Duly accomplished application form for graduation Evaluation checklist from the college 		<ol style="list-style-type: none"> Requesting party College College 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter endorsed by the college	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 Minutes	<i>Frontline Staff</i> Administrative Section
	1.1 Act on the request	None	1 Day	<i>University Registrar</i> OUR
2. Claim request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff</i> Administrative Section
3. Pay to the cashier	3. Accept payment and issue OR	PHP 100.00	5 Minutes	<i>Cashier</i> UP Cash Office
4. Present OR and give original approved appeal to the OUR Student Evaluation Section	4. Receive original appeal and record OR	None	2 Minutes	<i>Frontline Staff</i> SES



(SES). Submit photocopy of appeal and OR to college.				
TOTAL:		PHP 100.00	1 Day, 11 Minutes	

2. Appeal for Late Cancellation of Enlisted Subjects

For students who enlisted in courses for a particular semester but intends to withdraw and were not able to cancel enlisted courses on a given deadline

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		1. Requesting Party 2. College 3. Academic Information System Section, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter endorsed by the college and enrollment status thru CRS	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 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	2. Release appeal	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
TOTAL:		None	1 Day, 4 Minutes	

3. Appeal for Late Issuance of Admission Slip

There are requests beyond registration period for meritorious cases.

Office or Division:	Administrative Section, Office of the University Registrar
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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
1. Submit letter endorsed by the college	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 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	2. Release appeal	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
TOTAL:		None	1 Day,4 Minutes	

4. Appeal for Late Payment of school fees

To address requests of students who cannot pay their matriculation during registration

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. Form5/ Form5A 3. Enrollment status thru CRS		1. Requesting Party 2. College 3. Academic Information System Section, OUR	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter endorsed by the college with enrollment status thru CRS	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim UR-endorsed appeal for approval of the Chancellor	2. Release appeal	None	2 Minutes	Frontline Staff Administrative Section
TOTAL:		None	1 Day, 4 Minutes	

5. Appeal for Late Enrollment/Late Change of Matriculation

Act on student's appeal for late enrollment and late change of matriculation beyond the Deadline

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 Attendance 3. Form 26A 4. Enrollment status thru CRS		1. Requesting Party 2. College 3. College 4. Academic Information System Section, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter endorsed by the college and enrollment status thru CRS	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR



2. Claim appeal with action of the UR	2. Release appeal	None	2 Minutes	Frontline Staff Administrative Section
TOTAL:		None	1 Day,4 Minutes	

6. Appeal for Late Residence/Dropping/Leave of Absence

These student processes have deadlines; hence, students appeal to be accommodated beyond the deadline

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, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter endorsed by the college and enrollment status thru CRS	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim appeal with action of the UR	2. Release appeal	None	2 Minutes	Frontline Staff Administrative Section
TOTAL:		None	1 Day,4 Minutes	

7. Application for Deferment for New Freshman

Application for Deferment for New Freshmen who cannot enroll during the semester originally applied for

Office or Division:	Admissions Section (AS), Office of the University Registrar
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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
1. Submit letter of deferment and notice of admission	1. Receive letter with notice of admission	None	5 Minutes	<i>Student Records Evaluator</i> AS
	1.1 Process request for deferment	None	10 Minutes	<i>Student Records Evaluator</i> AS
	1.2 Act on the request for deferment	None	1 Day	<i>University Registrar</i> OUR
2.Claim/ receive approval of deferment	2. Release/ mail approval of deferment	None	2 Minutes	<i>Student Records Evaluator</i> AS
TOTAL:		None	1 Day, 17 Minutes	

8. Application and Admission for non-regular students (non-degree, cross-registrants from other UP units, cross-registrants from other schools (local) and special student without credit

A. NON-DEGREE (UNDER OUR)

Application and admission for non-regular students (non-degree) - (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)		



<ol style="list-style-type: none"> 2. Student directory (1 copy) 3. Two (2) 2x2 photos 4. Certificate of Graduation /OTR (for UP unit graduate applicants) 5. Honorable Dismissal/Certificate of Transfer Credential and OTR (for other school graduate applicants) 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 	<ol style="list-style-type: none"> 1. Admissions Section / OUR Website (our.upd.edu.ph) 2. Student 3. Student 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
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Accomplished application form (UP Form No. 3A) And required documents	1. Receive, check and evaluate application form and required documents	PHP 100.00	20 Minutes	<i>Student Records Evaluator</i> AS
	1.1 Process University Admission Slip, then issue temporary CRS account and Form 5A	None	10 Minutes	<i>Student Records Evaluator</i> AS
2. Proceed to college for enlistment of courses	2. Enlist courses	None	2 Hours	College (Office of the College Secretary)
3. Proceed to OUR for post-advising and assessment of matriculation fees	3. Post-advise and assess matriculation fees	None	10 Minutes	<i>Registration and Clearance Staff</i>



TOTAL:	PHP 100.00	2 Hours, 40 Minutes	
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B. CROSS-REGISTRANT FROM UP UNITS (local)

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		
<ol style="list-style-type: none"> 1. Approved Permit to Cross-Register 2. Student directory (1 copy) 3. Two (2) 2x2 photos 4. Medical Cert from UP Health Service (fit to enroll) 		<ol style="list-style-type: none"> 1. Constituent University 2. Admissions Section / OUR Website (our.upd.edu.ph) 3. Student 4. UP Health Service 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents	1. Receive, check and evaluate required documents	None	20 Minutes	<i>Student Records Evaluator</i> AS
	1.1 Process University Admission Slip, then issue temporary CRS account and Form 5A	None	10 Minutes	<i>Student Records Evaluator</i> AS
2. Proceed to college for enlistment of courses	2. Enlist course/s	None	2 Hours	College (Office of the College Secretary)
3. Proceed to OUR for post-advising	3. Post-advise	None	5 Minutes	<i>University Registrar</i> OUR



4. Proceed to Registration and Clearance Section for Assessment	4. Assess matriculation of fees	None	5 Minutes	<i>Registration and Clearance Staff</i>
TOTAL:		None	2 Hours, 40 Minutes	

C. CROSS-REGISTRANT FROM OTHER SCHOOLS/UNIVERSITIES (local)

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	1. Admissions Section / OUR Website (our.upd.edu.ph) 2. Student's home school 3. UP Health Service 4. Admissions Section / OUR Website (our.upd.edu.ph) 5. Student 6. Cash Office, UP Diliman

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and required documents	1. Receive, check and evaluate required documents	PHP 100.00	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue	None	10 Minutes	<i>Student Records Evaluator AS</i>



	temporary CRS account and Form 5A			
2. Proceed to college for enlistment of courses	2. Enlist course/s	None	2 Hours	College (Office of the College Secretary)
3. Proceed to OUR for post-advising and assessment of matriculation fees	3. Post-advise and assess of matriculation fees	None	10 Minutes	<i>Registration and Clearance Staff</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	

D. SPECIAL STUDENT WITHOUT CREDIT (local)

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		
<ol style="list-style-type: none"> 1. Duly accomplished form (UP Form No. 3A) 2. Student directory (1 copy) 3. Two (2) 2x2 photos 4. Medical Cert from UP Health Service (fit to enroll) 5. Official receipt of payment 		<ol style="list-style-type: none"> 1. Admissions Section / OUR Website (our.upd.edu.ph) 2. Admissions Section / OUR Website (our.upd.edu.ph) 3. Student 4. UP Health Service 5. UP Health Service 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form (UP Form No. 3A) and required documents	1. Receive, check and evaluate required documents	PHP 100.00	20 Minutes	<i>Student Records Evaluator AS</i>



10. Appeal for Late Application for Graduation

As a requirement for graduation, students need to apply for graduation; however, students overlooked the deadline

Office or Division:	Administrative Section, 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
1. Submit letter endorsed by the college	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 Minutes	<i>Frontline Staff</i> Administrative Section
	1.1 Act on the request	None	1 Day	<i>University Registrar</i> OUR
2. Claim request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff</i> Administrative Section
3. Pay to the cashier	3. Accept payment and issue OR	PHP 100.00	5 Minutes	<i>Cashier</i> UP Cash Office
4. Present OR and give original approved appeal to the OUR Student Evaluation Section (SES). Submit photocopy of	4. Receive original appeal and record OR	None	2 Minutes	<i>Frontline Staff</i> SES



appeal and OR to college.				
TOTAL:		PHP 100.00	1 Day, 11 Minutes	

11. Appeal for Late Cancellation of Enlisted Subjects

For students who enlisted in courses for a particular semester but intends to withdraw and were not able to cancel enlisted courses on a given deadline

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		1. Requesting Party 2. College 3. Academic Information System Section, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter endorsed by the college and enrollment status thru CRS	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 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	2. Release appeal	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
TOTAL:		None	1 Day, 4 Minutes	

12. Appeal for Late Issuance of Admission Slip

There are requests beyond registration period for meritorious cases.

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
1. Submit letter endorsed by the college	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 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	2. Release appeal	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
TOTAL:		None	1 Day,4 Minutes	

13. Appeal for Late Payment of school fees

To address requests of students who cannot pay their matriculation during registration

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. Form5/ Form5A 3. Enrollment status thru CRS		1. Requesting Party 2. College 3. Academic Information System Section, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter endorsed by the college with enrollment status thru CRS	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim UR-endorsed appeal for approval of the Chancellor	2. Release appeal	None	2 Minutes	Frontline Staff Administrative Section
TOTAL:		None	1 Day, 4 Minutes	

14. Appeal for Late Enrollment/Late Change of Matriculation

Act on student's appeal for late enrollment and late change of matriculation beyond the Deadline

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 Attendance 3. Form 26A 4. Enrollment status thru CRS		1. Requesting Party 2. College 3. College 4. Academic Information System Section, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter endorsed by the college and enrollment status thru CRS	1. Receive letter, check and record to database. Forward to University	None	2 Minutes	Frontline Staff Administrative Section



	Registrar (UR) for action			
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim appeal with action of the UR	2. Release appeal	None	2 Minutes	Frontline Staff Administrative Section
TOTAL:		None	1 Day,4 Minutes	

15. Appeal for Late Residence/Dropping/Leave of Absence

These student processes have deadlines; hence, students appeal to be accommodated beyond the deadline

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, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter endorsed by the college and enrollment status thru CRS	1. Receive letter, check and record to database. Forward to University Registrar (UR) for action	None	2 Minutes	Frontline Staff Administrative Section
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim appeal with action of the UR	2. Release appeal	None	2 Minutes	Frontline Staff Administrative Section
TOTAL:		None	1 Day,4 Minutes	



16. Application for Deferment for New Freshman

Application for Deferment for New Freshmen who cannot enroll during the semester originally applied for

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
1. Submit letter of deferment and notice of admission	1. Receive letter with notice of admission	None	5 Minutes	<i>Student Records Evaluator</i> AS
	1.1 Process request for deferment	None	10 Minutes	<i>Student Records Evaluator</i> AS
	1.2 Act on the request for deferment	None	1 Day	<i>University Registrar</i> OUR
2.Claim/ receive approval of deferment	2. Release/ mail approval of deferment	None	2 Minutes	<i>Student Records Evaluator</i> AS
TOTAL:		None	1 Day, 17 Minutes	



17. Application and Admission for non-regular students (non-degree, cross-registrants from other UP units, cross-registrants from other schools (local) and special student without credit

A. NON-DEGREE (UNDER OUR)

Application and admission for non-regular students (non-degree) - (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		
<ol style="list-style-type: none"> 1. Duly accomplished form (UP Form No. 3A) 2. Student directory (1 copy) 3. Two (2) 2x2 photos 4. Certificate of Graduation /OTR (for UP unit graduate applicants) 5. Honorable Dismissal/Certificate of Transfer Credential and OTR (for other school graduate applicants) 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 		<ol style="list-style-type: none"> 1. Admissions Section / OUR Website (our.upd.edu.ph) 2. Student 3. Student 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
1. Submit duly Accomplished application form (UP Form No. 3A)	1. Receive, check and evaluate application	PHP 100.00	20 Minutes	<i>Student Records Evaluator</i> AS



And required documents	form and required documents			
	1.1 Process University Admission Slip, then issue temporary CRS account and Form 5A	None	10 Minutes	<i>Student Records Evaluator AS</i>
2. Proceed to college for enlistment of courses	2. Enlist courses	None	2 Hours	College (Office of the College Secretary)
3. Proceed to OUR for post-advising and assessment of matriculation fees	3. Post-advise and assess matriculation fees	None	10 Minutes	<i>Registration and Clearance Staff</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	

B. CROSS-REGISTRANT FROM UP UNITS (local)

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	
<ol style="list-style-type: none"> 1. Approved Permit to Cross-Register 2. Student directory (1 copy) 3. Two (2) 2x2 photos 4. Medical Cert from UP Health Service (fit to enroll) 	<ol style="list-style-type: none"> 1. Constituent University 2. Admissions Section / OUR Website (our.upd.edu.ph) 3. Student 4. 5. UP Health Service 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents	1. Receive, check and evaluate required documents	None	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue temporary CRS account and Form 5A	None	10 Minutes	<i>Student Records Evaluator AS</i>
2. Proceed to college for enlistment of courses	2. Enlist course/s	None	2 Hours	College (Office of the College Secretary)
3. Proceed to OUR for post-advising	3. Post-advise	None	5 Minutes	<i>University Registrar OUR</i>
4. Proceed to Registration and Clearance Section for Assessment	4. Assess matriculation of fees	None	5 Minutes	<i>Registration and Clearance Staff</i>
TOTAL:		None	2 Hours, 40 Minutes	

C. CROSS-REGISTRANT FROM OTHER SCHOOLS/UNIVERSITIES (local)

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



<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Admissions Section / OUR Website (our.upd.edu.ph) 2. Student's home school 3. UP Health Service 4. Admissions Section / OUR Website (our.upd.edu.ph) 5. Student 6. Cash Office, UP Diliman
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and required documents	1. Receive, check and evaluate required documents	PHP 100.00	20 Minutes	<i>Student Records Evaluator AS</i>
	1.1 Process University Admission Slip, then issue temporary CRS account and Form 5A	None	10 Minutes	<i>Student Records Evaluator AS</i>
2. Proceed to college for enlistment of courses	2. Enlist course/s	None	2 Hours	College (Office of the College Secretary)
3. Proceed to OUR for post-advising and assessment of matriculation fees	3. Post-advise and assess of matriculation fees	None	10 Minutes	<i>Registration and Clearance Staff</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	

D. SPECIAL STUDENT WITHOUTCREDIT (local)

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
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Special Student Applicants (non-credit course/s)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Duly accomplished form (UP Form No. 3A) Student directory (1 copy) Two (2) 2x2 photos Medical Cert from UP Health Service (fit to enroll) Official receipt of payment 		<ol style="list-style-type: none"> Admissions Section / OUR Website (our.upd.edu.ph) Admissions Section / OUR Website (our.upd.edu.ph) Student UP Health Service UP Health Service 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form (UP Form No. 3A) and required documents	1. Receive, check and evaluate required documents	PHP 100.00	20 Minutes	<i>Student Records Evaluator</i> AS
	1.1 Process University Admission Slip, then issue temporary CRS account and Form 5A	None	10 Minutes	<i>Student Records Evaluator</i> AS
2. Proceed to college for enlistment of courses	2. Enlist course/s	None	2 Hours	College (Office of the College Secretary)
3. Proceed to OUR for post-advising and assessment of matriculation fees	3. Post-advise and assess articulation fees	None	10 Minutes	<i>Registration and Clearance Staff</i>
TOTAL:		PHP 100.00	2 Hours, 40 Minutes	



18. Application for Reenrollment from Leave of Absence (LOA)

Application for re-enrollment of students from leave of absence (LOA)

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 UP Health Service if the reason for LOA is medical/health-related; or the LOA exceeded one semester		Student's college		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished RFLOA form with the required documents	1. Receive, check, evaluate and process RFLOA thru CRS module	None	10 Minutes	<i>Student Records Evaluator</i> AS
2. Proceed and submit processed RFLOA form (college copy) to the Office of the College Secretary				
TOTAL:		None	10 Minutes	

19. Application for Second Degree/Transfer from other schools /universities

Application for second degree/transferees from who earned collegiate units from other schools/universities

Office or Division:	Admissions Section (AS), Office of the University Registrar
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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		
<ol style="list-style-type: none"> 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) <p>Additional requirements if the applicant is a graduate of an Associate, Certificate or Diploma Course.</p> <ol style="list-style-type: none"> 1. Certificate of Government Recognition 2. Certificate of Ladderized Course 		<ol style="list-style-type: none"> 1. Admissions Section / OUR Website (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 <p>For additional requirements:</p> <ol style="list-style-type: none"> 1. Previous school/university 2. Previous school/university 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1. Receive, check and evaluate application form and required documents	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	None	15 Minutes	<i>Student Records Evaluator AS</i>
2. Follow-up result of the preliminary evaluation		None	5 Minutes	<i>Student Records Evaluator or any Admissions Section Staff</i>



TOTAL:	PHP 100.00 for second degree only	35 Minutes	
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20. Application of foreign transferees and Automatic Admission of foreign freshmen

Evaluation of foreign freshman admission

Office or Division:	One Stop Student Desk (OSSD), Office of the University Registrar
Classification:	Complex
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	1. OSSD, OUR / our.upd.edu.ph 2. Previous school 3. College Board (SAT) 4. Applicant's school 5. Applicant's school 6. Notary Public 7. Cash Office, UP Diliman / Postal Money Order/Bank

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements together with the application fee <u>Application Period</u> Foreign Applicants: January – April 15	1. Receive and check application form and all requirements	US \$30.00	1 Day	<i>Student Records Evaluator</i> OSSD



Filipino Applicants: January – June 15	1.1 Evaluate and process application			
2. Wait for the results of application <u>Results Availability</u> July	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)	

21. Assessment and Printing of Dropping Slip (UP Form 26) of non-regular students

Dropping Slip (UP Form 26) is use to drop subject/s

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 Enrolled Students (Non-regular)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Form 5 2. Valid ID		1. Requesting Party 2. UP ID, Company ID, GSIS, SSS, LTO, DFA, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check the required documents. 1.1 Check assessment and print the form	None	10 Minutes	<i>RCS Staff</i>
2. Go to College for Adviser and Dean signatures (if applicable)		None		College



3. Pay at the cashier * Status of dropping will automatically be updated in CRS		PHP 10.00 per unit		Cash Office, UP Diliman
TOTAL:		PHP 10.00 per unit	10 Minutes	

22. Assessment and Printing of Change of Matriculation (UP Form 26A) of students with scholarships, privileges, and non-regular students

Change of Matriculation Form (UP Form 26A) is use to add or cancel subject/s.

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 Enrolled Students (with scholarships, and privileges, and non-regular students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP Form 5 2. Valid ID		1. Requesting Party 2. UP ID, Company ID, GSIS, SSS, LTO, DFA, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check the required documents and print the form	None	5 Minutes	<i>RCS Staff</i>
2. Go to College for Adviser and Dean signatures (if applicable)		None		College
3. Pay at the cashier (if any) * Status of Change of		PHP 10.00 (plus Tuition fee / lab		Cash Office, UP Diliman



Matriculation will automatically be updated in CRS		fee for added courses)		
4. For students without payable fees, the complete form must be returned to RCS	4. Receive, sign, and cut the form. Give student's copy.	None	5 Minutes	Frontline Staff RCS
TOTAL:		PHP 10.00 (plus Tuition fee / lab fee for added courses)	10 Minutes	

23. Assessment and Printing of UP Form 5 of students with scholarships, privileges, and non- regular students

Form 5 is a proof of registration

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 Eligible Students (with scholarships, and privileges, and non-regular students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scholarship Certification 2. Approved Privilege to Study at Reduced Fees (for UP Faculty and Employees) 3. UP Form 5 from home unit (cross-enrollees from other UP units) 4. Valid ID		1. Scholarship Agency 2. Office of the Chancellor or Office of the Vice Chancellor for Academic Affairs 3. Constituent University 4. UP ID, Company ID, GSIS, SSS, LTO, DFA, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check the required	None	2 Minutes	RCS Staff



	documents and tag scholarship/p rivilege in the CRS (if any)			
	1.1 Check online assessment, compute the amount payable and print student's Form 5 and sign	None	5 Minutes	<i>RCS Staff</i>
2. Receive and sign Form 5	2. Release Form 5 to student	None	1 Minute	<i>RCS Staff</i>
3. Pay at the Cashier, if applicable		Assessed Amount		Cash Office, UP Diliman
4. For students without payable fees, F5's must be returned to RCS after signing	4. Receive and cut Form 5. Release student's copy of Form 5	None	2 Minutes	<i>Frontline Staff RCS</i>
TOTAL:		Assessed Amount	10 Minutes	

24. Assessment of Matriculation Fees & Printing of UP Form 5, Change of Matriculation (UP Form 26A) and Dropping Slip (UP Form 26) of students under OSSD

Assessment of Fees of UP Form5, Change of Matriculation and Dropping Slip

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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. UP Form 5A 2. UP Form 5 3. Certificate of Authority to Bill/Certificate of Scholarship For Foreign Students 4. Study permit		1. Student 2. Student 3. Agency offering the scholarship 4. OILD, UP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Certification for Scholarship and UP Form 5A	1. Receive the Certification & UP Form 5A	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
	1.1 Check & evaluate the certification and tag in the CRS Module	None	3 Minutes	<i>Student Records Evaluator</i> OSSD
	1.2 Tag and assess in the CRS module	None	3 Minutes	<i>Student Records Evaluator</i> OSSD
2. Receive UP Form 5 / Change of Matriculation Form / Dropping Slip and Pay at the Cash Office, UP Diliman	2. Issue the UP Form 5	Form 5 – Assessed Amount COM- PHP10.00 Dropping – P10.00 per unit	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		Form 5 – Assessed Amount COM- PHP10.00 Dropping – P10.00 per unit	10 Minutes	

25. Authentication / Verification of Transcript of Records (TOR)

Issued to verify authenticity of the transcript of records

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 transcript of records 4. Proof of Payment / Official Receipt		1. Transcripts Section (TS) 2. Student ID, Company ID, GSIS, SSS, LTO, DFA, etc. 3. Student or Requesting Party 4. Cash Office, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Photocopy original TOR, pull-out file copy, give bill of payment	None	30 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt	2. Record OR	PHP 100.00 per set	5 Minutes	<i>Frontline Staff</i> TS
	2.1 Record request in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.2 Check against file copy of TS	None	15 Minutes	<i>Admin Assistant</i> TS
	2.3 Final check and initial of authenticated TOR	None	15 Minutes	<i>Section Head</i> TS



	2.4 Secure authorized signature	None	1 Day	University Registrar OUR
	2.5 Record document for release in Access database	None	2 Minutes	Data Encoder TS
	2.6 Do quality control of the document before release	None	5 Minutes	Frontline Staff TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 100.00 per set	2 Days, 20 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

26. Clearing of Accountability

To clear tagged accountability/ineligibility in the CRS

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		
Proof of payment (copy of official receipt) of underassessment and/or unpaid scholarship bill		Cash Office, UP Diliman or for lost receipt, Certified True Copy of OR from the Diliman Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check the required documents	None	10 Minutes	RCS Staff



	and clear accountability in the CRS			
TOTAL:		None	10 Minutes	

27. Clearing of ineligibility (entrance credentials)

Clearing of ineligibility status (lacking entrance credentials)

Office or Division:	Admissions Section (AS) or 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 the lacking requirements	1. Receive, check the submitted requirement/s and clear ineligibility status in the CRS module	None	5 Minutes	<i>Student Records Evaluator AS or OSSD</i>
TOTAL:		None	5 Minutes	

28. Issuance of Acceptance Letter for foreign students

Processing of Acceptance Letter of new foreign students 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 Notice of Admission	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	2. Release the Acceptance Letter	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	1 Day,12 Minutes	

29. Issuance of Certificate of Completion

Issued to a student who is a candidate for graduation and is waiting for the conferment of the degree

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		1. RMS, OUR 2. College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form and certificate of completion	1. Receive and check duly accomplished request form; issue bill payment	None	20 mins	Frontline Staff RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 mins	Frontline Staff RMS
	2.1 Pull out student records for confirmation	None	1 Hour	Typesetter III or Administrative Aide III RMS
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	School Credits Evaluator RMS
	2.3 Secure authorized signature	None	1 Day	Section Chief and University Registrar
3. Claim request	3. Release request to the student/ representative*	None	10 Minutes	Frontline Staff RMS
	TOTAL:	PHP 30.00	2 Days, 6 Hours	

*should present authorization letter, photocopy of ID of the student and representative



30. Issuance of Certificate of Course Description (CD)

Detailed description of course/s taken for academic evaluation purposes

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. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. TS, OUR 4. Cash Office, UP Diliman, Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	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 per page (additional charge for mailing / courier service)	15 Minutes	Frontline Staff TS
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	Frontline Staff TS
	2.2 Receive,	None		Data Encoder



	check the documents inside the F10, insert application, assign tasks, record in Excel database		15 Minutes	TS
	2.3 Distribute F10 to Student Records Evaluator and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Encode CD	None	3 Day	<i>Student Records Evaluator</i> TS
	2.5 Check CD	None	4 Day	<i>Student Records Evaluator</i> TS
	2.4 Do corrections, if needed then print copy	None	1 Hour	<i>Student Records Evaluator</i> TS
	2.5 Final check and determine number of copies	None	15 Minutes	<i>Student Records Evaluator</i> TS
	2.10 Print CD in security paper	None	5 Minutes	<i>Administrative Aide</i> TS
	2.11 Check and sign initials	None	5 Minutes	<i>Section Chief</i> TS
	2.12 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.5 Encode 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	3. Release request to the	None	5 Minutes	<i>Frontline Staff</i> TS



	student/ representative*			
TOTAL:		PHP 30.00 per page	9 Days,2 Hours, 35 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

31. Issuance of Certificate of Currently Enrolled

Issued for purposes of 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. Photocopy of Form 5		1. RMS, OUR 2. Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form and Photocopy of Form 5	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff RMS</i>
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff RMS</i>
	2.1 Process request	None	1 Hour	<i>Administrative Assistant V RMS</i>



	2.2 Secure authorized signature	None	1 Day	<i>Section Chief and University Registrar</i>
3. Claim request	3. Release request to the student/ representative*	None	10 Minutes	<i>Frontline Staff RMS</i>
	TOTAL:	P30.00	1 Day, 2 Hours	

*should present authorization letter, photocopy of ID of the student and representative

32. Issuance of Certificate of English as Medium of Instruction (EMI)

Certificate issued to determine proficiency in English language

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. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Cash Office, UP Diliman, Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	None	20 Minutes	<i>Frontline Staff TS</i>
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 30.00	15 Minutes	<i>Frontline Staff TS</i>
	2.1 Request for pull out of student	None	1 Day	<i>Data Encoder TS</i>



	record (F10) to RMS			
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	Data Encoder TS
	2.3 Distribute F10 to Student Records Evaluator and encode in Access Database	None	8 Minutes	Data Encoder TS
	2.4 Process EMI	None	2 Days	Student Records Evaluator TS
	2.5 Check and sign initials	None	5 Minutes	Section Chief TS
	2.6 Secure authorized signature	None	1 Day	University Registrar OUR
	2.7 Encode document for release in Access database	None	2 Minutes	Data Encoder TS
	2.8 Do quality control of the document before release	None	5 Minutes	Frontline Staff TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 30.00	4 Days, 1 Hour, 15 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

33. 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		
Duly Accomplished request form		Records Management Section (RMS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records	None	1 Hour*	Typesetter III/Administrative Aide III RMS
	2.2 Verify, evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator</i> RMS
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief and University Registrar</i>
3. Claim request	3. Release request to the student/ representative**	None	10 Minutes	<i>Frontline Staff</i> RMS
	TOTAL:	PHP 30.00	2 Days, 6 Hours	

*1-2 days for records from Archives (1970s and older)

**should present authorization letter, photocopy of ID of the student and representative



34. Issuance of Certificate of Grade Equivalency

Certification of grade equivalent as a requirement 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 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. Fill-out and submit duly accomplished request form	1. Receive duly accomplished request form with the requirements 1.1 Issue bill of payment	PHP 30.00	3 Minutes	<i>Frontline Staff</i> AS
2. Pay to the Cashier	2. Receive and record payment	None	10 Minutes	<i>Frontline Staff</i> AS
3. Claim the certification	3. Issue the certification	None	2 Minutes	Education Research Assistant AS
TOTAL:		PHP 30.00	15 Minutes	

35. Issuance of Certificate of Graduation (COG)

Issued for purposes of enrollment, scholarship, employment and visa as proof of graduation

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. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Cash Office UP Diliman, Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	None	20 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 30.00	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
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS



	2.3 Distribute F10 to Student Records Evaluator and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Process COG	None	3 Days	<i>Student Records Evaluator</i> TS
	2.5 Check and sign initials	None	5 Minutes	<i>Section Chief</i> TS
	2.6 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.7 Do quality control of the document before release	None	5 Minutes	<i>Frontline Staff</i> TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 30.00	5 Days, 1 Hour, 13 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

36. Issuance of Certificate of Special Order (SO) Exemption

Issued to Student who graduated and aims for 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
Duly Accomplished request form	RMS, OUR



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	Frontline Staff RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	Frontline Staff RMS
	2.1 Pull out student records for confirmation	None	1 Hour	Frontline Staff RMS
	2.2 Process Request	None	1 Day	Section Chief RMS
	2.3 Secure authorized signature	None	1 Day	Section Chief & University Registrar
3. Claim request	3. Release request to the student/ representative *	None	10 Minutes	Frontline Staff RMS
	TOTAL:	PHP 30.00	2 Days, 2 Hours	

*should present authorization letter, photocopy of ID of the student and representative

37. 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		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records	None	1 Hour*	<i>Typesetter III or Administrative Aide III</i>
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator</i> RMS
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief and University Registrar</i>
3. Claim request	3. Release request to the student/ representative**	None	10 Minutes	<i>Frontline Staff</i> RMS
	TOTAL:	PHP 30.00	2 Days, 6 Hours	

*1-2 days for records from Archives (1970s and older)

**should present authorization letter, photocopy of ID of the student and representative



38. Issuance of Certificate of Weighted Average Grade

Issued to students 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff RMS</i>
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff RMS</i>
	2.1 Pull out student records	None	1 Hour	<i>Typesetter III or Administrative Aide III</i>
	2.2 Verify, Evaluate and process request	None	1 Day, 4 Hours	<i>School Credits Evaluator RMS</i>
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief and University Registrar</i>
3. Claim request	3. Release request to	None	10 Minutes	<i>Frontline Staff RMS</i>



	the student/ representative*			
TOTAL:		P30.00	2 Days, 6 Hours	

*should present authorization letter, photocopy of ID of the student and representative

39. Issuance of Certification of Breakdown of Matriculation

Student 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 of UP Form 5 2. Duly accomplished Scholarship Form		1. Student 2. Scholarship Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form and the required documents for checking and assessment	1. Receive and check completeness of the required documents and issue billing statement	None	15 Minutes	<i>Senior Administrative Assistant RCS</i>
2. Pay at the Cashier and present OR	2. Receive application and requirements and record payment	PHP 30.00	5 Minutes	<i>Senior Administrative Assistant RCS</i>
	2.1 Process and print the certification	None	1 Day	<i>Student Records Evaluator RCS</i>
	2.2 Sign the certification	None	15 Minutes	<i>Section Chief RCS</i>
3. Claim certification	3. Release the	None	5 Minutes	<i>Frontline Staff RCS</i>



	certification to the student			
TOTAL:		P30.00	1 Day, 40 Minutes	

40. Issuance of Certification, Authentication, Verification (CAV)

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 4. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Requesting party 4. Cash Office UP Diliman, Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	None	20 Minutes	<i>Frontline Staff TS</i>
2. Pay to the cashier and	2. Record OR and	PHP 30.00	15 Minutes	Frontline Staff



present the receipt to the frontline staff	issue claim stub			
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	Data Encoder
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	Data Encoder TS
	2.3 Distribute F10 to Student Records Evaluator and encode in Access Database	None	8 Minutes	Data Encoder TS
	2.4 Process CAV	None	3 Days	Student Records Evaluator TS
	2.5 Check and sign initials	None	5 Minutes	Section Chief TS
	2.6 Secure authorized signature	None	1 Day	University Registrar OUR
	2.7 Do quality control of the document before release	None	5 Minutes	Frontline Staff TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff TS



TOTAL:	PHP 30.00	5 Days,1 Hour, 13 Minutes	
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*should present authorization letter, photocopy of ID of the student and representative

40. Issuance of Certified copy of Entrance Credentials/Change of Matriculation Form/ Form- 5, Birth Certificate for College Copy
Issued to Student 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		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records and Photocopy document requested	None	60 Minutes	<i>Frontline Staff</i> RMS



	2.2 Secure authorized signature	None	10 Minutes	Section Chief RMS
3. Claim request	3. Release request to the student/ representative*	None	10 Minutes	Frontline Staff RMS
	TOTAL:	PHP 30.00	2 Hours, 10 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

41. 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		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	Frontline Staff RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 40.00	30 Minutes	Frontline Staff RMS



	2.1 Pull out student records	None	1 Hour*	<i>Typesetter III or Administrative Aide III</i> RMS
	2.2 Verify and process request	None	1.5 Days	<i>Administrative Assistant V</i> RMS
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief & University Registrar</i>
3. Claim request	3. Release request to the student/representative**	None	10 Minutes	<i>Frontline Staff</i> RMS
TOTAL:		PHP 40.00	2 Days, 6 Hours	

*1-2 days for records from Archives (1970s and older)

**should present authorization letter, photocopy of ID of the student and representative

42. Issuance of Certified True Copy of Certificate of Graduate (COG)

Certify authenticity of COG submitted by students for purposes of employment, education, 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. Original copy of COG 4. Proof of Payment / Official Receipt		1. Transcripts Section (TS) 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Student or Requesting Party 4. Cash Office, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with	1. Receive and review request form	None	30 Minutes	<i>Frontline Staff</i> TS



required documents	and requirements 1.1 Photocopy original COG, pull-out TOR file copy, give bill of payment			
2. Pay to the cashier and present the receipt	2. Record OR	PHP 15.00	5 Minutes	<i>Frontline Staff</i> TS
	2.1 Record request in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.2 Check against file copy of TS	None	15 Minutes	<i>Frontline Staff</i> TS
	2.3 Final check and initial of authenticated COG	None	15 Minutes	<i>Section Head</i> TS
	2.4 Secure authorized signature	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	3. Release request to the student/	None	5 Minutes	<i>Frontline Staff</i> TS



	representative*			
TOTAL:		PHP 15.00	2 Days, 20 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

43. Issuance of Certified True Copy of Course Descriptions (CD)

Certify authenticity of CD submitted by students for purposes of employment, education, scholarship, etc.

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. Original copy of CD 4. Proof of Payment / Official Receipt		1. Transcripts Section (TS) 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Student or Requesting Party 4. Cash Office, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Photocopy original COG, pull-out CD file copy, give bill of payment	None	30 Minutes	<i>Frontline Staff</i> TS



2. Pay to the cashier and present the receipt	2. Record OR	PHP 15.00 per page	5 Minutes	Frontline Staff TS
	2.1 Record request 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 initial of authenticated CD	None	15 Minutes	Section Head TS
	2.4 Secure authorized signature	None	1 Day	University Registrar OUR
	2.5 Record document for release in Access database	None	2 Minutes	Data Encoder TS
	2.6 Do quality control of the document before release	None	5 Minutes	Frontline Staff TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 15.00 per page	2 Days, 20 Minutes	

*should present authorization letter, photocopy of ID of the student and representative



44. Issuance of Certified True Copy of Diploma Translation (DT)

Certify authenticity of the English Translated Diploma

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 / Letter of Request 2. Valid ID 3. Original copy of DT 4. Proof of Payment / Official Receipt		1. Transcripts Section (TS) 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Student or Requesting Party 4. Cash Office, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Photocopy original DT, pull-out TOR file copy, give bill of payment	None	30 Minutes	<i>Frontline Staff</i> TS
2. Pay to the cashier and present the receipt	2. Record OR	PHP 25.00	5 Minutes	<i>Frontline Staff</i> TS
	2.1 Record request in Access database	None	3 Minutes	<i>Data Encoder</i> TS
	2.2 Check against file copy of TS	None	15 Minutes	<i>Frontline Staff</i> TS



	2.3 Final check and initial of authenticated DT	None	15 Minutes	Section Head TS
	2.4 Secure authorized signature	None	1 Day	University Registrar OUR
	2.5 Record document for release in Access database	None	2 Minutes	Data Encoder TS
	2.6 Do quality control of the document before release	None	5 Minutes	Frontline Staff TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 25.00	2 Days, 20 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

45. Issuance of Certified True Copy of High School Card/ 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	
Who may avail:	UP Diliman Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Duly accomplished application form 2. Valid ID 3. Official Receipt	1. Transcripts Section (TS) 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Cash Office, UP Diliman	



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Give bill of payment	None	20 Minutes	Frontline Staff TS
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 50.00	15 Minutes	Frontline Staff TS
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	Data Encoder TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	Data Encoder TS
	2.3 Distribute F10 to Frontline staff then record in the Access Database	None	8 Minutes	Data Encoder TS
	2.4 Photocopy requested document	None	5 Minutes	Frontline Staff TS
	2.5 Final check and sign initials of authenticated HS Card/ Form 137	None	15 Minutes	Section Head TS
	2.6 Secure authorized signature	None	1 Day	University Registrar OUR



	2.7 Encode document for release in Access database	None	2 Minutes	Data Encoder TS
	2.8 Do quality control of the document before release	None	5 Minutes	Frontline Staff TS
3. Claim request	3. Release request to the student/ representative *	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 50.00	2 Days, 1 Hour, 40 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

46. Issuance of Certified True Copy of UP Form 5 for students under OSSD

This is a requirement of 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	Student Athletes Records Examiner OSSD
	1.1 Check / Verify the UP Form 5, certify then sign	None	4 Minutes	Student Records Evaluator OSSD



4. Receive the Certified True Copy of UP Form 5	4. Release the Certified True Copy of UP Form 5	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	8 Minutes	

47. 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		
Duly Accomplished request form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Pull out student records	None	60 Minutes	<i>Typesetter III or</i> <i>Administrative Aide III</i> RMS



	2.2 Verify, Evaluate and process request	None	1.5 Days	School Credits Evaluator RMS
	2.3 Secure authorized signature	None	1 Day	Section Chief & University Registrar
3. Claim request	3. Release request to the student/ representative*	None	10 Minutes	Frontline Staff RMS
TOTAL:		PHP 30.00	2 Days, 6 Hours	

*should present authorization letter, photocopy of ID of the student and representative

48. Issuance of Diploma Authentication

Requested by clients to confirm the authenticity of the 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		1. RMS, OUR 2. Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form and Photocopy of the Diploma	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	Frontline Staff RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request	PHP 40.00	30 Minutes	Frontline Staff RMS



	form and return the OR to the student			
	2.1 Pull out student records for confirmation	None	60 Minutes*	<i>Typesetter III or Administrative Aide III</i> RMS
	2.2 Verify and process request	None	60 Minutes	<i>Frontline Staff</i> RMS
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief & University Registrar</i>
3. Claim request	3. Release request to the student/ representative**	None	10 Minutes	<i>Frontline Staff</i> RMS
	TOTAL:	PHP 40.00	1 Day & 3 Hours	

*1-2 days for records from Archives (1970s and older)

**should present authorization letter, photocopy of ID of the student and representative

49. Issuance of Certificate of Diploma Translation (DT)

Translation of Filipino diploma to English diploma

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 of diploma 4. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Student 4. Cash Office / Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student file and give bill of payment	None	20 Minutes	Frontline Staff TS
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 50.00	15 Minutes	Frontline Staff TS
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	Data Encoder TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	Data Encoder TS
	2.3 Distribute F10 to Encoder and encode in Access Database	None	8 Minutes	Data Encoder TS
	2.4 Process request	None	2 days	Administrative Aide TS
	2.5 Check and sign initials	None	5 Minutes	Section Chief TS
	2.6 Secure authorized signature	None	1 Day	University Registrar OUR
	2.7 Encode document for release in	None	2 Minutes	Data Encoder TS



	Access database			
	2.8 Do quality control of the document before release	None	5 Minutes	Frontline Staff TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff TS
TOTAL:		None	4 Days,1 Hour, 15 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

50. Issuance of Honorable Dismissal

Issued to a student who is transferring to another school

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		1. RMS, OUR 2. RCS, OUR 3. Student 4. Parent/Guardian of the student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form and required documents	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	Frontline Staff RMS



2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00 (additional payment of PHP10.00 if placed in a sealed envelope)	30 Minutes	Frontline Staff RMS
	2.1 Pull out student records	None	60 Minutes	Typesetter III or Administrative Aide III RMS
	2.2 Verify, Evaluate and process request	None	1.5 Days	School Credits Evaluator RMS
	2.3 Secure authorized signature	None	1 Day	Section Chief & University Registrar
3. Claim request	3. Release request to the student / representative*	Non	10 Minutes	Frontline Staff RMS
	TOTAL:	PHP 30.00	2 Days, 6 Hours	

*should present authorization letter, photocopy of ID of the student and representative

51. Issuance of List of Honor Graduates to Civil Service Commission (CSC)

CSC 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	<i>Frontline Staff Administrative Section</i>
	1.1 UR acts on the request	None	1 Day	<i>University Registrar OUR</i>
	1.2 Process Request	None	2 Days	<i>School Credits Evaluator SES</i>
	1.3 Secure authorized signature	None	1 Day	<i>University Registrar OUR</i>
	1.4 Forward to Transcript Section for mailing	None	10 Minutes	<i>School Credits Evaluator SES</i>
TOTAL:		None	4 Days, 20 Minutes	

52. Issuance of No Objection Letter (NOL)

Issued to students who has submitted entrance credentials with copy for UP Diliman but wants to request 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. Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. Cash Office, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form	1. Receive and review request form	None	20 Minutes	<i>Frontline Staff TS</i>



together with required documents	and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment			
2. Pay to the cashier and present the receipt to the frontline staff	2. Record OR and issue claim stub	PHP 30.00	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
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
	2.3 Distribute F10 to Section Chief and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Process request and sign initials	None	15 Minutes	<i>Section Chief</i> TS
	2.5 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.6 Do quality control of the	None	5 Minutes	<i>Frontline Staff</i> TS



	document before release			
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 30.00	2 Days, 1 Hour, 33 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

53. Issuance of Request Letter of Official Transcript of Records/ Form 137 to universities/school

Requirement for university admission

Office or Division:	One Stop Student Desk (OSSD) / 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. 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 UP Form 5/UAS and apply for Letter of Request of OTR/Form 137	1. Receive and check UP Form 5 / UAS 1.1 Prepare and print Letter Request of OTR/F137	None	12 Minutes	Student Records Evaluator AS/OSSD
2. Receive the Letter Request of OTR/Form137	3. Release the Letter Request of OTR/ Form137	None	2 Minutes	Student Records Evaluator AS/OSSD



TOTAL:	None	14 Minutes	
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54. Issuance of Scholastic Verification/Special Request

Requested 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. Duly Accomplished request form (walk in) 2. Letter from the requesting Company/office/Embassy (online) 3. Consent and Photo copy of any Government issued ID of the Student	1. RMS, OUR 2. Requesting Party 3. Student being verified

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form (walk in); send request letter, consent & scanned ID of the student (on line)	1. Receive and check duly accomplished request form & issue bill payment (walk in); Check letter of request and other required documents sent and send bank details for payment (on line)	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the	2. Record the Official Receipt	PHP 100.00 (local)	30 Minutes	<i>Frontline Staff</i> RMS



receipt (walk in); Pay thru the designated bank and send scanned copy of the deposit slip (on line)	number in the request form and return the OR to the student (walk in); attach scanned copy of the deposit slip to the request letter (on line)	US \$30.00 (foreign)		
	2.1 Pull out student records	None	60 Minutes	<i>Typesetter III or Administrative Aide III</i> RMS
	2.2 Verify, Evaluate and process request	None	1.5 Days	<i>School Credits Evaluator</i> RMS
	2.3 Secure authorized signature	None	1 Day	<i>Section Chief & University Registrar</i>
	2.4 Forward Certification for Mailing to the Transcript Section or Scan Certification and e-mail to recipient	None	30 Minutes	<i>Frontline Staff (mailing) or School Credits Evaluator (e-mail)</i> RMS
3. Claim request	3. Release request to the student/representative*	None	10 Minutes	<i>Frontline Staff</i> RMS
	TOTAL:	PHP 100.00 (local) US\$ 30.00 (foreign)	2 Days, 6 Hours, 5 Minutes	

*should present authorization letter, photocopy of ID of the student and representative



55. Issuance of Student with Special Needs (SWAS) ID

Issued to identify student with special 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. Endorsement from the University Health Service 2. 1 piece Passport size ID picture		1. UP Health Service 2. Photo shop/service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ID picture	1. Receive ID picture 1.1 Check List of SWAS given by the UP Health Service and give the pre-processed ID to the student	None	10 Minutes	<i>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	



56. Issuance of True copy of Grades (TCG) for Cross-registrants and Non-degree students

Issued for academic 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		
Duly Accomplished request form		RMS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form	1. Receive and check duly accomplished request form; issue bill payment	None	20 Minutes	<i>Frontline Staff</i> RMS
2. Pay to the cashier and present the receipt	2. Record the Official Receipt number in the request form and return the OR to the student	PHP 30.00	30 Minutes	<i>Frontline Staff</i> RMS
	2.1 Print TCG from CRS	None	5 Minutes	<i>Frontline Staff</i> RMS
	2.2 Secure authorized 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	3. Release request to the student/ representative*	None	10 Minutes	<i>Frontline Staff</i> RMS
	TOTAL:	PHP 30.00	1 Hour, 20 Minutes	

*should present authorization letter, photocopy of ID of the student and representative



57. Issuance of University Admission Slip

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:	Students admitted by UPD Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 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) 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) 		1 to 9 Accepting College		
		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 required documents	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	14 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS	2. Release UAS to student	None	1 Minute	
3. Submit University Admission Slip (college copy) to the Office of the College Secretary)		None		
TOTAL:		None	15 Minutes	

B. NEW FRESHMEN AND NEW TRANSFER FROM OTHER SCHOOLS AND UNIVERSITIES

(Undergraduate Associate of Arts, Certificate and Diploma programs)

Issuance of University Admission Slip to newly admitted freshmen and new transfer from other schools and universities (Associate of Arts, Certificate and Diploma programs) for registration purposes.

Office or Division:	Admissions Section (AS), Office of the University Registrar
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Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Admitted New Freshmen and New Transfer Students from other schools/universities	
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 <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 	<p>1 to 6 Accepting College</p> <p>- Accepting college</p> <p>- Previous school (Senior High School)</p> <p>- Accepting college</p> <p>- Accepting college</p>	



Diliman” - in a sealed envelope 4. Certificate of NSTP Serial Number, if student has completed NSTP 1 & 2		- Last school/university attended prior to admission to UP Diliman - Previous school/ university		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	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	14 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS	2. Release UAS to student	None	1 Minute	<i>Student Records Evaluator</i> AS
2. Submit University Admission Slip (college copy) to the Office of the College Secretary				
TOTAL:		None	15 inutes	

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
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Re-admitted students from Absence without official leave (AWOL)			
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		Accepting College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1. Receive, check, evaluate all required documents 1.1 Process University Re-admission Slip	None	9 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS	2. Release UAS	None	1 Minute	<i>Student Records Evaluator</i> AS
3. Submit University Re-admission Slip (college copy) to the Office of the College Secretary				
TOTAL:		None	10 Minutes	

D. SHIFTEES WITHIN COLLEGE (S1) AND SHIFTEES WITHIN DILIMAN (S2)

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:	Students who shifted to another program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>SHIFTEES WITHIN COLLEGE (S1)</p> <ol style="list-style-type: none"> 1. College admission slip (Form 001) 2. Student directory 3. True copy of grades used for evaluation <p>SHIFTEES WITHIN DILIMAN (S2)</p> <ol style="list-style-type: none"> 1. College admission slip (Form 001) 2. Student directory 3. True copy of grades used for evaluation 4. Permit to transfer 	<p>Accepting College</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1. Receive, check, evaluate all required documents 1.1 Process University Re-admission Slip	None	9 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS	2. Release UAS	None	1 Minute	<i>Student Records Evaluator</i> AS
2. Submit University Admission Slip				



(college copy) to the Office of the College Secretary				
TOTAL:		None	10 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

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 required documents	1. Receive, check, evaluate all required documents	None	14 Minutes	<i>Student Records Evaluator</i> AS



	1.1 Process University Admission Slip, CRS Temporary Account (if needed), Request for OTR(if needed)			
2. Receive UAS	2. Release UAS	None	1 Minute	<i>Student Records Evaluator AS</i>
2. Submit University Admission Slip (college copy) to the Office of the College Secretary				
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:	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)	1 to 8 Accepting College	



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		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 required documents	1. Receive, check, evaluate all required documents 1.1 Process University Admission Slip, CRS Temporary Account (if needed), Request for OTR(if needed)	None	14 Minutes	<i>Student Records Evaluator</i> AS
2. Receive UAS	2. Release UAS	None	1 Minute	<i>Student Records Evaluator</i> AS
3. Submit University Admission Slip (college copy) to the Office of the College Secretary				
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:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College Admission Slip 2. Form 137 & Form 138 (for freshmen) 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) <u>For Married Female</u> 9. Original PSA Marriage Contract <u>For Foreign Students</u> 10. Study permit 11. TOEFL/IELTS (if Medium of Instruction of previous school is not English) <u>For Graduate Students</u> 12. Plan of Study		1 to 7 Accepting College 8. College Board/Current School 9. PSA 10. OILD 11. Accepting College 12. Accepting College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required	1. Receive, check,	None	14 Minutes	<i>Student Records Evaluator</i> OSSD



documents	evaluate all required documents 1.1 Process University Admission Slip, CRS Temporary Account (if needed), Request for OTR(if needed)			
2. Receive UAS	2. Release UAS	None	1 Minute	<i>Student Records Evaluator OSSD</i>
3. Submit University Admission Slip (college copy) to the Office of the College Secretary				
TOTAL:		None	15 Minutes	

58. Issuance of UP Photo ID

Issuance of identification to all officially enrolled students

- A. Officially enrolled students
(UPD,UPDEPP,UPDEPO)**
Regular
Non-degree
Cross-registrants (foreign)
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 the accomplished information sheet and required documents	1. Receive and check the required documents	PHP 130.00 (None - for new undergrad students)	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:		PHP 130.00 (None - for new undergrad students)	7 Days, 10 Minutes	

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 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 the accomplished information sheet and required documents	1. Receive and check the required documents	PHP 130.00	5 Minutes	Photographer AS
	2. Process, print and release UPD-ID to the student	None	15 Minutes	Photographer AS
TOTAL:		PHP 130.00	20 Minutes	

59. Processing of Change of Name

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)	1. RCS, OUR 2. PSA 3. PSA 4. Notary Public



4. Affidavit of Discrepancy/ Affidavit of Two Disinterested Persons (whichever is applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form and the required documents for checking and assessment	1. Receive and check completeness of the required documents and issue billing statement	None	15 Minutes	<i>Student Records Evaluator</i> RCS
2. Pay at the Cashier and return to RCS	2. Receive application and requirements and record payment	PHP 30.00	5 Minutes	<i>Student Records Evaluator</i> RCS
	2.1 Process and print the certification of change of name	None	1 Hour	<i>Student Records Evaluator</i> RCS
	2.2 Sign the certification	None	1 Hour	<i>Section Chief</i> RCS
	2.3 Record and forward the copy of certification of change of name to RMS	None	15 Minutes	<i>Administrative Aide</i> RCS
3. Receive the copies of certification of change of name and forward the College and Health Service copies to their offices	3. Release the copy of the certification to student	None	5 Minutes	<i>Frontline Staff</i> RCS
TOTAL:		PHP 30.00	2 Hours, 40 Minutes	



60. Processing of Request for Monoblock Chair Rental

For UP Diliman offices and 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. Duly accomplished OUR-Admin Form No. 007 (Monoblock Chair Rental Form) 3. UP ID		1. Requesting Party 2. Administrative Section 3. OUR, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to Admin counter and present UP ID	1. Receive and check letter, check availability of chairs	None	5 Minutes	Administrative Assistant Administrative Section
	1.1 Approve rental of chair, give OUR-Admin Form No. 007 to client	None	5 Minutes	Administrative Officer Administrative Section
2. Accomplish OUR-Admin Form No. 007 and pay to the Cashier	2. Receive form and record payment, give copy of form to the client for the details of the rental	PHP 5.00 per chair	20 Minutes	Administrative Assistant Administrative Section
TOTAL:		PHP 5.00 per chair	30 Minutes	



61. Processing of Transcript of Records

A copy of a student's permanent academic record for purposes of employment, enrolment, scholarship etc.

A. First Time TOR Module – Student No. 2004 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. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Photo shop/service 5. Cash Office, UPD / Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	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 per page (additional charge for	15 Minutes	<i>Frontline Staff</i> TS



		mailing / courier service)		
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
	2.3 Distribute F10 to First Checker and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Process TOR via CRS module	None	5 Days	<i>First Checker</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	10 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 sign initials	None	5 Minutes	<i>Section Chief</i> TS



	2.10 Secure authorized signature	None	1 Day	University Registrar OUR
	2.11 Encode document for release in Access database	None	2 Minutes	Data Encoder TS
	2.12 Do quality control of the document before release	None	5 Minutes	Data Encoder TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 50.00 per page	15 Days, 35Minutes	

*should present authorization letter, photocopy of ID of the student and representative

B. First Time Manual/Freeform TOR – student no. 2003 and below

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. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Photo shop/service 5. Cash Office, UPD / Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	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 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	None	1 Day	<i>Data Encoder</i> TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
	2.3 Distribute F10 to Data Encoder then record in the Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Encode TOR	None	3 Days	<i>Data Encoder</i> TS
	2.5 Initial checking of	None	5 Days	<i>First Checker</i> TS



	encoded TOR			
	2.6 Verify grades, if needed	None	1 Day	<i>Admin Aide I</i> TS
	2.7 Final checking of TOR	None	7 Days	<i>Student Records Evaluator</i> TS
	2.8 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS
	2.9 Sign initial and determine number of copies to be printed	None	10 Minutes	<i>Student Records Evaluator</i> TS
	2.10 Print TOR in security paper	None	5 Minutes	<i>Admin Aide</i> TS
	2.11 Check and sign initials	None	5 Minutes	<i>Section Chief</i> TS
	2.12 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.13 Encode document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.14 Do quality control of the document before release	None	5 Minutes	<i>Data Encoder</i> TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff
TOTAL:		PHP 50.00	19 Days, 35 minutes	



	per page		
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*should present authorization letter, photocopy of ID of the student and representative
 **21 working days during peak period from July to August

C. Updating of TOR Module / Recopy – Student No. 2004 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. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Photo shop/service 5. Cash Office, UPD / Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	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 per page (additional charge for mailing /	15 Minutes	<i>Frontline Staff</i> TS



		courier service)		
	2.1 Request for pull out of student record (F10) to RMS	None	1 Day	<i>Data Encoder</i> TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
	2.3 Distribute F10 to First Checker and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Process TOR via CRS module	None	2 Days	<i>First Checker</i> TS
	2.5 Final checking of TOR	None	5 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	10 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 sign initials	None	5 Minutes	<i>Section Chief</i> TS



	2.10 Secure authorized signature	None	1 Day	University Registrar OUR
	2.11 Encode document for release in Access database	None	2 Minutes	Data Encoder TS
	2.12 Do quality control of the document before release	None	5 Minutes	Data Encoder TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff TS
TOTAL:		PHP 50.00 per page	10 Days, 35 Minutes	

*should present authorization letter, photocopy of ID of the student and representative

D. Updating of Manual/Freeform TOR – student no. 2003 and below

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. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Photo shop/service 5. Cash Office, UPD / Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	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 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	None	1 Day	<i>Data Encoder</i> TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
	2.3 Distribute F10 to First Checker and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Encode TOR	None	1 Day	<i>Data Encoder</i> TS
	2.5 Initial checking of	None	2 Days	<i>First Checker</i> TS



	encoded TOR			
	2.6 Verify grades, if needed	None	2 Hours	<i>Admin Aide I</i> TS
	2.7 Final checking of TOR	None	4 Days	<i>Student Records Evaluator</i> TS
	2.8 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS
	2.9 Sign initial and determine number of copies to be printed	None	10 Minutes	<i>Student Records Evaluator</i> TS
	2.10 Print TOR in security paper	None	5 Minutes	<i>Admin Aide</i> TS
	2.11 Check and sign initials	None	5 Minutes	<i>Section Chief</i> TS
	2.12 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.13 Encode document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.14 Do quality control of the document before release	None	5 Minutes	<i>Data Encoder</i> TS
3. Claim request	3. Release request to the student/representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 50.00 per page	9 Days, 3 Hours 35 Minutes	



*should present authorization letter, photocopy of ID of the student and representative

E. Re-encode old typewritten TOR to Freeform

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. Proof of Payment / Official Receipt		1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Photo shop/service 5. Cash Office, UPD / Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	None	20 Minutes	Frontline Staff 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	Frontline Staff TS
	2.1 Request for pull out of	None	1 Day	Data Encoder



	student record (F10) to RMS			TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
	2.3 Distribute F10 to Data Encoder then record in the Access Databas	None	8 Minutes	<i>Data Encoder</i> TS
	2.4 Encode TOR	None	3 Days	<i>Data Encoder</i> TS
	2.5 Initial checking of encoded TOR	None	5 Days	<i>First Checker</i> TS
	2.6 Verify grades, if needed	None	1 Day	<i>Admin Aide I</i> TS
	2.7 Final checking of TOR	None	7 Days	<i>Student Records Evaluator</i> TS
	2.8 Print clear copy of TOR	None	5 Minutes	<i>Administrative Assistant</i> TS
	2.9 Sign initial and determine number of copies to be printed	None	10 Minutes	<i>Student Records Evaluator</i> TS
	2.10 Print TOR in security paper	None	5 Minutes	<i>Admin Aide</i> TS



	2.11 Check and sign initials	None	5 Minutes	Section Chief TS
	2.12 Secure authorized signature	None	1 Day	University Registrar OUR
	2.13 Encode document for release in Access database	None	2 Minutes	Data Encoder TS
	2.14 Do quality control of the document before release	None	5 Minutes	Data Encoder TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	Frontline Staff
TOTAL:		PHP 50.00 per page	19 Days, 35 minutes	

*should present authorization letter, photocopy of ID of the student and representative

F. Old TOR transfer to New Template

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. Proof of Payment / Official Receipt	1. TS, OUR / our.upd.edu.ph 2. Company ID, School ID, LTO, DFA, GSIS etc. 3. RCS, OUR 4. Photo shop/service 5. Cash Office, UPD / Banks	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records via CRS 1.2 Issue bill of payment	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 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	None	1 Day	<i>Data Encoder</i> TS
	2.2 Receive, check the documents inside the F10, insert application, assign tasks, record in Excel database	None	15 Minutes	<i>Data Encoder</i> TS
	2.3 Distribute F10 to First Checker and encode in Access Database	None	8 Minutes	<i>Data Encoder</i> TS



	2.4 Process TOR via CRS module	None	3 Days	<i>First Checker</i> TS
	2.5 Final checking of TOR	None	5 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	10 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 sign initials	None	5 Minutes	<i>Section Chief</i> TS
	2.10 Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
	2.11 Encode document for release in Access database	None	2 Minutes	<i>Data Encoder</i> TS
	2.12 Do quality control of the document before release	None	5 Minutes	<i>Data Encoder</i> TS
3. Claim request	3. Release request to the student/ representative*	None	5 Minutes	<i>Frontline Staff</i> TS
TOTAL:		PHP 50.00 per page	11 Days, 35 Minutes	

*should present authorization letter, photocopy of ID of the student and representative



62. 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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application Form	1. RCS, OUR
2. Original Student's copy of Form 5 (in case of loss, affidavit of loss)	2. Student
3. Original Student's copy of COM (in case of loss, certified copy from OUR)	3. Student
4. Certification from the College/Adviser/Faculty-in-charge of the cancelled subject	4. Offering unit of the cancelled courses
<u>Additional Requirements:</u>	
<u>For LOA</u> -Copy of approved LOA application	- Student
<u>For faculty / employee</u> - Certified copy of Appointment, Approved Privilege to Study at Reduced Fees,	- College, Administrative Office - OC or OVCAA
<u>For Dependent of UP Faculty and Employees</u> - Approved Enrollment Privilege Form	- HRDO, UP Diliman
True Copy of Grades	- College
<u>For Teaching Fellow/Associates</u> - Copy of approved Contract of Teaching Fellow/Associates or copy of renewal of appointment	- College, Administrative Office
<u>For Barangay Scholars</u> - Original copy of COMELEC Certification	- City Hall or Municipal Hall
Original copy of Mayor's Certification attested by LGOO	- City Hall or Municipal Hall
Copy of PSA Birth Certificate (to present original)	- PSA



True copy of grades		- College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and the required documents	1. Receive and check the required documents	None	5 Minutes	Senior Administrative Assistant RCS
	1.1 Give claim stub or received copy of the application and give student 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 disbursement voucher (DV).	None	30 Minutes	Senior Administrative Assistant RCS
	1.3 Secure authorized signature	None	1 Day	RCS Section Chief and University Registrar
	1.4 Prepare receiving list of DV for the Accounting Office and Loan Board Office	None	1 Hour	Senior Administrative Assistant RCS
	1.5 Forward DV to UPD Accounting Office (without	None	1 Day	Messenger OUR



	tuition loan), and Loan Board Office (if with tuition loan)			
TOTAL:		None	2 Days, 1 Hour, 40 Minutes	

63. Processing of Student University Clearance

A university clearance is a requirement in claiming of diploma, application of official transcript of records, and in requesting of 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		
Duly accomplished UP Form 241		For online application, print via CRS student account For manual application, get form from the RCS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply university clearance via student's CRS account		None		
2. Print UP Form 241 (via CRS)		None		
3. Go to RCS for assessment	3. Assess the amount payable	None	5 Minutes	<i>Frontline Staff RCS</i>
4. Pay at the Cashier, present the OR, and submit the form	4. Receive and check completeness of the Form and record the details of payment	PHP 30.00 (Plus Graduation Fee of PHP 300.00 per degree program, if applicable)	15 Minutes	<i>Frontline Staff RCS</i>
	4.1. Request UP Form 10 from RMS	None	1 Day	<i>Frontline Staff RCS</i>



	4.2 Receive F10 via CRS module	None	1 Hour	<i>Frontline Staff</i> RCS
	4.3 Process financial clearance	None	1 Hour	<i>Student Records Evaluator or Senior Administrative Assistant</i> RCS
	4.4 Check entrance credentials	None	1 Hour	<i>Student Records Evaluator</i> RCS
5. Monitor status of clearance in the CRS account	5.If pending, inform student and tag accountability in the CRS	None	4 Hours	<i>School Credits Evaluator</i> RCS
6. Settle accountability and submit proof of payment (for underassessment) or documents needed to RCS	6. Receive, check, and record payment/document submitted	None	15 Minutes	<i>Frontline Staff or Student Records Evaluator</i> RCS
	6.1 Clear the tagged accountability in the CRS	None	10 Minutes	<i>Student Records Evaluator or Senior Administrative Assistant</i> RCS
	6.2 Clear student's application in the CRS	None	4 Hours	<i>School Credits Evaluator</i> RCS
	6.3 Sign the processed clearance application and forward F10 to TS/RMS	None	1 Hour	<i>Section Chief</i> RCS
	TOTAL:	PHP 30.00 (Plus Graduation Fee of PHP 300.00 per degree program, if applicable)	2 Days,4 Hours, 45 Minutes	



64. Provides Simple Statistical Data

Simple Statistical Data are request 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/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to 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 request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
3. Bring approved data request letter to AISS	3. Process requested data	None	1 Day, 4 Hours	<i>Information Systems Analyst III AISS</i>
TOTAL:		None	2 Days, 4 Hours, 7 Minutes	



65. Provides Complex Statistical Data

Complex Statistical Data are request 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/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to 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 request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
3. Bring approved data request letter to AISS	3. Process requested data	None	5 Days	<i>Information Systems Analyst III AISS</i>
TOTAL:		None	6 Days, 7 Minutes	



66. Provides Highly Technical Statistical Data

Highly Technical Statistical Data are request 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/ Government to Citizen/ Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to 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 request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
3. Bring approved data request letter to AISS	3. Process requested data	None	19 Days	<i>Information Systems Analyst III AISS</i>
TOTAL:		None	20 Days, 7 Minutes	

67. Provides CRS HelpDesk

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 clients 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	

60. Issuance 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		1. Student 2. CHK, Varsity Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit UP Form 5 and	1. Receive the UP Form 5 and UAAP Eligibility Form	None	2 Minutes	<i>Student Athletes Records Examiner OSSD</i>



UAAP Eligibility Form				
	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
3. Receive the approved UAAP Eligibility Form	3. Release the UAAP Eligibility Form	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	1 Day,14 Minutes	



Office of the University Registrar (OUR)

Internal Services



1. 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	

2. 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 letter of request, authorization and UP Form 5	1. Receive requirements, 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</i> OSSD
	1.2. Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
2. Receive the TCG	2. Release the TCG	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	1 Day, 9 Minutes	

3. 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	



4. 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 letter of request, authorization and UP Form 5	1. Receive requirements, 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</i> OSSD
	1.2. Secure authorized signature	None	1 Day	<i>University Registrar</i> OUR
2. Receive the TCG	2. Release the TCG	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	1 Day, 9 Minutes	

5. Issuance of UP Photo ID

Issuance of official identification to all UPD officials, faculty members and employees.

Office or Division:	Admissions Section (AS), Office of the University Registrar
Classification:	Highly Technical
Type of Transaction:	Government to Government



Who may avail:	UPD Faculty Members, Administrative Staff, and REPS who are in active service and Retired Permanent Employee (compulsory retirement)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application for Identification Card Form, certified by the UPD HRDO 2. Official receipt of payment		1. HRDO, UP Diliman 2. Cash Office, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application for Identification Card form certified by UPD HRDO	1. Receive and check the required documents	PHP 130.00 (None - for new staff & retirees)	3 Minutes	Photographer AS
2. Receive claim stub	2. Take photo and issue claim stub	None	2 Minutes	Photographer AS
	2.1 Prepare and transmit Perso File to card vendor every Friday for printing	None	7 Days	AISS Personnel
3. Claim UP ID	3. Release processed ID	None	5 Minutes	Photographer AS
TOTAL:		PHP 130.00 (None - for new staff & retirees)	7 Days, 10 Minutes	

6. Processing of Request for Monoblock Chair Rental

For UP Diliman offices and 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 Government



Who may avail:	UP Diliman Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request signed by the Unit Head 2. Duly accomplished OUR-Admin Form No. 007 (Monoblock Chair Rental Form) 3. UP ID		1. Requesting Party 2. Administrative Section 3. OUR, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to Admin counter and present UP ID	1. Receive and check letter, check availability of chairs	None	5 Minutes	<i>Frontline staff</i> Administrative Section
	1.1 Approve rental of chair, give OUR-Admin Form No. 007 to client	None	5 Minutes	<i>Administrative Officer</i> Administrative Section
2. Accomplish OUR-Admin Form No. 007 and pay to the Cashier	2. Receive form and record payment, give copy of form to the client for the details of the rental	PHP 5.00 per chair	20 Minutes	<i>Frontline staff</i> Administrative Section
TOTAL:		PHP 5.00 per chair	30 Minutes	

7. Provide Simple Statistical Data

Simple Statistical Data are request 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:	UPD Colleges and Offices, UP System Offices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Letter of data request approved by the University Registrar or Chancellor		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to 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 request with action of the UR	2. Release request	None	2 Minutes	Frontline Staff Administrative Section
3. Bring approved data request letter to AISS	3. Process requested data	None	1 Day, 4 Hours	Information Systems Analyst III AISS
TOTAL:		None	2 Days, 4 Hours, 7 Minutes	

8. Provide Complex Statistical Data

Complex Statistical Data are request 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:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to 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 request with action of the UR	2. Release request	None	2 Minutes	Frontline Staff Administrative Section
3. Bring approved data request letter to AISS	3. Process requested data	None	5 Days	Information Systems Analyst III AISS
TOTAL:		None	6 Days, 7 Minutes	

9. Provides Highly Technical Statistical Data

Highly Technical Statistical Data are request 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:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to 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 request with action of the UR	2. Release request	None	2 Minutes	Frontline Staff Administrative Section
3. Bring approved data request letter to AISS	3. Process requested data	None	19 Days	Information Systems Analyst III



				AISS
TOTAL:		None	20 Days, 7 Minutes	

10. Provides CRS HelpDesk

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 clients 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. 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	

11. Issuance 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		1. Student 2. CHK, Varsity Office		
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
3. Receive the approved UAAP Eligibility Form	3. Release the UAAP Eligibility Form	None	2 Minutes	<i>Student Athletes Records Examiner</i> OSSD
TOTAL:		None	1 Day, 14 Minutes	

12. Issuance of UP Photo ID

Issuance of official identification to all UPD officials, faculty members and employees.

Office or Division:	Admissions Section (AS), Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UPD Faculty Members, Administrative Staff, and REPS who are in active service and Retired Permanent Employee (compulsory retirement)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application for Identification Card Form, certified by the UPD HRDO 2. Official receipt of payment		1. HRDO, UP Diliman 2. Cash Office, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit duly accomplished application for Identification Card form certified by UPD HRDO	1. Receive and check the required documents	PHP 130.00 (None - for new staff & retirees)	3 Minutes	Photographer AS
2. Receive claim stub	2. Take photo and issue claim stub	None	2 Minutes	Photographer AS
	2.1 Prepare and transmit Perso File to card vendor every Friday for printing	None	7 Days	AISS Personnel
3. Claim UP ID	3. Release processed ID	None	5 Minutes	Photographer AS
TOTAL:		PHP 130.00 (None - for new staff & retirees)	7 Days, 10 Minutes	

13. Processing of Request for Monoblock Chair Rental

For UP Diliman offices and 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 Government			
Who may avail:	UP Diliman Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request signed by the Unit Head 2. Duly accomplished OUR-Admin Form No. 007 (Monoblock Chair Rental Form) 3. UP ID		1. Requesting Party 2. Administrative Section 3. OUR, UP Diliman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit letter of request to Admin counter and present UP ID	1. Receive and check letter, check availability of chairs	None	5 Minutes	<i>Frontline staff</i> Administrative Section
	1.1 Approve rental of chair, give OUR-Admin Form No. 007 to client	None	5 Minutes	<i>Administrative Officer</i> Administrative Section
2. Accomplish OUR-Admin Form No. 007 and pay to the Cashier	2. Receive form and record payment, give copy of form to the client for the details of the rental	PHP 5.00 per chair	20 Minutes	<i>Frontline staff</i> Administrative Section
TOTAL:		PHP 5.00 per chair	30 Minutes	

14. Provide Simple Statistical Data

Simple Statistical Data are request 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:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to University	None	5 Minutes	<i>Frontline Staff</i> Administrative Section



	Registrar (UR) for action			
	1.1 Act on the request	None	1 Day	University Registrar OUR
2. Claim request with action of the UR	2. Release request	None	2 Minutes	Frontline Staff Administrative Section
3. Bring approved data request letter to AISS	3. Process requested data	None	1 Day, 4 Hours	Information Systems Analyst III AISS
TOTAL:		None	2 Days, 4 Hours, 7 Minutes	

15. Provide Complex Statistical Data

Complex Statistical Data are request 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:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to 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 request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff Administrative Section</i>
3. Bring approved data request letter to AISS	3. Process requested data	None	5 Days	<i>Information Systems Analyst III AISS</i>
TOTAL:		None	6 Days, 7 Minutes	

16. Provides Highly Technical Statistical Data

Highly Technical Statistical Data are request 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:	UPD Colleges and Offices, UP System Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of data request approved by the University Registrar or Chancellor		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Admin Section of the OUR	1. Receive letter, check and record to database. Forward to 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 request with action of the UR	2. Release request	None	2 Minutes	<i>Frontline Staff Administrative Section</i>



3. Bring approved data request letter to AISS	3. Process requested data	None	19 Days	<i>Information Systems Analyst III AISS</i>
TOTAL:		None	20 Days, 7 Minutes	

17. Provides CRS HelpDesk

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 clients 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. Provide 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	



University Library (UL)

External Services



1. Checking-In (Returning) of Library Books

To avoid tagging of deficiency by the University Library, bona fide UP Diliman students, faculty members and staff must return library books.

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. Book/s for return		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Present book/s for return/check-in	1. Receive book/s for return/check-in	NONE	1 Minute	<i>Library Personnel Circulation Section, Main Library and College / Unit Libraries</i>
	1.1. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System	NONE	1 Minute	
	1.2. Enable RFID tag of book	NONE	1 Minute	
	1.3. Print receipt of book returned	NONE	1 Minute	
2. Receive Transaction (return/check-in) Receipt	2. Issue Transaction (return/check-in) Receipt	NONE	1 Minute	
TOTAL:			5 Minutes	



2. Checking-Out (Borrowing) of Library Books

Library books may be borrowed by bona fide UP Diliman students, faculty members and staff.

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. 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		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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. Receive book, duly accomplished book card, and valid ID	NONE	1 Minute	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	2.1. Scan ID and verify borrower's status at the UPD Integrated Library System	NONE	1 Minutes	
	2.2. Scan barcode of book and check-out under the borrower's account	NONE	1 Minute	



	2.3. Deactivate RFID tag of book	NONE	1 Minute	
	2.4. Stamp due date and counter sign Due Date Slip and Book Card	NONE	2 Minutes	
	2.5. Print receipt of book borrowed	NONE	1 Minute	
3. Receive book	3. Issue receipt and book borrowed	NONE	1 Minute	
TOTAL:			10 Minutes	

3. Document Delivery

This is a fee-based service for UP and non-UP library users that processes articles and book chapter requests from the journals, books, e-resources and other materials available only 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:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Request Letter (1 copy)		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Human Resources Development Office		
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)	1. Check Web OPAC and databases for availability of requested material		3 Days	<i>Librarian</i> Reference Desk, INFORMATION SERVICES AND INSTRUCTION SECTION,, Main Library



or the following details for periodicals (article title, article authors, periodical title, periodical issue number, year of issue, page numbers)				
	1.1. Send confirmation of availability of material 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. Deposit transaction fees to UPD Revolving Fund at any Land Bank of the Philippines branch	3. Process payment		7 Days	<i>Designated Collection Officer Main Library</i>
4. Send machine-validated Deposit Slip at libraryinfo.updiliman@up.edu.ph	4. Process material for document delivery		7 Days	<i>Librarian Reference Desk, INFORMATION SERVICES AND INSTRUCTION SECTION,, Main Library</i>
5. Receive the requested library material	5. Send material to client via email or courier			
TOTAL:		please see rates below	17 Days, 1 Hour	

Document Delivery via Email		
Classification	Research Fee	Document Delivery
Students	NONE	NONE
UP Employees (Faculty, REPS, Administrative)	NONE	NONE
UP Alumni	PHP 50	PHP 5 / Page
Government Researchers	PHP 50	PHP 5 / Page
Non-UP Local	PHP 50	PHP 5 / Page
Non-UP International	USD 10	USD 1 / Page



4. ID Countersigning and Validation

To have the benefits of their borrowing privileges, UP students ought to have their identification card countersigned and validated.

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. UP Identification Card		Office of the University Registrar		
2. Form-5 (or any proof of enrollment)		Office of the University Registrar		
3. Duly Accomplished Library User Registration Form		Main Library College / Unit Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Form-5 and ID	1. Check the Form-5 if student is enrolled in the current semester	NONE	1 Minute	Library Personnel ID Validation Counter, Main Library or College / Unit Libraries
2. Accomplish Library User Registration Form	2. Ask to accomplish User Registration Form	NONE	5 Minutes	
3. Hand in duly accomplished Library User Registration Form	3. Verify identity of the student by comparing the information contained in ID, Enrolment Form, and accomplished User Registration Form	NONE	2 Minutes	
	3.1. Validate the Form-5	NONE	1 Minute	
	3.2. Affix countersigned validation sticker in ID	NONE	1 Minute	
4. Receive validated ID and Form-5	4. Issue validated ID and Form-5	NONE	1 Minute	



TOTAL:	11 Minutes
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5. 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.

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. Request Letter or Endorsement Letter (1 copy)		Requesting Party		
2. Valid ID of representative		Company or institution ID		
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. Receive request and verifies identity of borrower	NONE	5 Minutes	<i>Librarian</i> Circulation Section, Main Library and College / Unit Libraries
	1.2. Check availability and status of book	NONE	10 Minutes	
	1.3. Approve request	NONE	1 Hour	Head <i>Librarian</i> Main Library Sections or College / Unit Libraries
2. Fill-up Book Card	2. Scan barcode of the book to be checked-out under the account of the Head Librarian	NONE	5 Minutes	
	2.1. Deactivate RFID tag of book	NONE	1 Minute	<i>Librarian</i> Circulation Section, Main Library and College / Unit Libraries
	2.3. Stamp with due date and sign the Due Date Slip, Book Card, and ILL Form	NONE	3 Minutes	



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, 25 Minutes	

6. 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) may be issued a temporary ID (Green) by his college library or, in the case of a cross-registrant, a special student, or a non-degree student, 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.

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 ID Validation Counter, Main Library or College / Unit Libraries</i>
2. Fill-out Temporary ID card and attach 1x1 picture	2. Check for accuracy and completeness of information	NONE	5 Minutes	



	2.1. 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:		None	10 Minutes	

7. Payment of Fines

If the library book has been returned beyond the set due date, fines must be paid.

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. Borrowed Books		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Present book to the Collection Officer	1. Checks due date and compute fine	None	5 Minutes	<i>Designated Collection Officer, Main Library and College / Unit Libraries</i>
2. Pay fine	2. Issue receipt	See table below	1 Minute	
3. Present book and payment receipt to Section	3. Scan barcode of the book to be returned and clear it from the borrower's account	None	1 Minute	<i>Library Personnel Circulation Section, Main Library and College / Unit Libraries</i>
	3.1. Enable RFID tag of book	None	1 Minute	



	3.2. Print receipt of book returned	None	1 Minute	
4. Receive Transaction Receipt	4. Hand the return/check-in receipt to client	None	1 Minute	
TOTAL:			10 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)

8. Payment for Lost Book/s

Fees resulting from the loss of library books must be settled.

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. Formal Declaration of Lost Book/s (1 original signed copy)		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Present Formal Declaration of Lost Book/s and ID	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



	a. Retrieve book card and inventory card	NONE	10 Minutes	
	a. Compute cost of fine	NONE	10 Minutes	
2. Pay fines	2. Receive payment and issue Official Receipt	Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	3 Minutes	<i>Designated Collection Officer</i> Main Library and College / Unit Libraries
3. Present Official Receipt 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> Circulation Section, Main Library and College / Unit Libraries
4. Receive ID, OR and verify clearance at Integrated Library System and CRS Accounts	4. Clear student or employee from Delinquent Database and from CRS accountability module	NONE	10 Minutes	
	4.1. Report new book status to the Cataloging and Metadata Section	NONE	5 Minutes	
	4.2. Change status at Integrated Library System and at Union Shelf List	NONE	7 Minutes	<i>Librarian</i> Cataloging and Metadata Section, Main Library
TOTAL:			55 Minutes	

9. 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.

Office or Division:	University Library
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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	<i>Library Personnel College / Unit Libraries</i>
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 Collection Officer Main Library or College / Unit Libraries</i>
4. Receive Library Card/Permit (UPL Form No. 144a)	4. Issue Library Card / Permit (UPL Form No. 144a)	NONE	2 Minutes	<i>Library Personnel Main Library or College / Unit Libraries</i>
TOTAL:			17 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

10. Renewing books borrowed / checked-out

Bona fide UP Diliman students, faculty members and staff may renew the loan duration of books they have borrowed.

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. Book/s for renewal		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Hand in ID and book/s for renewal	1. Receive ID and book/s	NONE	2 Minutes	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	1.1. Retrieve and Hand in Book Card of book/s for renewal	NONE	3 Minutes	



2. Accomplish Book Card with name, college, and student / employee number	2. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System	NONE	2 Minutes	
	2.1. Scan ID and verify borrower's status at the UPD Integrated Library System	NONE	1 Minute	
	2.2. Scan barcode of book and check-out under the borrower's account	NONE	1 Minute	
	2.3. Stamp return on old due date and stamp new due date and counter sign Due Date Slip and Book Card	NONE	1 Minute	
	2.4. Print transaction receipt of book/s renewed	NONE	1 Minute	
3. Receive book/s renewed and transaction receipt	3. Issue renewed book/s and transaction receipt	NONE	1 Minute	
TOTAL:			12 Minutes	

11. Request for Extended Reading

Allow UP students and UP employees to use library resources beyond the service hours of Main Library sections. It allows readers to utilize the requested item/s beyond 05:00 PM up to 12:00 MN during weekdays at the Information Services and Instruction Section.

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. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (3 copies)		Main Library		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Member		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. Accomplish 3 copies of Form for Extended Reading		NONE	2 Minutes	
2. Hand in Duly Accomplished Forms for Extended Reading	2. Check for availability of requested material	NONE	3 Minutes	<i>Librarian</i> Circulation and/or Reserved Section, Main Library
	2.1. 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, Section, Main Library
5. Receives requested material	5. Issue requested material for extended reading	NONE	1 Minute	
TOTAL:			25 Minutes	



12. Request for Index to Philippine Periodicals on 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. Receive request letter	NONE	2 Minutes	<i>Librarian</i> Serials Section, Main Library
	1.1. Approve request	NONE	1 Day	<i>Head Librarian</i> Serials Section, Main Library
	1.2. Prepare and send billing invoice	NONE	4 Hours	<i>Receiving Personnel</i> University Librarian's Office
2. Pay corresponding fees	2. Process payment and issue official receipt	PHP 1,000 / vol.	15 Minutes	<i>Designated Collection Officer</i> Main Library
3. Present or send copy of official receipt	3. Prepare the IPP on Print	NONE	3 months	<i>Librarians</i> Serials Section, Main Library
4. Get copy of the IPP on Print	4. Release / Issue the IPP on Print	NONE	1 Hour	<i>Librarian</i> Serials Section, Main Library
TOTAL:			3 Months, 1 Day, 5 Hours, 17 Minutes	

13. 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.

Office or Division:	University Library
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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. Request Letter		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Government Issued ID (GSIS, SSS, PRC) Company or Agency ID 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. Present valid ID and hand in request letter	1. Receive request letter	NONE	5 Minutes	Librarian Strategic Communication, Research and Marketing Section
	1.1. Verify availability of schedule	NONE	20 Minutes	
	1.2. Approve request	NONE	3 Days	University Librarian or Deputy University Librarian
2. Receive notice of approval	2. Communicate approval request	NONE	20 Minutes	Librarian Strategic Communication, Research and Marketing Section
	2.1. 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	

14. 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.

Office or Division:	University Library
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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		
2. Request Letter		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Government Issued ID (GSIS, SSS, PRC) Company or Agency ID 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. Present valid ID and hand in request letter	1. Receive request letter	NONE	5 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section</i>
	1.1. Verify availability of schedule	NONE	20 Minutes	
	1.2. Approve request	NONE	3 Days	
2. Receive notice of approval	2. Communicate approval request	NONE	20 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section</i>
	2.1. 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	



15. 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. Duly Accomplished Media Call Slip [Paging Form] (1 copy)		Main Library – Information Services and Instruction Section		
2. Duly Accomplished Microfilm Conversion Request Slip / Log (1 copy)		Main Library – Information Services and Instruction Section		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Accomplish Media Call Slip		NONE	5 Minutes	
2. Hand in ID and Media Call Slip	2. Receive Media Call Slip	NONE	2 Minutes	Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
	2.1. Check Integrated Library System and List of Microfilms for availability of requested microfilm reel	NONE	10 Minutes	
	2.2. Retrieve the requested microfilm	NONE	20 Minutes	
3. Accomplish Microfilm Conversion Request Log	3. Received accomplished Microfilm Conversion Request Log	NONE	3 Minutes	
	3.1. Assess fee and issue Order Payment Form	NONE	10 Minutes	
4. Pay assessed fees	4. Process payment, issue official receipt	Scanning – PHP 5.00/ image or page	5 Minutes	Designated Collection Officer Main Library or College / Unit Libraries



		Printing for UP Clients – PHP 5.00/ page		
		Printing for Non-UP Clients – PHP 10.00/ page		
5. Hand in Order Payment Form and official receipt	5. Hand over ID and issue claim tag	NONE	5 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
	5.1. Process microfilm scanning conversion	NONE	7 Days	
6. Present ID and claim tag	6. Issue scanned copy of microfilm	NONE	5 Minutes	
TOTAL:			7 Days, 1 Hour, 5 Minutes	

16. 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 systems.

Office or Division:	University Library
Classification:	Simple
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. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)	Main Library College/ Unit Libraries
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members	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. Fill-out Request Form		NONE	2 Minutes	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
2. Hand in duly accomplished Request Form at the Request Desk	2. Receive Call Slip	NONE	1 Minute	
	2.1. Retrieve the requested material from the shelves	NONE	10 Minutes	
	2.2. 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:			15 Minutes	

17. 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.

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. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)		Selected Sections of the Main Library Selected Unit / College Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Fill-out Request Form		NONE	2 Minutes	
2. Hand in duly accomplished Request Form at the Request Desk	2. Receive Call Slip	NONE	1 Minute	<i>Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries</i>
	2.1. Retrieve the requested material	NONE	10 Minutes	
	2.2. 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:			15 Minutes	

18. Request for Photocopy of Books and Other Library Resources

This service processes books and other library resources for photocopying by library clients.

Office or Division:	University Library
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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. Duly Accomplished of Photoduplication Permit (2 copies)		Main Library College/ Unit Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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. Receive Photoduplication Permit and ID	NONE	1 Minute	<i>Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries</i>
	2.1. Approve (stamp with date and time of release) request for photocopying	NONE	1 Minute	
3. Receive requested material	3. Hand over to client the requested material and 1 copy of the Photoduplication Permit	NONE	1 Minute	
	3.1. Clip together 1 copy of the Photoduplication Permit and ID	NONE	1 Minute	
TOTAL:			6 Minutes	



19. 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:	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. Letter Request		Requesting Party		
2. Duly Accomplished Reference Query Form (1 copy)		Main Library – Information Services and Instruction Section College / Unit Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Hand in reference question/s or letter request	1. Receive query or letter request	NONE	5 Minutes	Librarian Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
2. Verify query	2. Conduct reference interview for clarification	NONE	25 Minutes	
	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	
3. Receive answer to request	3. Communicate answer to request	NONE	30 Minutes	
TOTAL:			3 Days, 1 Hour	



20. Request for Remote Access Account and Access to College-based Subscription

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		
1. Duly Accomplished Request Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Present valid ID	1. Verify identity and library privileges of client	NONE	5 Minutes	Library Personnel Information Services and Instruction Section, Main Library or College / Unit Libraries
2. Fill-out and Hand in Request Form	2. Hand in Remote Access or Access to Subscription Request Form	NONE	5 Minutes	
3. Verify account activation	3. Activate account for remote access or access to college- based subscription	NONE	10 Minutes	
TOTAL:			20 Minutes	

21. Request for Self-Service Printing

This service lets clients print documents in black or color on letter-sized paper.

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. Duly Accomplished Printing Transaction Form (1 copy)		Main Library- Information Services and Instruction Section College/Unit Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Present ID and accomplish Printing Transaction Form	1. Receive ID and accomplish Printing Transaction Form	Black Prints- PHP 5.00/ page	5 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
2. Print file/s	2. Assist in printing		15 Minutes	
	2.1. Assess fees and issue Order Payment Form		5 Minutes	
3. Pay printing fee	3. Process payment and issue official receipt	Colored Prints- PHP 20.00/page	5 Minutes	<i>Designated Collection Officer</i> Main Library or College / Unit Libraries
4. Present official receipt and Order Payment Form	4. Check the official receipt, receive the Order Payment Form and return ID		5 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
TOTAL:			35 Minutes	

22. Request for Self-Service Scanning

This service allows clients scan A4-size or smaller documents and books into digital formats using flatbed scanner.

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. Duly Accomplished Scanning Transaction Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College / Unit Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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 scanning fee	4. Process payment and issue official receipt		5 Minutes	<i>Designated Collection Officer</i> Main Library or College / Unit Libraries
5. Hand in official receipt and processed Order Payment Form	5. Verify payment		2 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
6. Receive ID and official receipt	6. Hand over ID and official receipt		1 Minutes	
TOTAL:			45 Minutes	



23. Request for Use of Discussion Rooms

Use of the Discussion Rooms (i.e. Quiet Room, Reading Rooms, etc.) for collaborations on group academic works.

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. Duly accomplished Discussion Room Transactions Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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	

24. Request for Use of Library Spaces and Equipment for Events / Activities

This service processes reservations of spaces (AVR, Lobby, Conference Room, etc.) and equipment available at the UP Diliman Main Library building.

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. Request Letter		Requesting Party		
2. Project Proposal and/or Floor Plan		Requesting Party		
3. Duly Accomplished Use of Library Spaces Form		Main Library- Strategic Communication, Research and Marketing Section		
4. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Hand in request letter and project proposal or floor plan, and/or duly accomplished Use of Library Spaces Form	1. Receive request letter, project proposal and/or floor plan and duly accomplished Use of Library Spaces Form	NONE	5 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section, Main Library</i>
	1.1. Check availability of spaces and pencil mark in calendar of spaces	NONE	10 Minutes	
	1.2. Approve request	NONE	1 Day	<i>University Librarian or Deputy University Librarian</i>
	1.3. Plot request in calendar of spaces	NONE	5 Minutes	<i>Librarian Strategic Communication, Research and Marketing Section, Main Library</i>
1.4. Prepare and send Invoice	NONE	2 Hours		
2. Pay corresponding fees	2. Issue Official Receipt	See table below	5 Minutes	<i>Designated Collection Officer Main Library</i>
3. Present or send copy of OR	3. Coordinate with concerned personnel or sections and	NONE	3 Hours	<i>Librarian Strategic Communication, Research and Marketing</i>



	prepares equipment for event			Section, Main Library
4. Ingress	4. Assist in ingress	NONE	4 Hours	<i>Concerned Library Personnel</i> Main Library
5. Conducts event	5. Monitors event	NONE	1 – 7 Days	<i>Librarian</i> Strategic Communication, Research and Marketing Section, Main Library
6. Egress	6. Monitors egress	NONE	4 Hours	
TOTAL:			2 -8 Days, 13 Hours, 25 Minutes	

Main Library Spaces Rental Rates		
Forums, Conferences, Seminars, etc.	UP Event / Organization	Non-UP Organization
Use of Lobby (Room rental per area; no electricity)	PHP 100 / 4 Hours	PHP 200 / 4 Hours
AV Room (Inclusions: Chairs and Air-conditioning)	PHP 1000 / 4 Hours	PHP 1500 / 4 Hours
Conference Room (Inclusions: Chairs and Air-conditioning)	PHP 500 / 4 Hours	PHP 800 / 4 Hours
Meeting Room (Inclusions: Chairs and Air-conditioning)	PHP 500 / 4 Hours	PHP 800 / 4 Hours
Electricity	PHP 20 / Hour / Equipment	PHP 50 / Hour / Equipment
Equipment and Other Furniture	UP Event / Organization	Non-UP Organization
AV equipment/sound system (Inclusions: Microphone)	PHP 300 / 4 Hours (+ PHP 100 succeeding hour or fraction)	PHP 500 / 4 Hours (+ PHP 100 succeeding hour or fraction)
Chairs	PHP 2 / Chair	PHP 5 / Chair



Computer	PHP 80 / 4 Hours	PHP 200 / 4 Hours
Industrial Electric Fan	PHP 50 / 4 Hours	PHP 100 / 4 Hours
Iwata Industrial Cooler	PHP 100 / 4 Hours	PHP 200 / 4 Hours (+ PHP 100 succeeding)
Projector with screen	PHP 500 / 4 Hours minimum (+ PHP 100 succeeding hour or fraction)	PHP 700 / 4 Hours minimum (+ PHP 100 succeeding hour or fraction)
Registration table	PHP 20 / table	PHP 50 / table
TV	PHP 300 / 4 Hours	PHP 500 / 4 Hours (+ PHP 100 succeeding)
Backdrop	PHP 30 / Cloth	PHP 50 / Cloth
Baluster	PHP 20 / Column	PHP 50 / Column
Floor lights	PHP 100 / 4 Hours	PHP 200 / 4 Hours
Glass case (table)	PHP 100 / Table / Day	PHP 150 / Table / Day
Panel boards	PHP 20 / panel / day	PHP 50 / panel / day
Percolator	PHP 100 / 4 Hours	PHP 150 / 4 Hours
Spotlight	PHP 100 / 4 Hours	PHP 200 / 4 Hours
Upright glass case	PHP 75 / day	PHP 100 / day
Wooden columns (white)	PHP 20 / column / day	PHP 50 / column / day
Personnel (Outside regular working hours) - AV operator - Janitorial	PHP 500 / 4 Hours PHP 200 / event / person	PHP 500 / 4 Hours PHP 300 / event / person

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.

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. Computer Usage Card		College/Unit Libraries		
2. Duly Facilities Use Transaction Log		Main Library College/Unit Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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	3 Minutes	<i>Library Personnel Electricity Counter, Main Library or College / Unit Libraries</i>
2. Accomplish the Facilities Use Transaction Log	2. Hand in Facilities Use Transaction Log		3 Minutes	
	2.1. 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. Issue Claim Card	1 Minute		
TOTAL:			10 Minutes	

26. Returning Library Resources in Closed – Shelves System

This service processes library resources for returning from bona fide UP Diliman students, faculty members and staff.

Office or Division:	University Library
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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. Borrowed Book or Other Library Resources		Main Library College / Unit Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Return borrowed library materials	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. Hand over ID	NONE	1 Minute	
	2.1. Shelf or keep the returned library material	NONE	5 Minutes	
TOTAL:			10 Minutes	

27. 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.

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. Duly Accomplished Borrowing Form (2 copies)		College of Engineering Library		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Fill-out 2 copies of Borrowing Form		NONE	2 Minutes	
2. Hand in 2 copies of duly accomplished Borrowing Form and ID	2. Receive ID and Borrowing Form	NONE	1 Minute	Library Personnel Lending Desk, College of Engineering Library and Selected College / Unit Libraries
	3. Get the requested material	NONE	10 Minutes	
	4. Verifies completeness of component parts	NONE	3 Minutes	
3. Receive requested material requested material, 1 copy of Borrowing Form, and ID	5. Hand over to client the requested material, 1 copy of Borrowing Form, and ID	NONE	1 Minute	
TOTAL:			15 Minutes	

28. Request for Access to Restricted Theses & Dissertation

The UP College of Engineering Library allows researchers to access restricted theses and Dissertations under certain restrictions due to the nature of said materials.

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. Duly Accomplished Theses Request Form (1 copy)		College of Engineering Library		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
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	3 Minutes	Library Personnel College of Engineering Library
2. Accomplish Theses Request Form and submit valid ID	2. Verify ID presented. Collect accomplished form after usage	NONE	3 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. Proceed to the Information Services and pay the research fee	Information Services Personnel will issue receipt and discuss the access policy to the users	Universities / colleges and private researchers: PHP 50.00/Day PHP 450.00 per semester PHP 350.00 per midyear State or public universities and government researchers: PHP 20.00 per / Day PHP 450 per semester PHP 300 per midyear	5-10 Minutes	<i>Library Personnel Information Services Section, College of Engineering Library</i>
2. Submit written permission with access approval of the author/adviser together with the Non-Disclosure Undertaking signed and	Personnel will collect the documents	NONE	3 Minutes	<i>Engineering Library Personnel</i>



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)				
3. Accomplish Theses Request Form and submit valid ID	Verify ID presented. Collect accomplished form after usage	NONE	3 Minutes	Engineering Library Personnel
4. Locate and pull-out from the restricted area the theses / dissertations	Personnel will assist the user/s if necessary	NONE	5 Minutes	Engineering Library Personnel
TOTAL:			11 Minutes (for UP members), 16-21 Minutes (for non-UP)	

29. Request for Turnitin Account and Request for Similarity Index Report

Turnitin is a tool for determining originality of written works. This tool is available for use by UP College of Engineering faculty members.

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP College of Engineering Faculty
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request Letter (1 copy)	Requesting Party



2. Soft Copy of Research paper / Manuscript		Requesting Party		
3. Copy of Valid ID or Appointment Documents		Office of the University Registrar Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or present a letter of request and copy of valid employee ID or appointment paper to the Information Services Librarian or via email at library@engplib.upd.edu.ph .	1. Check the faculty status	NONE	3 Minutes	Library Personnel College of Engineering Library
	2. Once status is verified, create an account for the faculty and notify him/her through email that an account has been created	NONE	10 Minutes	
2. Submit a letter of request and soft copy of research paper/manuscript to the Information Services Librarian or via email at library@engplib.upd.edu.ph .	3. Check the faculty or student's status.	NONE	3 Minutes	
	4. Once status is verified, upload and run the document in the web tool.	NONE	10 Minutes	



	5. Wait for the web tool to finish evaluating the document.	NONE	10 Minutes	
	6. Download the similarity index report and give or send to the requestor.	NONE	10 Minutes	
	TOTAL:		16 Minutes (for account creation), 46 Minutes (for originality checking)	



University Library (UL)

Internal Services



1. 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.

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		
1. 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. 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	Head Librarian Special Collection Section, Main Library
3. Receives artwork	3. Releases the artwork	NONE	1 Hour	
TOTAL:			12 Days, 1 Hour, 3 Minutes	

2. Checking-In (Returning) of Library Books

To avoid tagging of deficiency by the University Library, bona fide UP Diliman students, faculty members and staff must return library books.

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		
2. Book/s for return		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Present book/s for return/check-in	1. Receive book/s for return/check-in	NONE	1 Minute	<i>Library Personnel Circulation Section, Main Library and College / Unit Libraries</i>
	1.1. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System	NONE	2 Minute	
	1.2. Enable RFID tag of book	NONE	1 Minute	
	1.3. Print receipt of book returned	NONE	1 Minute	
2. Receive Transaction (return/check-in) Receipt	2. Issue Transaction (return/check-in) Receipt	NONE	1 Minute	
TOTAL:			5 Minutes	

3. Checking-Out (Borrowing) of Library Books

Library books may be borrowed by bona fide UP Diliman students, faculty members and staff.

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		
3. 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		
4. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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. Receive book, duly accomplished book card, and valid ID	NONE	1 Minute	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	2.1. Scan ID and verify borrower's status at the UPD Integrated Library System	NONE	1 Minutes	
	2.2. Scan barcode of book and check-out under the borrower's account	NONE	1 Minute	
	2.3. Deactivate RFID tag of book	NONE	1 Minute	
	2.4. Stamp due date and counter sign Due Date Slip and Book Card	NONE	2 Minutes	



	2.5. Print receipt of book borrowed	NONE	1 Minute	
3. Receive book	3. Issue receipt and book borrowed	NONE	1 Minute	
TOTAL:			10 Minutes	

4. Document Delivery

This is a fee-based service for UP and non-UP library users that processes articles and book chapter requests from the journals, books, e-resources and other materials available only 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:	Non-UP Users, UP Students, and UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 copy)		Requesting Party		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Human Resources Development Office		
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)	1. Check Web OPAC and databases for availability of requested material		3 Days	Librarian Reference Desk, INFORMATION SERVICES AND INSTRUCTION SECTION,, Main Library



number, year of issue, page numbers)				
	1.1. Send confirmation of availability of material 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. Deposit transaction fees to UPD Revolving Fund at any Land Bank of the Philippines branch	3. Process payment		7 Days	<i>Designated Collection Officer Main Library</i>
4. Send machine-validated Deposit Slip at libraryinfo.updiliman@up.edu.ph	4. Process material for document delivery		7 Days	<i>Librarian Reference Desk, INFORMATION SERVICES AND INSTRUCTION SECTION,, Main Library</i>
5. Receive the requested library material	5. Send material to client via email or courier			
TOTAL:			17 Days, 1 Hour	

Document Delivery via Email		
Classification	Research Fee	Document Delivery
Students	NONE	NONE
UP Employees (Faculty, REPS, Administrative)	NONE	NONE
UP Alumni	PHP 50	PHP 5 / Page
Government Researchers	PHP 50	PHP 5 / Page
Non-UP Local	PHP 50	PHP 5 / Page
Non-UP International	USD 10	USD 1 / Page

5. 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.

Office or Division:	University Library
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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. Request Letter or Endorsement Letter (1 copy)		Requesting Party		
2. Valid ID of representative		Company or institution ID		
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. 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	
2. Fill-up Book Card	1.3. Approve request	None	1 Hour	Head Librarian Main Library Sections or College / Unit Libraries
	2. Scan barcode of the book to be checked-out under the account of the Head Librarian	None	5 Minutes	
	2.1. Deactivate RFID tag of book	None	1 Minute	
3. Receives book and 1 copy of ILL Form	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. Issue 1 copy of ILL Form and book borrowed	None	1 Minute	
TOTAL:		None	1 Hour, 25 Minutes	



6. Payment of Fines

If the library book has been returned beyond the set due date, fines must be paid at the Cashier.

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		
2. Borrowed Books		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Present book to the Collection Officer	1. Checks due date and compute fine	NONE	5 Minutes	<i>Designated Collection Officer, Main Library and College / Unit Libraries</i>
2. Pay fine	2. Issue receipt	See table below	1 Minute	
3. Present book and payment receipt to Section	3. Scan barcode of the book to be returned and clear it from the borrower's account	NONE	1 Minute	<i>Library Personnel Circulation Section, Main Library and College / Unit Libraries</i>
	3.1. Enable RFID tag of book	NONE	1 Minute	
	3.2. Print receipt of book returned	NONE	1 Minute	
4. Receive Transaction Receipt	4. Hand the return/check-in receipt to client	NONE	1 Minute	
TOTAL:			10 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

Fees resulting from the loss of library books must be settled.

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. Formal Declaration of Lost Book/s (1 original signed copy)		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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
2. Present Formal Declaration of Lost Book/s and ID	1. Receive Formal Declaration of Lost Book/s and ID and verify information at Integrated Library System	NONE	5 Minutes	Librarian Circulation Section, Main Library and College / Unit Libraries
	a. Retrieve book card and inventory card	NONE	10 Minutes	
	a. Compute cost of fine	NONE	10 Minutes	
2. Pay fines	2. Receive payment and issue Official Receipt	Current Market Price of Book/s plus 50% of the Current Market	3 Minutes	Designated Collection Officer Main Library and College / Unit Libraries



		Price of Book/s		
3. Present Official Receipt to concerned section	3. Indicate in the book card and inventory card new book status (declared loss & paid) and OR number	NONE	5 Minutes	Librarian Circulation Section, Main Library and College / Unit Libraries
4. Receive ID, OR and verify clearance at Integrated Library System and CRS Accounts	4. Clear student or employee from Delinquent Database and from CRS accountability module	NONE	10 Minutes	
	4.1. Report new book status to the Cataloguing and Metadata Section	NONE	5 Minutes	
	4.2. Change status at Integrated Library System and at Union Shelf List	NONE	7 Minutes	Librarian Cataloging and Metadata Section, Main Library
TOTAL:			55 Minutes	

8. Renewing books borrowed / checked-out

Bona fide UP Diliman students, faculty members and staff may renew the loan duration of books they have borrowed.

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. Book/s for renewal		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Hand in ID and book/s for renewal	1. Receive ID and book/s	NONE	2 Minutes	Library Personnel Circulation Section, Main Library and College / Unit Libraries
	1.1. Retrieve and Hand in Book Card of book/s for renewal	NONE	3 Minutes	
2. Accomplish Book Card with name, college, and student / employee number	2. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System	NONE	2 Minutes	
	2.1. Scan ID and verify borrower's status at the UPD Integrated Library System	NONE	1 Minute	
	2.2. Scan barcode of book and check-out under the borrower's account	NONE	1 Minute	
	2.3. Stamp return on old due date and stamp new due date and counter sign Due Date Slip and Book Card	NONE	1 Minute	
	2.4. Print transaction receipt of book/s renewed	NONE	1 Minute	
3. Receive book/s renewed and transaction receipt	3. Issue renewed book/s and transaction receipt	NONE	1 Minute	



TOTAL:	12 Minutes
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9. Request for Extended Reading

Allow UP students and UP employees to use library resources beyond the service hours of Main Library sections. It allows readers to utilize the requested item/s beyond 05:00 PM up to 12:00 MN during weekdays at the Information Services and Instruction Section

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. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (3 copies)		Main Library		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Member		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. Accomplish 3 copies of Form for Extended Reading		NONE	2 Minutes	
2. Hand in Duly Accomplished Forms for Extended Reading	2. Check for availability of requested material	NONE	3 Minutes	<i>Librarian</i> Circulation and/or Reserved Section, Main Library
	2.1. 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	NONE	15 Minutes	<i>Library Personnel</i> Circulation and/or Reserved



	requested material together with one copy of the Form for Extended Reading			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	Library Personnel INFORMATION SERVICES AND INSTRUCTION SECTION, Section, Main Library
5. Receives requested material	5. Issue requested material for extended reading	NONE	1 Minute	
TOTAL:			25 Minutes	

10. Request for Index to Philippine Periodicals on 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. Receive request letter	NONE	2 Minutes	<i>Librarian</i> Serials Section, Main Library
	1.1. Approve request	NONE	1 Day	<i>Head Librarian</i> Serials Section, Main Library
	1.2. Prepare and send billing invoice	NONE	4 Hours	<i>Receiving Personnel</i>



				University Librarian's Office
2. Pay corresponding fees	2. Process payment and issue official receipt	PHP 1,000 / vol.	15 Minutes	<i>Designated Collection Officer</i> Main Library
3. Present or send copy of official receipt	3. Prepare the IPP on Print	NONE	3 months	<i>Librarians</i> Serials Section, Main Library
4. Get copy of the IPP on Print	4. Release / Issue the IPP on Print	NONE	1 Hour	<i>Librarian</i> Serials Section, Main Library
TOTAL:			3 Months, 1 Day, 5 Hours, 17 Minutes	

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.

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		
3. Request Letter		Requesting Party		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Government Issued ID (GSIS, SSS, PRC) Company or Agency ID 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. Present valid ID and hand in request letter	1. Receive request letter	NONE	5 Minutes	<i>Librarian</i> Strategic Communication, Research and Marketing Section
	1.1. Verify availability of schedule	NONE	20 Minutes	



	1.2. Approve request	NONE	3 Days	University Librarian or Deputy University Librarian
2. Receive notice of approval	2. Communicate approval request	NONE	20 Minutes	Librarian Strategic Communication, Research and Marketing Section
	2.1. 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 Library Orientation or Instruction

This service schedules classes for a library orientation session.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 copy)		Requesting Party		
2. Duly Accomplished Library Orientation Session Schedule Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
3. Valid ID or Copy of Faculty Appointment		Office of the University Registrar Human Resources Development Office		
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	Librarian Information Services and Instruction Section,



2. Accomplish Library Orientation Session Schedule Form	2. Hand over Library Orientation Session Schedule Form	NONE	20 Minutes	Main Library and Selected College / Unit Libraries
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	

13. 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		
3. Duly Accomplished Media Call Slip [Paging Form] (1 copy)		Main Library – Information Services and Instruction Section		
4. Duly Accomplished Microfilm Conversion Request Slip / Log (1 copy)		Main Library – Information Services and Instruction Section		
4. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Accomplish Media Call Slip		NONE	5 Minutes	
2. Hand in ID and Media Call Slip	2. Receive Media Call Slip	NONE	2 Minutes	<i>Library Personnel Printing Counter, Information Services and Instruction Section, Main Library and</i>
	2.1. Check Integrated Library System and List of Microfilms for availability of	NONE	10 Minutes	



	requested microfilm reel			College / Unit Libraries
	2.2. Retrieve the requested microfilm	NONE	20 Minutes	
3. Accomplish Microfilm Conversion Request Log	3. Received accomplished Microfilm Conversion Request Log	NONE	3 Minutes	
	3.1. Assess fee and issue Order Payment Form	NONE	10 Minutes	
4. Pay assessed fees	4. Process payment, issue official receipt	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 Collection Officer Main Library or College / Unit Libraries</i>
5. Hand in Order Payment Form and official receipt	5. 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>
	5.1. Process microfilm scanning conversion	NONE	7 Days	
6. Present ID and claim tag	6. Issue scanned copy of microfilm	NONE	5 Minutes	
TOTAL:			7 Days, 1 Hour, 5 Minutes	



14. 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 systems.

Office or Division:	University Library			
Classification:	Simple			
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		
2. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)		Main Library College/ Unit Libraries		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Fill-out Request Form		NONE	2 Minutes	
2. Hand in duly accomplished Request Form at the Request Desk	2. Receive Call Slip	NONE	1 Minute	<i>Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries</i>
	2.1. Retrieve the requested material from the shelves	NONE	10 Minutes	
	2.2. 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:			15 Minutes	

15. 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.

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. Duly Accomplished Request Form [Call Slip Paging Slip, Borrowing Form] (1 copy)		Selected Sections of the Main Library Selected Unit / College Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Fill-out Request Form		NONE	2 Minutes	
2. Hand in duly accomplished Request Form at the Request Desk	2. Receive Call Slip	NONE	1 Minute	<i>Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries</i>
	2.1. Retrieve the requested material	NONE	10 Minutes	



	2.2. 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:			15 Minutes	

16. Request for Photocopy of Books and Other Library Resources

This service processes books and other library resources for photocopying by library clients.

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		
3. Duly Accomplished of Photoduplication Permit (2 copies)		Main Library College/ Unit Libraries		
4. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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. Receive Photoduplication Permit and ID	NONE	1 Minute	Library Personnel Circulation and/or Reserved Section, Main Library and College / Unit Libraries
	2.1. Approve (stamp with date and time of release) request for photocopying	NONE	1 Minute	
3. Receive requested material	3. Hand over to client the requested material and 1 copy of the Photoduplication Permit	NONE	1 Minute	
	3.1. Clip together 1 copy of the Photoduplication Permit and ID	NONE	1 Minute	
TOTAL:			6 Minutes	

17. 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:	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	
3. Letter Request	Requesting Party
4. Duly Accomplished Reference Query Form (1 copy)	Main Library – Information Services and Instruction Section College / Unit Libraries



4. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Hand in reference question/s or letter request	1. Receive query or letter request	NONE	5 Minutes	Librarian Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
2. Verify query	2. Conduct reference interview for clarification	NONE	25 Minutes	
	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	
3. Receive answer to request	3. Communicate answer to request	NONE	30 Minutes	
TOTAL:			3 Days, 1 Hour	

18. Request for Remote Access Account and Access to College-based Subscription

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	
1. Duly Accomplished Request Form (1 copy)	Main Library – Information Services and Instruction Section Selected College/Unit Libraries		



3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Present valid ID	1. Verify identity and library privileges of client	NONE	5 Minutes	Library Personnel Information Services and Instruction Section, Main Library or College / Unit Libraries
2. Fill-out and Hand in Request Form	2. Hand in Remote Access or Access to Subscription Request Form	NONE	5 Minutes	
3. Verify account activation	3. Activate account for remote access or access to college- based subscription	NONE	10 Minutes	
TOTAL:			20 Minutes	

19. Request for Self-Service Printing

This service lets clients print documents in black or color on letter-sized paper.

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. Duly Accomplished Printing Transaction Form (1 copy)		Main Library- Information Services and Instruction Section College/Unit Libraries		
3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Present ID and accomplish Printing Transaction Form	1. Receive ID and accomplish Printing Transaction Form	Black Prints- PHP 5.00/ page Colored Prints- PHP 20.00/page	5 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries	
2. Print file/s	2. Assist in printing		15 Minutes		
	2.1. Assess fees and issue Order Payment Form		5 Minutes		
3. Pay printing fee	3. Process payment and issue official receipt		5 Minutes		<i>Designated Collection Officer</i> Main Library or College / Unit Libraries
4. Present official receipt and Order Payment Form	4. Check the official receipt, receive the Order Payment Form and return ID		5 Minutes		<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
TOTAL:			35 Minutes		

20. Request for Self-Service Scanning

This service allows clients scan A4-size or smaller documents and books into digital formats using flatbed scanner.

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. Duly Accomplished Scanning Transaction Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College / Unit Libraries	



3. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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 scanning fee	4. Process payment and issue official receipt		5 Minutes	<i>Designated Collection Officer</i> Main Library or College / Unit Libraries
5. Hand in official receipt and processed Order Payment Form	5. Verify payment		2 Minutes	<i>Library Personnel</i> Printing Counter, Information Services and Instruction Section, Main Library and College / Unit Libraries
6. Receive ID and official receipt	6. Hand over ID and official receipt		1 Minutes	
TOTAL:			45 Minutes	



21. Request for Use of Discussion Rooms

Use of the Discussion Rooms (i.e. Quiet Room, Reading Rooms, etc.) for collaborations on group academic works.

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		
3. Minimum number of users: Group of three (3) persons		Requesting Party		
4. Duly accomplished Discussion Room Transactions Log / Form (1 copy)		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
5. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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 Library Spaces and Equipment for Events / Activities

This service processes reservations of spaces (AVR, Lobby, Conference Room, etc.) and equipment available at the UP Diliman Main Library building.

Office or Division:	University Library
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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. Request Letter		Requesting Party		
2. Project Proposal and/or Floor Plan		Requesting Party		
3. Duly Accomplished Use of Library Spaces Form		Main Library- Strategic Communication, Research and Marketing Section		
6. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Hand in request letter and project proposal or floor plan, and/or duly accomplished Use of Library Spaces Form	1. Receive request letter, project proposal and/or floor plan and duly accomplished Use of Library Spaces Form	NONE	5 Minutes	Librarian Strategic Communication, Research and Marketing Section, Main Library
	1.1. Check availability of spaces and pencil mark in calendar of spaces	NONE	10 Minutes	
	1.2. Approve request	NONE	1 Day	University Librarian or Deputy University Librarian
	1.3. Plot request in calendar of spaces	NONE	5 Minutes	Librarian Strategic Communication, Research and Marketing Section, Main Library
	1.4. Prepare and send Invoice	NONE	2 Hours	
2. Pay corresponding fees	2. Issue Official Receipt	See table below	5 Minutes	Designated Collection Officer Main Library



3. Present or send copy of OR	3. Coordinate with concerned personnel or sections and prepares equipment for event	NONE	3 Hours	<i>Librarian Strategic Communication, Research and Marketing Section, Main Library</i>
4. Ingress	4. Assist in ingress	NONE	4 Hours	<i>Concerned Library Personnel Main Library</i>
5. Conducts event	5. Monitors event	NONE	1 – 7 Days	<i>Librarian Strategic Communication, Research and Marketing Section, Main Library</i>
6. Egress	6. Monitors egress	NONE	4 Hours	
TOTAL:			2 -8 Days, 13 Hours, 25 Minutes	

Main Library Spaces Rental Rates

Forums, Conferences, Seminars, etc.	UP Event / Organization	Non-UP Organization
Use of Lobby (Room rental per area; no electricity)	PHP 100 / 4 Hours	PHP 200 / 4 Hours
AV Room (Inclusions: Chairs and Air-conditioning)	PHP 1000 / 4 Hours	PHP 1500 / 4 Hours
Conference Room (Inclusions: Chairs and Air-conditioning)	PHP 500 / 4 Hours	PHP 800 / 4 Hours
Meeting Room (Inclusions: Chairs and Air-conditioning)	PHP 500 / 4 Hours	PHP 800 / 4 Hours
Electricity	PHP 20 / Hour / Equipment	PHP 50 / Hour / Equipment
Equipment and Other Furniture	UP Event / Organization	Non-UP Organization



AV equipment/sound system (Inclusions: Microphone)	PHP 300 / 4 Hours (+ PHP 100 succeeding hour or fraction)	PHP 500 / 4 Hours (+ PHP 100 succeeding hour or fraction)
Chairs	PHP 2 / Chair	PHP 5 / Chair
Computer	PHP 80 / 4 Hours	PHP 200 / 4 Hours
Industrial Electric Fan	PHP 50 / 4 Hours	PHP 100 / 4 Hours
Iwata Industrial Cooler	PHP 100 / 4 Hours	PHP 200 / 4 Hours (+ PHP 100 succeeding)
Projector with screen	PHP 500 / 4 Hours minimum (+ PHP 100 succeeding hour or fraction)	PHP 700 / 4 Hours minimum (+ PHP 100 succeeding hour or fraction)
Registration table	PHP 20 / table	PHP 50 / table
TV	PHP 300 / 4 Hours	PHP 500 / 4 Hours (+ PHP 100 succeeding)
Backdrop	PHP 30 / Cloth	PHP 50 / Cloth
Baluster	PHP 20 / Column	PHP 50 / Column
Floor lights	PHP 100 / 4 Hours	PHP 200 / 4 Hours
Glass case (table)	PHP 100 / Table / Day	PHP 150 / Table / Day
Panel boards	PHP 20 / panel / day	PHP 50 / panel / day
Percolator	PHP 100 / 4 Hours	PHP 150 / 4 Hours
Spotlight	PHP 100 / 4 Hours	PHP 200 / 4 Hours
Upright glass case	PHP 75 / day	PHP 100 / day
Wooden columns (white)	PHP 20 / column / day	PHP 50 / column / day
Personnel (Outside regular working hours) - AV operator - Janitorial	PHP 500 / 4 Hours PHP 200 / event / person	PHP 500 / 4 Hours PHP 300 / event / person



23. 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.

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		
3. Computer Usage Card		College/Unit Libraries		
4. Duly Facilities Use Transaction Log		Main Library College/Unit Libraries		
4. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. 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	3 Minutes	<i>Library Personnel Electricity Counter, Main Library or College / Unit Libraries</i>
2. Accomplish the Facilities Use Transaction Log	2. Hand in Facilities Use Transaction Log		3 Minutes	
	2.1. 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. Issue Claim Card		1 Minute	
TOTAL:			10 Minutes	



24. Request for Viewing of Audiovisual Materials

This service schedules classes for viewing of audiovisual materials at the UP Diliman Main Library Audiovisual Room.

Office or Division:	University Library			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 copy)		Requesting Party		
2. Duly Accomplished AVR Reservation Form		Main Library – Information Services and Instruction Section Selected College/Unit Libraries		
3. Valid ID or Copy of Faculty Appointment		Office of the University Registrar Human Resources Development Office		
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	Librarian Information Services and Instruction Section, Main Library and Selected College / Unit Libraries
2. Accomplish AVR Reservation Form	2. Hand over AVR Reservation Form	NONE	20 Minutes	
3. Hand in duly accomplished AVR Reservation Form	3. Verify availability of audiovisual material and time schedule	NONE	20 Minutes	
4. Receive confirmation of audiovisual viewing	4. Confirm schedule of audiovisual viewing	NONE	5 Minutes	
TOTAL:			50 Minutes	

25. Returning Library Resources in Closed – Shelves System

This service processes library resources for returning from bona fide UP Diliman students, faculty members and staff.

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. Borrowed Book or Other Library Resources		Main Library College / Unit Libraries		
4. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Return borrowed library materials	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. Hand over ID	NONE	1 Minute	
	2.1. Shelf or keep the returned library material	NONE	5 Minutes	
TOTAL:			10 Minutes	

26. 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.

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. Duly Accomplished Borrowing Form (2 copies)		College of Engineering Library		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		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. Fill-out 2 copies of Borrowing Form		NONE	2 Minutes	
2. Hand in 2 copies of duly accomplished Borrowing Form and ID	2. Receive ID and Borrowing Form	NONE	1 Minute	<i>Library Personnel Lending Desk, College of Engineering Library and Selected College / Unit Libraries</i>
	3. Get the requested material	NONE	10 Minutes	
	4. Verifies completeness of component parts	NONE	3 Minutes	
3. Receive requested material requested material, 1 copy of Borrowing Form, and ID	5. Hand over to client the requested material, 1 copy of Borrowing Form, and ID	NONE	1 Minute	
TOTAL:			15 Minutes	

27. Request for Access to Restricted Theses & Dissertations

The UP College of Engineering Library allows researchers to access restricted theses and dissertations under certain restrictions due to the nature of said materials.

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		
2. Duly Accomplished Theses Request Form (1 copy)		College of Engineering Library		
2. Valid ID, Temporary Library Card for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members		Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office		
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		
5. 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				
2. Submit written permission with access approval of the author/adviser together with the signed Conforme	1. Personnel will collect the documents	NONE	3 Minutes	Library Personnel College of Engineering Library
2. Accomplish Theses Request Form and submit valid ID	2. Verify ID presented. Collect accomplished form after usage	NONE	3 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				
3. Proceed to the Information Services and pay the research fee	Information Services Personnel will issue receipt and discuss the access policy to the users	Universities / colleges and private researchers: PHP 50.00/Day PHP 450.00 per semester PHP 350.00 per midyear State or public universities and government researchers: PHP 20.00 per / Day PHP 450 per semester PHP 300 per midyear	5-10 Minutes	<i>Library Personnel</i> Information Services Section, College of Engineering Library
4. Submit written permission with access approval of the author/adviser together with the Non-Disclosure Undertaking signed and notarized by the	Personnel will collect the documents	NONE	3 Minutes	Engineering Library Personnel



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)				
3. Accomplish Theses Request Form and submit valid ID	Verify ID presented. Collect accomplished form after usage	NONE	3 Minutes	Engineering Library Personnel
4. Locate and pull-out from the restricted area the theses / dissertations	Personnel will assist the user/s if necessary	NONE	5 Minutes	Engineering Library Personnel
TOTAL:			11 Minutes (for UP members), 16-21 Minutes (for non-UP)	

28. Request for Turnitin Account and Request for Similarity Index Report

Turnitin is a tool for determining originality of written works. This tool is available for use by UP College of Engineering faculty members.

Office or Division:	University Library
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP College of Engineering Faculty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



4. Request Letter (1 copy)	Requesting Party			
5. Soft Copy of Research paper / Manuscript	Requesting Party			
6. Copy of Valid ID or Appointment Documents	Office of the University Registrar Human Resources Development Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit or present a letter of request and copy of valid employee ID or appointment paper to the Information Services Librarian or via email at library@engplib.upd.edu.ph .	1. Check the faculty status	NONE	3 Minutes	<i>Library Personnel</i> College of Engineering Library
	2. Once status is verified, create an account for the faculty and notify him/her through email that an account has been created	NONE	10 Minutes	
4. Submit a letter of request and soft copy of research paper/manuscript to the Information Services Librarian or via email at library@engplib.upd.edu.ph .	3. Check the faculty or student's status.	NONE	3 Minutes	
	4. Once status is verified, upload and run the document in the web tool.	NONE	10 Minutes	



	5. Wait for the web tool to finish evaluating the document.	NONE	10 Minutes	
	6. Download the similarity index report and give or send to the requestor.	NONE	10 Minutes	
	TOTAL:		16 Minutes (for account creation), 46 Minutes (for originality checking)	



**Office of the Vice Chancellor for Community
Affairs
(OVCCA)**

External Services



1.Process UP Vehicle Sticker Applications for Students

The UP Vehicle Sticker is issued to currently-enrolled students of the University of the Philippines who have vehicles in order to access the University's portals. It is valid for one (1)

Academic Year. A student 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 Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Application Form		OVCCA or may be downloaded from ovcca.upd.edu.ph		
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		
Valid UP Identification Card (1 photocopy)		Office of the University Registrar		
UP Form 5 (1 photocopy)		Office of the University Registrar		
<i>Other Requirements, if applicable:</i>				
Notarized Deed of Sale (1 photocopy)		Requesting Party		
Company certification (if requesting party is not the registered owner)		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



<p>1. Submit duly accomplished UP Diliman Vehicle Sticker Application Form and photocopies of the required documents/IDs to OVCCA</p>	<p>1. Evaluate submitted application form and required documents 1.1 Issue Order of Payment</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Planning Officer III/ Administrative Assistant II/ Community Affairs Assistant</i> OVCCA</p>
<p>2. Pay prescribed fee to the designated Special Collecting Officer</p>	<p>2. Collect payment from the requesting party 2.1 Issue Official Receipt</p>	<p>First vehicle: PHP 300.00 Second vehicle: PHP 500.00</p>	<p>30 Minutes</p>	<p><i>Special Collecting Officer</i> OVCCA</p>
<p>3. Present Official Receipt as proof of payment to the OVCCA</p>	<p>3. Write down the Official Receipt number on the requesting party's UP Vehicle Sticker application form</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Officer I</i> OVCCA</p>



<p>4. Sign logbook as proof of receipt of UP Vehicle Sticker</p>	<p>4. Ask requesting party to sign logbook as proof of receipt of UP Vehicle Sticker</p> <p>4.1 Release the UP Vehicle Sticker to the OVCCA personnel to place sticker on the requesting party's vehicle</p> <p>4.2 Place UP Vehicle Sticker on the requesting party's registered vehicle</p>	<p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p> <p>30 Minutes</p>	<p><i>Administrative Officer I</i> OVCCA</p> <p><i>Administrative Aide III/ Administrative Aide IV</i> OVCCA</p>
<p style="text-align: right;">TOTAL:</p>		<p>1 vehicle = PHP 300.00</p> <p>2 vehicles = PHP 800.00</p>	<p>1 Hour, 30 Minute s</p>	



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2. Process UP Vehicle Sticker Applications for Alumni

The UP Vehicle Sticker is issued to alumni of the University of the Philippines who have vehicles in order to access the University's portals. It is valid for one (1) Academic Year. An alumna or alumnus 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 Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Application Form		OVCCA or may be downloaded from ovcca.upd.edu.ph		
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 Alumni Identification Card (1 photocopy)		UP Alumni Association Office		
<i>Other Requirements, if applicable:</i>				
Notarized Deed of Sale (1 photocopy)		Requesting Party		
Company certification (if requesting party is not the registered owner)		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



<p>1. Submit duly accomplished UP Diliman Vehicle Sticker Application Form and photocopies of the required documents/IDs to OVCCA</p>	<p>1. Evaluate submitted application form and required documents 1.1 Issue Order of Payment</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Planning Officer III/ Administrative Assistant II/ Community Affairs Assistant</i> OVCCA</p>
<p>2. Pay corresponding fee to the designated Special Collecting Officer</p>	<p>2. Collect payment from the requesting party 2.1 Issue Official Receipt</p>	<p>First vehicle: PHP 500.00 Second vehicle: PHP 500.00</p>	<p>30 Minutes</p>	<p><i>Special Collecting Officer</i> OVCCA</p>
<p>3. Present Official Receipt as proof of payment to the OVCCA</p>	<p>3. Write down the Official Receipt number on the requesting party's UP Vehicle Sticker application form</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Officer I</i> OVCCA</p>



<p>4. Sign logbook as proof of receipt of UP Vehicle Sticker</p>	<p>4. Ask requesting party to sign logbook as proof of receipt of UP Vehicle Sticker</p> <p>4.1 Release the UP Vehicle Sticker to the OVCCA personnel to place sticker on the requesting party's vehicle</p> <p>4.2 Place UP Vehicle Sticker on the requesting party's registered vehicle</p>	<p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p> <p>30 Minutes</p>	<p><i>Administrative Officer I</i> OVCCA</p> <p><i>Administrative Aide III/ Administrative Aide IV</i> OVCCA</p>
<p>TOTAL:</p>		<p>PHP 500.00</p> <p>x</p> <p>No. of stickers = Total amount</p>	<p>1 Hour, 30 Minutes</p>	



3. Process UP Vehicle Sticker Applications for University-recognized business concessionaires

The UP Vehicle Sticker is issued to University-recognized business concessionaires, inside the University of the Philippines Diliman campus, that have vehicles in order to access the University's portals. It is valid for one (1) Academic Year. A business concessionaire 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 Business, Government to Citizen	
Who may avail:	University-recognized business concessionaires	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Properly accomplished Application Form	OVCCA or may be downloaded from ovcca.upd.edu.ph
	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
	Certification from the Office of the Vice Chancellor for Planning and Development or copy of Vending Contract	Office of the Vice Chancellor for Planning and Development
	<i>Other Requirements, if applicable:</i>	
	Notarized Deed of Sale (1 photocopy)	Requesting Party
	Company certification (if requesting party is not the registered owner)	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. Submit duly accomplished UP Diliman Vehicle Sticker Application Form and photocopies of the required documents/IDs to OVCCA	1. Evaluate submitted application form and required documents 1.1 Issue Order of Payment	None	15 Minutes	<i>Planning Officer III/ Administrative Assistant II/ Community Affairs Assistant</i> OVCCA
2. Pay corresponding fee to the designated Special Collecting Officer	2. Collect payment from the requesting party 2.1 Issue Official Receipt	First vehicle: PHP 500.00 Second vehicle: PHP 500.00	30 Minutes	<i>Special Collecting Officer</i> OVCCA
3. Present Official Receipt as proof of payment to the OVCCA	3. Write down the Official Receipt number on the requesting party's UP Vehicle Sticker application form	None	5 Minutes	<i>Administrative Officer I</i> OVCCA



4. Sign logbook as proof of receipt of UP Vehicle Sticker	4. Ask requesting party to sign logbook as proof of receipt of UP Vehicle Sticker	None	5 Minutes	Administrative Officer I OVCCA
	4.1 Release the UP Vehicle Sticker to the OVCCA personnel to place sticker on the requesting party's vehicle		5 Minutes	
	4.2 Place UP Vehicle Sticker on the requesting party's registered vehicle		30 Minutes	Administrative Aide III/ Administrative Aide IV OVCCA
TOTAL:		PHP 500.00 x No. of stickers = Total amount	1 Hour, 30 Minute s	



4. Process UP Vehicle Sticker Applications for Non-UP Offices within Campus

The UP Vehicle Sticker is issued to employees of other offices within the University of the Philippines Diliman campus who have vehicles in order to access the University's portals. It is valid for one (1) Academic Year. A requesting party may only apply for a maximum of two (2) vehicle stickers each.

The University cannot grant all the other offices' employees UP Vehicle Stickers; hence it requests Non-UP offices to submit a *priority list* which includes the names of their employees whom they are endorsing for a UP Vehicle Sticker. Only requesting parties whose names 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 Government	
Who may avail:	Employees of Non-UP offices within the UP Diliman campus	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly accomplished Application Form		OVCCA or may be downloaded from ovcca.upd.edu.ph
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
Copy of priority list of employees endorsed by the office for the application of UP Vehicle Stickers		Requesting Party
Employee's company Identification Card (1 photocopy)		Requesting Party
<i>Other Requirements, if applicable:</i>		
Notarized Deed of Sale (1 photocopy)		Requesting Party
Company certification (if requesting party is not the registered owner)		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. Submit duly accomplished UP Diliman Vehicle Sticker Application Form and photocopies of the required documents/IDs to OVCCA	1. Evaluate submitted application form and required documents 1.1 Issue Order of Payment	None	15 Minutes	<i>Planning Officer III/</i> <i>Administrative Assistant II/</i> <i>Community Affairs Assistant</i> OVCCA
2. Pay corresponding fee to the designated Special Collecting Officer	2. Collect payment from the requesting party 2.1 Issue Official Receipt	First vehicle: PHP 500.00 Second vehicle: PHP 500.00	30 Minutes	<i>Special Collecting Officer</i> OVCCA
3. Present Official Receipt as proof of payment to the OVCCA	3. Write down the Official Receipt number on the requesting party's UP Vehicle Sticker application form	None	5 Minutes	<i>Administrative Officer I</i> OVCCA



4. Sign logbook as proof of receipt of UP Vehicle Sticker	<p>4. Ask requesting party to sign logbook as proof of receipt of UP Vehicle Sticker</p> <p>4.1 Release the UP Vehicle Sticker to the OVCCA personnel to place sticker on the requesting party's vehicle</p> <p>4.2 Place UP Vehicle Sticker on the requesting party's registered vehicle</p>	None	<p>5 Minutes</p> <p>5 Minutes</p> <p>30 Minutes</p>	<p><i>Administrative Officer I</i></p> <p>OVCCA</p> <p><i>Administrative Aide III/</i></p> <p><i>Administrative Aide IV</i></p> <p>OVCCA</p>
TOTAL:		<p>PHP</p> <p>500.00</p> <p>x</p> <p>No. of stickers</p>	<p>1 Hour,</p> <p>30 inutes</p>	



	= Total amount		
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5. Process UP Vehicle Pass Applications for School Service Providers

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.

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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)		OVCCA or download from ovcca.upd.edu.ph		
Identification Card of the student/s (1 photocopy)		School of the student who requires the school service provider		
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



1. Submit letter of request, duly accomplished application form and photocopies of the required documents/IDs to OVCCA		None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1. Evaluate submitted letter of request, application form and required documents		5 Minutes	
	1.1 Encode and enter the request into the database		1 Day	<i>Executive Assistant III</i> OVCCA
	1.2 Endorse the request to the VCCA for appropriate action			
	1.3 Update the database to include the VCCA's action to the request		5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.4 Process approved UP Vehicle Pass			
	1.5 Laminate the vehicle pass		1 Day	<i>Community Affairs Assistant</i> OVCCA
	1.6 Inform the requesting party regarding the approval and invite him/her to the OVCCA for the Order of Payment		15 Minutes	<i>Administrative Aide III</i> OVCCA
			5 Minutes	<i>Administrative Assistant II</i> OVCCA



2. Claim the Order of Payment from the OVCCA	2. Issue Order of Payment	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
3. Pay corresponding fee to the Designated Special Collecting Officer	3. Collect payment from the requesting party 3.1 Issue Official Receipt	PHP 500.00	30 Minutes	<i>Special Collecting Officer</i> OVCCA
4. Present Official Receipt to the OVCCA as proof of payment	4. Photocopy Official Receipt for records purposes	None	3 Minutes	<i>Administrative Assistant II</i> OVCCA
5. Claim UP Vehicle Pass at the OVCCA	5. Ask requesting party to sign the OVCCA's receiving copy 5.1 Release vehicle pass	None	3 Minutes 2 Minutes	<i>Administrative Assistant II</i> OVCCA
TOTAL:		PHP 500.00	2 Days, 1 Hour,	



		18 Minutes	
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6. Process UP Vehicle Pass Applications for Contractors

The UP Vehicle Pass is 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:	Project contractors and developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter from the responsible office supervising the project/development		OVPD, OVCPD, PMO, OCA		
Properly accomplished application form		OVCCA or download from ovcca.upd.edu.ph		
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		
Driver's License of Vehicle Owner (1 photocopy)		LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request, duly accomplished application form and photocopies of the required	1. Evaluate submitted letter of request, application form and required documents	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA



documents/IDs to OVCCA	1.1 Encode and enter the request into the database		5 Minutes	
	1.2 Endorse the request to the VCCA for appropriate action			
	1.3 Update the database to include the VCCA's action to the request		1 Day	<i>Executive Assistant III</i> OVCCA
	1.4 Process approved UP Vehicle Pass			
	1.5 Laminate the vehicle pass		5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.6 Inform the requesting party regarding the approval and invite him/her to the OVCCA for the Order of Payment		1 Day	<i>Community Affairs Assistant</i> OVCCA
			15 Minutes	<i>Administrative Aide III</i> OVCCA
			5 Minutes	<i>Administrative Assistant II</i> OVCCA



2. Claim Order of Payment from the OVCCA	2. Issue Order of Payment	None	3 Minutes	<i>Administrative Assistant II</i> OVCCA
3. Pay corresponding fee to the Designated Special Collecting Officer	3. Collect payment from the requesting party 3.1 Issue Official Receipt	PHP 500.00	30 Minutes	<i>Special Collecting Officer</i> OVCCA
4. Present Official Receipt to the OVCCA as proof of payment	4. Photocopy Official Receipt for records purposes	None	3 Minutes	<i>Administrative Assistant II</i> OVCCA
5. Claim UP Vehicle Pass at the OVCCA	5. Ask requesting party to sign the OVCCA's receiving copy 5.1 Release vehicle pass	None	3 Minutes 2 Minutes	<i>Administrative Assistant II</i> OVCCA
TOTAL:		PHP 500.00	2 Days, 1 Hour, 16 Minutes	



7. Processing of Requests to post tarpaulins for Student Organizations

The approval to post tarpaulins may be granted to students who wanted to promote their school activities. The approval is valid only 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 Citizen			
Who may avail:	All UP Students and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activity Form (AF) and letter of request with endorsement from: 5.2 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 5.3 College Dean, if the activity/event is sponsored by a college-based organization		OVCSA and OSPA		
Properly accomplished application form		Requesting Party's respective college		
		OVCCA or download from ovcca.upd.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the OVCSA and OSPA-endorsed AF or Dean-endorsed letter of request and duly accomplished application form to the OVCCA	1. Evaluate submitted application forms	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Encode and enter the request into the database		5 Minutes	
	1.2 Endorse the request to the VCCA for appropriate action			
	1.3 Update the database to include the		1 Day	



	<p>VCCA's action on the request</p> <p>1.4 Inform the requesting party regarding the approval of his/her request and invite him/her to claim approval from OVCCA</p>		<p>5 Minutes</p> <p>10 Minutes</p>	<p><i>Executive Assistant III</i> OVCCA</p> <p><i>Administrative Assistant II</i> OVCCA</p>
<p>2. Claim approval from the OVCCA</p>	<p>2. Photocopy the approved request (for records purposes)</p> <p>2.1 Ask the requesting party to sign the OVCCA's receiving copy</p> <p>2.2 Release the original approved request to the requesting party (copy furnished the Campus Maintenance Office)</p>	<p>None</p>	<p>3 Minutes</p> <p>3 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p>



	2.3 Inform the requesting party to bring their tarpaulins to the Campus Maintenance Office for posting		3 Minutes	
			5 Minutes	
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	1 Day, 39 Minutes	



8. Process Requests to post tarpaulins for Alumni Associations or organized groups of Alumni

The approval to post tarpaulins may be granted to UP units and/or offices and the employees' organizations to promote their respective activities. The approval is valid only 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 Citizen			
Who may avail:	Alumni associations and organized groups of Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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. Submit letter of request to OVCCA	1. Evaluate completeness of request	None	5 Minutes	Administrative Assistant II OVCCA
	1.1 Encode and enter the request into the database		5 Minutes	
	1.2 Endorse the request to the VCCA for appropriate action		1 Day	
	1.3 Update the database to include the VCCA's action on the request			Executive Assistant III



	tarpaulins to the Campus Maintenance Office for posting		3 Minutes	
			5 Minutes	
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	1 Day, 39 Minutes	



9. Process 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		OVCCA or 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 duly accomplished application form and posters for posting to the OVCCA	1. Evaluate submitted application form and posters	None	5 Minutes	<i>Receiving Personnel</i> OVCCA
	1.1 Endorse request to the VCCA for appropriate action		1 Hour	<i>Executive Assistant II</i> OVCCA
	1.2 Issue Order of Payment		3 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.3 Prepare posters for the stamping of approval and validity date		2 Hours	<i>Administrative Aide III</i> OVCCA



2. Pay corresponding fees to the Special Collecting Officer	<p>2. Collect payment</p> <p>Type of announcement:</p> <p>a. Non-profit</p> <p>b. Income generating</p> <p> i. Alumni</p> <p> ii. Non-UP</p> <p>2.1 Issue Official Receipt</p>	<p>None</p> <p>PHP</p> <p>100.00</p> <p>PHP</p> <p>200.00</p>	30 Minutes	<p><i>Special Collecting Officer</i></p> <p>OVCCA</p>
3. Submit Official Receipt to OVCCA as proof of payment	3. Photocopy Official Receipt and poster for record purposes	None	3 Minutes	<i>Administrative Assistant II</i>
4. Claim OVCCA-approved posters for posting	4. Release OVCCA-approved posters to requesting party	None	5 Minutes	<i>Administrative Assistant II</i>
TOTAL:		None	3 Hours, 46 Minutes	



10. Processing of Requests for Use of Grounds: Events and Fun Runs (UP Students)

Requests 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 Citizen, Government to Business	
Who may avail:	UP Students and Non-UP units in coordination with student organizations of UP units	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Activity Form (AF) and letter of request with endorsement from: <ul style="list-style-type: none"> 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 is sponsored by a college-based organization 	OVCSA and OSPA Requesting Party's respective college/unit
	Letter of request addressed to the VCCA	Requesting Party
	Properly accomplished application form	OVCCA or 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. Submit the following to the OVCCA 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>1. Evaluate submitted letter of request, application form and other requirements stated above</p> <p>1.1 Encode and enter the request into the database</p> <p>1.2 Ask 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>1.3 Prepare Order of Payment</p> <p>1.4 Invite requesting party to the OVCCA for the Order of Payment</p>	<p>None</p>	<p>5 Minutes</p> <p>15 Minutes</p> <p>5 Minutes</p> <p>3 Days</p>	<p><i>Administrative Assistant II</i></p> <p>OVCCA</p>



			3 Days	
			3 Days	
			1 Day	
			15 Minutes	
			5 Minutes	
2. Claim Order of Payment from the OVCCA	2. Issue Order of Payment i. Security Deposit ii. Rental for Use of Grounds iii. Personnel Fees iv. Electrical Connection v. Equipment Rental vi. Delivery fee	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA



<p>3. Pay corresponding fees to the Special Collecting Officer</p>	<p>3. Collect payment 3.1 Issue Official Receipt</p>	<p>Refer to Table of Rates below</p>	<p>30 Minutes</p>	<p><i>Special Collecting Officer</i></p>
<p>4. Submit Official Receipt to OVCCA as proof of payment</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 4.3 Invite requesting party to OVCCA to claim approval</p>	<p>None</p>	<p>3 Minutes 1 Day 15 Minutes 5 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</p>	<p>None</p>	<p>3 Minutes 3 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p>



	5.2 Release approval to requesting party (copy furnished to concerned offices)		3 Minutes	
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 (paused-clock)	<i>Administrative Assistant II</i> OVCCA
TOTAL:		Security Bond + Rental of Use of Grounds = Total Fees Additional Personnel Fees, Electrical Connection, Equipment Rental (if applicable)	18 Days, 1 Hour, 52 Minutes	



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
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	

11. Processing of Requests for Use of Grounds: Events and Fun Runs (UP Alumni)

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)
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Classification:	Highly Technical			
Type of Transaction:	Government to Citizens			
Who may avail:	Alumni associations and organized groups of Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the VCCA, with endorsement from the Dean/Head of Unit		Requesting Party		
Properly accomplished application form		OVCCA or 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 RESPONSIB LE
1. Submit the letter of request, with endorsement from the Dean/Head of Unit, duly accomplished application form and other requirements to the OVCCA at least 20 Days before the scheduled activity	1. Evaluate submitted letter of request, application form and other requirements stated above	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Encode and enter the request into the database		15 Minutes	
	1.2 Ask the following offices to evaluate, assess, compute and recommend appropriate action for the request: a. Campus Maintenance Office: Personnel services and rental			



	<p>of equipment/ property</p> <ul style="list-style-type: none">b. UMT: Use of Electricity/Waterc. UP Diliman Police: Security/ Trafficd. OVCCA: Rental of facilities <p>1.3 Prepare Order of Payment</p> <p>1.4 Invite requesting party to the OVCCA for the Order of Payment</p>			
				3 Days
				3 Days
				3 Days
				1 Day
				15 Minutes
				5 Minutes



<p>2. Claim Order of Payment from the OVCCA</p>	<p>2. Issue Order of Payment</p> <ul style="list-style-type: none"> i. Security Deposit ii. Rental for Use of Grounds iii. Personnel Fees iv. Electrical Connection v. Equipment Rental vi. Delivery fee 	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p>
<p>3. Pay corresponding fees to the Special Collecting Officer</p>	<p>3. Collect payment</p> <p>3.1 Issue Official Receipt</p>	<p>Refer to Table of Rates below</p>	<p>5 Minutes</p>	<p><i>Special Collecting Officer</i></p>
<p>4. Submit Official Receipt to OVCCA as proof of payment</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>4.3 Invite requesting party to OVCCA to claim approval</p>	<p>None</p>	<p>3 Minutes</p> <p>1 Day</p>	<p><i>Administrative Assistant II</i> OVCCA</p> <p><i>Executive Assistant III</i> OVCCA</p>



			15 Minutes	<i>Administrative Assistant II</i> OVCCA
			5 Minutes	
5. Claim approval from the OVCCA	5. Photocopy approval for records purposes	None	3 Minutes	<i>Administrative Assistant II</i> OVCCA
	5.1 Ask requesting party to sign the OVCCA's receiving copy		3 Minutes	
	5.2 Release approval to requesting party (copy furnished to concerned offices)		3 Minutes	
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 (paused-clock)	<i>Administrative Assistant II</i> OVCCA
TOTAL:		Security Bond + Rental of Use of	18 Days, 1 Hour,	



	Grounds = Total Fees	52 Minutes	
	Additional Personnel Fees, Electrical Connection, Equipment Rental (if applicable)		

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
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
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12. Processing of Requests for Use of Grounds: Events and Fun Runs (Other Government Offices)

Request for 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 Citizen, Government to Business			
Who may avail:	Other government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the VCCA		Requesting Party		
Properly accomplished application form		OVCCA or 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. Submit the letter of request, duly accomplished application form and other requirements to the OVCCA at least 20 Days before the scheduled activity	1. Evaluate submitted letter of request, application form and other requirements stated above 1.1 Encode and enter the request into the database 1.2 Ask the following offices to evaluate,	None	5 Minutes	Administrative Assistant II OVCCA



	<p>assess, compute and recommend appropriate action for the request:</p> <ul style="list-style-type: none"> a. Campus Maintenance Office: Personnel services and rental of equipment/ property b. UMT: Use of Electricity/Water c. UP Diliman Police: Security/ Traffic d. OVCCA: Rental of facilities 		15 Minutes	
			5 Minutes	
	1.3 Prepare Order of Payment		3 Days	
	1.4 Invite requesting party to the OVCCA for the Order of Payment		3 Days	
			3 Days	
			1 Day	
			15 Minutes	
			5 Minutes	



2. Claim Order of Payment from the OVCCA	<p>2. Issue Order of Payment</p> <ul style="list-style-type: none"> i. Security Deposit ii. Rental for Use of Grounds iii. Personnel Fees iv. Electrical Connection v. Equipment Rental vi. Delivery fee 	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
3. Pay corresponding fees to the Special Collecting Officer	<p>3. Collect payment</p> <p>3.1 Issue Official Receipt</p>	Refer to Table of Rates below	5 Minutes	<i>Special Collecting Officer</i>
4. Submit Official Receipt to OVCCA as proof of payment	<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</p>	None	<p>3 Minutes</p> <p>1 Day</p>	<i>Administrative Assistant II</i> OVCCA



	<p>VCCA's action on the request</p> <p>4.3 Invite requesting party to OVCCA to claim approval</p>		<p>15 Minutes</p> <p>5 Minutes</p>	<p><i>Executive Assistant III</i> OVCCA</p> <p><i>Administrative Assistant II</i> OVCCA</p>
5. Claim approval from the OVCCA	<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>	None	<p>3 Minutes</p> <p>3 Minutes</p> <p>3 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p>
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 (paused-clock)	<p><i>Administrative Assistant II</i> OVCCA</p>



TOTAL:	Security Bond + Rental of Use of Grounds = Total Fees Additional Personnel Fees, Electrical Connection, Equipment Rental (if applicable)	18 Days, 1 Hour, 52 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 6,232.00	
Lagoon	PHP 5,566.00	
Playground/ Academic Oval/ Parking Lot and other grounds	PHP 3,146.00	
COMMERCIAL USE		
Location	Rate (per hour)	
Sunken Garden	PHP 15,549.00	
Lagoon	PHP 13,673.00	
Playground/ Academic Oval/ Parking Lot and other grounds	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

13. Processing of Requests for 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		Requesting Party
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
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
UPAA Identification Card/Diploma (1 photocopy, for Alumni only)		UP Alumni Association Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request or duly accomplished application form and other requirements to the OVCCA	1. Evaluate submitted letter of request, application form and other requirements stated above 1.1 Encode and enter the request in the database 1.2 Endorse request to the VCCA for appropriate action 1.3 Update the database to include the VCCA's action on the request 1.4 Invite requesting party to the OVCCA to claim the approval	None	3 Minutes 15 Minutes 2 Days 15 Minutes 3 Minutes	<i>Administrative Assistant II</i> OVCCA <i>Executive Assistant III</i> <i>Administrative Assistant II</i> OVCCA
2. Claim approval from the OVCCA	2. Photocopy approval for records purposes 2.1 Ask the requesting party to sign the	None	3 Minutes	<i>Administrative Assistant II</i> OVCCA



	OVCCA's receiving copy		15 Minutes	
	2.2 Release approval to requesting party		5 Minutes	
TOTAL:		None	2 Days, 59 Minutes	

14. Processing of Requests for 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.

Those who considered UP users are as follows: 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"> a. Date and time of shoot b. Specific areas to shoot c. Approximate number of users d. Purpose of shoot e. Props, if any 		OVCCA or download from ovcca.upd.edu.ph Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request or duly accomplished application form and other requirements to the OVCCA	1. Evaluate submitted letter of request, application form and other requirements stated above	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Encode and enter the request in the database		15 Minutes	
	1.2 Endorse request to the VCCA for appropriate action		2 Days	<i>Executive Assistant III</i>
	1.3 Update the database to include the VCCA's action on the request			
	1.4 Invite requesting party to the OVCCA to claim the approval		15 Minutes	<i>Administrative Assistant II</i> OVCCA



			5 Minutes	
2. Claim Order of Payment from the OVCCA	2. Issue Order of Payment Rate per hour:	PHP 3,146.00	5 Minutes	<i>Administrative Assistant II</i> OVCCA
3. Pay corresponding fees to the Special Collecting Officer	3. Collect payment based on the Order of Payment 3.1 Issue Official Receipt	PHP 3,146.00 X no. of hours = Total amount to be paid	30 Minutes	<i>Special Collecting Officer</i> OVCCA
4. Submit Official Receipt to OVCCA as proof of payment	4. Photocopy Official Receipt for records purposes	None	3 Minutes	<i>Administrative Assistant II</i> OVCCA
5. Claim approval from the OVCCA	5. Photocopy approval for records purposes 5.1 Ask the requesting party to sign the	None	3 Minutes 15 Minutes	<i>Administrative Assistant II</i> OVCCA



	OVCCA's receiving copy 5.2 Release approval to requesting party		5 Minutes	
TOTAL:		PHP 3,146.00 X no. of hours = Total amount to be paid	2 Days, 1 Hour, 41 Minutes	

15. Processing of Requests for 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



Letter of request specifying the following: <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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request or duly accomplished application form and other requirements to the OVCCA	1. Evaluate submitted letter of request, application form and other requirements stated above	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Encode and enter the request in the database		15 Minutes	
	1.2 Endorse request to the VCCA for appropriate action		2 Days	<i>Executive Assistant III</i> OVCCA
	1.3 Update the database to include the VCCA's action on the request		15 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.4 Invite requesting party to the OVCCA to claim the approval		15 Minutes	



			5 Minutes	
2. Claim Order of Payment from the OVCCA	2. Issue Order of Payment Rate per hour:	PHP 13,068.00	5 Minutes	<i>Administrative Assistant II</i> OVCCA
3. Pay corresponding fees to the Special Collecting Officer	4. Collect payment based on the Order of Payment 4.1 Issue Official Receipt	PHP 13,068.00 X no. of hours = Total amount to be paid	25 Minutes	<i>Special Collecting Officer</i> OVCCA
4. Submit Official Receipt to OVCCA as proof of payment	5. Photocopy Official Receipt for records purposes	None	3 Minutes	<i>Administrative Assistant II</i> OVCCA
5. Claim approval from the OVCCA		None	3 Minutes	<i>Administrative Assistant II</i>



	5. Photocopy approval for records purposes 6.1 Ask the requesting party to sign the OVCCA's receiving copy 5.2 Release approval to requesting party		15 Minutes 5 Minutes	OVCCA
TOTAL:		PHP 13,068.00 X no. of hours = Total amount to be paid	2 Days, 1 Hour, 36 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



16. Processing of Request for 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 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. Submit the letter of request to the OVCCA	1. Evaluate submitted letter of request	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Enter and encode the request in the database		15 Minutes	
	1.2 Endorse request to the VCCA for appropriate action	2 Days		<i>Executive Assistant III</i> OVCCA
	1.3 Update the database to include VCCA's action to the request			
1.4 Inform the requesting party regarding the approval				



			15 Minutes 5 Minutes	<i>Administrative Assistant II</i> OVCCA
2. Claim approval from the OVCCA	2. Release approval to requesting party	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
TOTAL:		None	2 Days and 45 Minutes	



**Office of the Vice Chancellor for Community
Affairs
(OVCCA)**

Internal Services



1. Process 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 in order to access the University's portals. It is valid for one (1) Academic Year. An 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		OVCCA or may be downloaded from ovcca.upd.edu.ph	
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 applicable:</i>			
Notarized Deed of Sale (1 photocopy)		Requesting Party	
Company certification (if requesting party is not the registered owner)		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. Submit duly accomplished UP Diliman Vehicle Sticker Application Form and photocopies of the required documents/IDs to OVCCA	1. Evaluate submitted application form and required documents 1.1 Forward documents to Releasing Section for the release of the complimentary sticker (for the requesting party's first vehicle) 1.2 Issue Order of Payment (for the requesting party's second vehicle)	None	15 Minutes	<i>Planning Officer III/ Administrative Assistant II/ Community Affairs Assistant</i> OVCCA
2. Pay prescribed fee to the designated Special Collecting Officer	2. Collect payment from the requesting party 2.1 Issue Official Receipt	First vehicle: None Second vehicle: PHP 500.00	30 Minutes	<i>Special Collecting Officer</i> OVCCA
3. Present Official Receipt as proof	3. Write down the Official Receipt	None	5 Minutes	<i>Administrative Officer I</i>



of payment to the OVCCA	number on the requesting party's UP Vehicle Sticker application form			OVCCA
4. Sign logbook as proof as proof of receipt of UP Vehicle Sticker	4. Ask requesting party to sign logbook as proof of receipt of UP Vehicle Sticker	None	5 Minutes	<i>Administrative Officer I</i> OVCCA
	4.1 Release the UP Vehicle Sticker to the OVCCA personnel to place sticker on the requesting party's vehicle		5 Minutes	
	4.2 Place UP Vehicle Sticker on the requesting party's registered vehicle		30 Minutes	<i>Administrative Aide III/ Administrative Aide IV</i> OVCCA
TOTAL:		1 vehicle = None	1 Hour, 30 Minutes	



	2 vehicles = PHP 500.00		
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2. Process 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 to OVCCA the required information and documents	1. Email requesting party to acknowledge receipt of request 1.1 Check UP Car Sticker database to ensure that no UP Vehicle Sticker was	None	5 Minutes	<i>Planning Officer III</i> OVCCA



	<p>issued to requesting party</p> <p>1.2 Prepare gate pass for batch processing</p> <p>1.3 Lamine the gate passes</p> <p>1.4 Email requesting party that his/her gate pass is ready for pick up</p>		<p>5 Minutes</p> <p>1 Day</p> <p>1 Day</p> <p>3 Minutes</p>	<p>Community Affairs Assistant OVCCA</p> <p>Administrative Aide III OVCCA</p> <p>Planning Officer III OVCCA</p>
2. Claim UP Gate Pass from the OVCCA	<p>2. Ask requesting party to sign the receiving copy</p> <p>2.1 Release the UP Gate Pass to the requesting party</p>	None	<p>3 Minutes</p> <p>2 Minutes</p>	<p>Administrative Assistant II OVCCA</p>
TOTAL:		None	2 Days, 18 Minutes	



3. Process 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 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
1. Submit letter of request to OVCCA	1. Evaluate completeness of request	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Encode and enter the request into the database		5 Minutes	
	1.2 Endorse the request to the VCCA for appropriate action		1 Day	<i>Executive Assistant III</i> OVCCA
	1.3 Update the database to include the VCCA's action on the request			
1.4 Inform the requesting party regarding the approval of his/her request and invite him/her to claim	5 Minutes	<i>Administrative Assistant II</i>		



	approval from OVCCA		10 Minutes	OVCCA
2. Pick up approval from the OVCCA	<p>2. Photocopy the approved request (for records purposes)</p> <p>2.1 Ask the requesting party to sign the OVCCA's receiving copy</p> <p>2.2 Release the original approved request to the requesting party (copy furnished the Campus Maintenance Office)</p> <p>2.3 Inform the requesting party to bring their tarpaulins to the Campus Maintenance Office for posting</p>	None	<p>3 Minutes</p> <p>5 Minutes</p> <p>3 Minutes</p>	<p><i>Administrative Assistant II</i></p> <p>OVCCA</p>



			5 Minutes	
3. Bring OVCCA-approved application form and tarpaulins to the Campus Maintenance Office for its placement in the approved locations				Receiving Personnel CMO
TOTAL:		None	1 Day, 39 Minutes	

4. Process 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		OVCCA or 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 duly accomplished application form and posters for posting to the OVCCA	1. Evaluate submitted application form and posters	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 Issue Order of Payment		3 Minutes	<i>Administrative Aide III</i> OVCCA
	1.3 Prepare posters for the stamping of approval and validity date		2 Hours	OVCCA
2. Pay corresponding fees to the Special Collecting Officer	2. Collect payment Type of announcement: a. Non-profit b. Income generating	None PHP 100.00	30 Minutes	<i>Special Collecting Officer</i> OVCCA



	2.1 Issue Official Receipt			
3. Submit Official Receipt to OVCCA as proof of payment	3. Photocopy Official Receipt and poster for record purposes	None	3 Minutes	<i>Administrative Assistant II</i>
4. Claim OVCCA-approved posters for posting	4. Release OVCCA-approved posters to requesting party	None	5 Minutes	<i>Administrative Assistant II</i>
TOTAL:		None	3 Hours, 46 Minutes	

5. Processing of 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			
Properly accomplished application form	OVCCA or 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. Submit the letter of request, with endorsement from the Dean or Head of Unit, duly accomplished application form and other requirements to the OVCCA at least 20 Days before the scheduled activity	1. Evaluate submitted letter of request, application form and other requirements stated above	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
	1.1 Encode and enter the request into the database		15 Minutes	
	1.2 Ask the following offices to evaluate, assess, compute and recommend appropriate action for the request: a. Campus Maintenance Office: Personnel services and rental of equipment/ property b. UMT: Use of Electricity/Water c. UP Diliman Police: Security/ Traffic		5 Minutes	



	<p>d. OVCCA: Rental of facilities</p> <p>1.3 Prepare Order of Payment</p> <p>1.4 Invite requesting party to the OVCCA for the Order of Payment</p>		<p>3 Days</p> <p>3 Days</p> <p>3 Days</p> <p>1 Day</p> <p>15 Minutes</p> <p>5 Minutes</p>	
<p>2. Claim Order of Payment from the OVCCA</p>	<p>2. Issue Order of Payment</p> <ul style="list-style-type: none"> i. Security Deposit ii. Rental for Use of Grounds iii. Personnel Fees iv. Electrical Connection 	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Assistant II</i></p> <p>OVCCA</p>



	v. Equipment Rental vi. Delivery fee			
3. Pay corresponding fees to the Special Collecting Officer	3. Collect payment 3.1 Issue Official Receipt	Refer to Table of Rates below	5 Minutes	<i>Special Collecting Officer</i>
4. Submit Official Receipt to OVCCA as proof of payment	4. Photocopy Official Receipt for records purposes	None	3 Minutes	<i>Administrative Assistant II</i> OVCCA
	4.1 Endorse application to the VCCA for final action		1 Day	<i>Executive Assistant III</i> OVCCA
	4.2 Update the database to include the VCCA's action on the request		15 Minutes	<i>Administrative Assistant II</i> OVCCA
	4.3 Invite requesting party to OVCCA to claim approval		5 Minutes	



5. Claim approval from the OVCCA	<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>	None	<p>3 Minutes</p> <p>3 Minutes</p> <p>3 Minutes</p>	<p><i>Administrative Assistant II</i></p> <p>OVCCA</p>
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 (paused-clock)	<p><i>Administrative Assistant II</i></p> <p>OVCCA</p>
TOTAL:		<p>Security Bond + Rental of Use of Grounds = Total Fees</p> <p>Additional Personnel Fees, Electrical Connection, Equipment</p>	<p>18 Days,</p> <p>1 Hour,</p> <p>52 Minutes</p>	



	Rental (if applicable)		
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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
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	



6. Processing of 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		OVCCA 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		
UP Identification Card (1 photocopy)		Office of the University Registrar		
Endorsement from the Head of Unit (for Academic Purposes or college-related activities, if applicable)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request or duly accomplished application form and other requirements to the OVCCA	1. Evaluate submitted letter of request, application form and other requirements stated above	None	3 Minutes	<i>Administrative Assistant II</i> OVCCA



	<p>1.1 Encode and enter the request in the database</p> <p>1.2 Endorse request to the VCCA for appropriate action</p> <p>1.3 Update the database to include the VCCA's action on the request</p> <p>1.4 Invite requesting party to the OVCCA to claim the approval</p>		<p>15 Minutes</p> <p>2 Days</p> <p>15 Minutes</p> <p>3 Minutes</p>	<p><i>Executive Assistant III</i></p> <p><i>Administrative Assistant II</i> OVCCA</p>
<p>2. Claim approval from the OVCCA</p>	<p>2. Photocopy approval for records purposes</p> <p>2.1 Ask the requesting party to sign the OVCCA's receiving copy</p> <p>2.2 Release approval to requesting party</p>	<p>None</p>	<p>3 Minutes</p> <p>15 Minutes</p> <p>5 Minutes</p>	<p><i>Administrative Assistant II</i> OVCCA</p>



TOTAL:	None	2 Days, 59 Minutes	
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7. Processing of Request for 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. Submit the letter of request to the OVCCA	1. Evaluate submitted letter of request for completeness 1.1 Enter and encode the request in the database 1.2 Endorse request to the VCCA for appropriate action	None	5 Minutes 15 Minutes	<i>Administrative Assistant II</i> OVCCA



	1.3 Update the database to include VCCA's action to the request		2 Days	<i>Executive Assistant III</i> OVCCA
	1.4 Inform the requesting party regarding the approval		15 Minutes	<i>Administrative Assistant II</i> OVCCA
			5 Minutes	
2. Claim approval from the OVCCA	2. Release approval to requesting party	None	5 Minutes	<i>Administrative Assistant II</i> OVCCA
TOTAL:		None	2 Days, 45 Minutes	

8. Processing of 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 3. Location and specifications of project/property 4. Photos of property/parts of the house to be renovated/improved c. <u>As supplement to an approved housing loan facility from other agencies</u> <ol style="list-style-type: none"> 1. Certified True Copy of approved Pag-IBIG loan or equivalent agreement with funding entity 		<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>Registry of Deeds</p>



	<p>2. Pag-IBIG or financing entity's re-computation of amortization after factoring in the amount to be loaned from UP</p>	<p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Pag-IBIG Fund</p> <p>Pag-IBIG Fund or Requesting Party's chosen financing entity</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit properly accomplished application form and other documents to the OVCCA</p>	<p>1. Evaluate submitted application form and other documents</p> <p>1.1 Encode and enter the request in the database</p> <p>1.2 Forward file to the Human Resources</p>	<p>None</p>	<p>20 Days</p>	<p><i>Receiving Personnel</i></p> <p>OVCCA</p> <p><i>Administrative Assistant II</i></p>



	<p>Development Office for certification that the requesting party is in active service, not on leave of absence without pay or has no pending administrative case</p> <p>1.3 Forward file to the UPD Accounting Office for certification that the requesting party's monthly net pay will not be less than PHP5,000 (or the mandated minimum take home required by the government after loan deduction) after deducting the monthly amortization of the applied loan</p> <p>1.4 The UPD Committee on Housing Soft Loan evaluates the application and recommends action for approval or disapproval of the loan application.</p> <p>1.5 Endorse the application to the Chancellor for appropriate action</p> <p>1.1 Invite the employee with approved application to come to OVCCA and sign Authorization to Deduct Salary</p>			OVCCA
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	<p>1.2 Prepare the summary of monthly deduction of loan, Disbursement Voucher and corresponding Budget Utilization.</p> <p>VCCA signs the DV and BUR and informs the UP Accounting Office of the corresponding monthly deductions.</p> <p>1.3 Forward the approved soft loan application, Disbursement Voucher and Budget Utilization Request to UPD Budget office for budget clearance.</p> <p>The Budget Office then forwards the documents to the Accounting Office for the processing of payment. The Accounting Office shall then forward the same to the UPD Cash Office for the release of check payment.</p>			<p><i>Executive Assistant III</i> OVCCA</p> <p><i>Administrative Assistant II</i> OVCCA</p> <p><i>Planning Officer III</i> OVCCA</p>
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			10 Days (paused-clock)	<i>Administrative Assistant II</i> OVCCA
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2. Claim check from the UP Cash Office		None		
TOTAL:		None	30 Days	



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:	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		
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	1. Receive and evaluate submitted Job Request Form 1.1 Endorse request to the Director for evaluation, approval and assignment of task 1.2 Attend to requesting party's concern	None	15 Minutes 1 Hour 30 Minutes	<i>Receiving Personnel</i> CMO



			2 Days	Foreman and Team CMO
TOTAL:		None	2 Days, 1 Hour, 45 Minutes	

2. 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:	Simple			
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
1. Submit properly accomplished Job Request Form	1. Receive and evaluate submitted Job Request Form 1.1 Endorse request to the Director for	None	15 Minutes	<i>Receiving Personnel</i> CMO



	evaluation, approval and assignment of task 1.2 Attend to requesting party's concern for repairs		1 Hour 30 Minutes 2 Days	<i>Foreman and Team</i> CMO
TOTAL:		None	2 Days, 1 Hour, 45 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:	Simple	
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	1. Receive and evaluate submitted Job Request Form 1.1 Endorse to the Director for evaluation, approval and assignment of request 1.2 Prepare and Submit Inspection Report (and Cost Estimate if applicable)	None	15 Minutes 1 Hour 30 Minutes 2 Days	<i>Receiving Personnel</i> CMO <i>Foreman and Team</i> CMO
2. Claim Inspection Report (and/or Cost Estimate if applicable) from CMO	2. Release Inspection Report (and Cost Estimate if applicable) to requesting party	None	15 Minutes	<i>Releasing Personnel</i> CMO
TOTAL:		None	2 Days, 2 Hours	



4. Attend to Request for Posting of Tarpaulins for 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:	Simple			
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	1. Receive and evaluate Job Request Form 1.1 Endorse to the Director for evaluation, approval and assignment of request	None	15 Minutes 1 Hour 30 Minutes	<i>Receiving Personnel</i> CMO
1. Claim approval of request	2. Attend to requesting party's concern and	None	2 Days	<i>BMD Foreman and Team</i> CMO



	post tarpaulins on approved locations			
TOTAL:		None	2 Days, 1 Hour, 45 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: 09777841234		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or text request via QRT hotline number: 09777841234, state the request and location	1. Receive request and gather all necessary information, including exact location of the request 1.2 Give out orders to the other members of the QRT	None	2 Minutes 3 Minutes	<i>QRT Team Leader</i> CMO



	1.1 Proceed to the area of the requesting party and immediately attend to concern		30 Minutes	QRT CMO
TOTAL:		None	35 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:	Simple			
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	1. Receive submitted Job Request Form and check for	None	15 Minutes	Receiving Personnel CMO



	completeness of information			
	1.1 Endorse to the Director for evaluation, approval and assignment of request		1 Hour 30 Minutes	
	1.2 Attend to requesting party's need for assistance on physical arrangement and decoration		2 days	<i>Foreman and Team</i> CMO
TOTAL:		None	2 Days, 1 Hour, 45 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:	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		
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	1. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	1.1 Endorse to the Director for evaluation, approval and assignment of request		1 Hour 30 Minutes	
	1.1 Attend to requesting party's concern and to proceed to location for grass cutting and pruning		2 Days	<i>GSAD Foreman and Team</i> CMO
TOTAL:		None	2 Days, 1 Hour, 45 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:	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		
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	1. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	1.1 Endorse to the Director for evaluation, approval and assignment of request		1 Hour 30 Minutes	
	1.2 Prepare Order of Payment		1 Day	<i>Administrative Personnel</i> CMO



2. Claim Order of Payment from CMO	1. Issue Order of Payment to requesting party	None	15 Minutes	<i>Administrative Personnel</i> CMO
2. Pay corresponding fees to the UP Cash Office	3. Collect payment based on prescribed fees	Refer to Table of Rates below	25 Minutes	<i>Collecting Officer</i> UP Cash Office
4. Submit Official Receipt to CMO as proof of payment	4. Receive and take note of the Official Receipt	None	15 Minutes	<i>Administrative Personnel</i> CMO
	4.1 Forward Job Request to Unit Concerned for the delivery of the rented equipment		<i>Releasing Personnel</i> CMO	
	4.2 Deliver rented equipment to requesting party		1 Day	<i>Foreman and Team</i> CMO
TOTAL:		None	2 Days, 1 Hour, 55 Minutes	

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



Campus Maintenance Office (CMO)

Internal Services



1. 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:	Simple			
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
1. Submit properly accomplished Job Request Form	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 Hour 30 Minutes	
	1.2 Attend to requesting party's concern for repairs		2 Days	<i>Foreman and Team</i>



				CMO
TOTAL:		None	2 Days, 1 Hour, 45 Minutes	

2. 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:	Simple			
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
1. Submit properly accomplished Job Request Form	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 Hour	



	1.2 Attend to requesting party's concern		30 Minutes 2 Days	Foreman and Team CMO
TOTAL:		None	2 Days, 1 Hour, 45 Minutes	

3. 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:	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
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	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 Hour 30 Minutes	
	1.2 Attend to requesting party's concern for repairs		2 Days	<i>Foreman and Team</i> CMO
TOTAL:		None	2 Days, 1 Hour, 45 Minutes	

4. Attend to Request for Repair/Fabrication of Cabinets, Tables and Other Office Furniture

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)
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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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Job Request Form	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 Hour 30 Minutes	<i>Receiving Personnel</i> CMO
2. Get Cost Estimate from CMO	2. Prepare the Cost Estimate for the Request for repair/fabrication 2.1 Give Cost Estimate to requesting unit	None	2 Days	<i>BMD Foreman</i> CMO <i>Releasing Personnel</i> CMO



3. Procure necessary materials	3. Prepare Job Request	None	2 Days	Administrative Personnel CMO
4. Inform CMO on the availability of the material (through phone or email)	4. Inform Supervisor on the availability of materials (as provided by the requesting unit) 4.1 Proceed to the requesting party for the repair/fabrication	None	3 Days	Administrative Personnel CMO BMD Foreman and Team CMO
TOTAL:		None	7 Days, 1 Hour, 45 Minutes	

5. Attend to Request for the Inspection of Academic and Non-Academic Buildings, Housing Units, Dormitories and Grounds of 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:	Simple
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
3. Submit properly accomplished Job Request Form	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 Hour 30 Minutes	
	1.2 Prepare and Submit Inspection Report (and Cost Estimate if applicable)		2 Days	<i>Foreman and Team</i> CMO
2. Claim Inspection Report (and/or Cost Estimate if applicable) from CMO	2. Release Inspection Report (and Cost Estimate if applicable) to requesting party	None	15 Minutes	<i>Releasing Personnel</i> CMO



TOTAL:	None	2 Days, 2 Hours	
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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:	Simple
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
2. Submit properly accomplished Job Request Form	2. Receive and evaluate submitted Job Request Form 2.1 Endorse to the Director for evaluation, approval and assignment of request	None	15 Minutes 1 Hour 30 Minutes	<i>Receiving Personnel</i> CMO



2. Claim approval of request	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	2 Days, 1 Hour, 45 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: 09777841234		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or text request via QRT	2. Receive request and gather all necessary	None	2 Minutes	<i>QRT Team Leader</i> CMO



hotline number: 09777841234, state the request and location	information, including exact location of the request 2.1 Give out orders to the other members of the QRT 2.2 Proceed to the area of the requesting party and immediately attend to concern		3 Minutes 30 Minutes	QRT CMO
TOTAL:		None	35 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:	Simple	
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
2. Submit properly accomplished Job Request Form	1. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	1.1 Endorse to the Director for evaluation, approval and assignment of request		1 Hour 30 Minutes	
	1.2 Attend to requesting party's need for assistance on physical arrangement and decoration		2 days	<i>Foreman and Team</i> CMO
TOTAL:		None	2 Days, 1 Hour, 45 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:	Simple
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
3. Submit properly accomplished Job Request Form	2. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	2.1 Endorse to the Director for evaluation, approval and assignment of request		1 Hour 30 Minutes	
	2.2 Attend to requesting party's concern and to proceed to location for grass cutting and pruning		2 Days	<i>GSAD Foreman and Team</i> CMO
TOTAL:		None	2 Days, 1 Hour, 45 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:	Simple			
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
1. Submit properly accomplished Job Request Form	1. Receive and evaluate submitted Job Request Form	None	15 Minutes	<i>Receiving Personnel</i> CMO
	1.1 Endorse to the Director for evaluation, approval and assignment of request		1 Hour 30 Minutes	
	1.2 Prepare Order of Payment		1 Day	



				<i>Administrative Personnel</i> CMO
2. Claim Order of Payment from CMO	2. Issue Order of Payment to requesting party	None	15 Minutes	<i>Administrative Personnel</i> CMO
3. Pay corresponding fees to the UP Cash Office	3. Collect payment based on prescribed fees	Refer to Table of Fees below	30 Minutes	<i>Collecting Officer</i> UP Cash Office
4. Submit Official Receipt to CMO as proof of payment	4. Receive and take note of the Official Receipt 4.1 Forward Job Request to Unit Concerned for the delivery of the rented equipment 4.2 Deliver rented equipment to requesting party	None	15 Minutes 1 Day	<i>Administrative Personnel</i> CMO <i>Releasing Personnel</i> CMO <i>Foreman and Team</i> CMO
TOTAL:		None	2 Days, 1 Hour, 55 Minutes	



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



Diliman Environmental Management Office (DEMO)

External Services



1. Process Request for Training/Seminar of Students, Alumni and Non-UP Units

Conducting of Solid Waste Management, Organic Fertilizer Production and/or Urban Agriculture trainings/seminars can be requested from the Diliman Environmental Management Office (DEMO).

The following are considered as UP Units: Students, Faculty, REPS, Staff and their University-accredited organizations.

Office or Division:	Diliman Environmental Management Office (DEMO)			
Classification:	Complex			
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 (Stating the Type of Training/Seminar, date, time, and venue)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request to DEMO	1. Receive and evaluate letter of request 1.1 Endorse request to Director for approval 1.2 Inform Requesting Party of the approval and invite them to claim Order of Payment from DEMO	None	15 Minutes 3 Days	<i>Receiving Personnel</i> DEMO <i>Extension Staff</i> DEMO



2. Secure Order of Payment from DEMO	2. Issue the Order of Payment	None	15 Minutes	<i>Extension Staff</i> DEMO
3. Pay prescribed fees to the UP Diliman Cash Office	3. Collect payment from the requesting party 3.1 Issue Official Receipt	Refer to Table of Rates below	25 Minutes	<i>Collecting Officer</i> UP Cash Office
4. Submit Official Receipt to DEMO as proof of payment	4. Photocopy the Official Receipt for records purposes 4.1 Release copy of approval to requesting party	None	10 Minutes	<i>Extension Staff</i> DEMO
5. Coordinate with DEMO regarding the schedule and logistics of the seminar/training	5. Coordinate with the requesting party regarding the schedule and logistics of the seminar/training	None	5 Days	<i>Extension Staff</i> DEMO



TOTAL:		None	8 Days, 1 Hour, 5 Minutes	

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 Division:	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		
Order Form		Diliman Environmental Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Order Form from DEMO	1. Receive and assess Order Form	None	10 Minutes	<i>Receiving Personnel</i> DEMO
2. Secure Order of Payment	2. Issue Order of Payment	None	15 Minutes	<i>Administrative Staff</i> DEMO
3. Pay prescribed fees to the UP Cash Office			25 Minutes	<i>Collecting Officer</i> UP Cash Office



	3. Collect payment based on Order of Payment 3.1 Issue Official Receipt	Refer to Table of Rates below		3.
4. Present Official Receipt to DEMO as proof of payment	4. Photocopy Official Receipt 3.1 Release purchased products	None	15 Minutes	<i>Releasing Personnel DEMO</i>
TOTAL:		None	1 Hour, 5 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 Division:	Diliman Environmental Management Office (DEMO)
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Business
Who may avail:	Students, Alumni and Non-UP Units
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Order Form	Diliman Environmental Management Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Reservation Slip from DEMO	1. Receive and assess Reservation Slip 1.1 Process reservation of products 1.2 Inform requesting party once products are available	None	10 Minutes 7 Days (pause-clock) 10 Minutes	<i>Receiving Personnel</i> DEMO <i>Administrative Staff</i> DEMO
2. Secure Order of Payment	2. Issue Order of Payment	None	15 Minutes	<i>Administrative Staff</i> DEMO
3. Pay prescribed fees to the UP Cash Office	3. Collect payment based on Order of Payment 3.1 Issue Official Receipt	Refer to Table of Rates below	25 Minutes	<i>Collecting Officer</i> UP Cash Office
4. Present Official Receipt to DEMO as proof of payment	4. Photocopy Official Receipt 4.1 Release purchased products	None	15 Minutes	<i>Releasing Personnel</i> DEMO
TOTAL:		None	7 Days, 1 Hour, 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 for Vermicomposting (per kilo)	PHP 500.00
Organic Produce (per 100 grams)	PHP 20.00 – PHP 40.00



Diliman Environmental Management Office (DEMO)

Internal Services



1. Process Request for Training/Seminar of UP Academic and Non-Academic Units

The Diliman Environmental Management Office conducts seminars and trainings on Solid Waste Management, Organic Fertilizer Production and/or Urban Agriculture to interested parties.

The following are considered as UP Units: Students, Faculty, REPS, Staff and their University-accredited organizations.

Office or Division:	Diliman Environmental Management Office (DEMO)			
Classification:	Complex			
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 (Stating the Type of Training/Seminar, date, time, and venue)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request to DEMO	1. Receive and evaluate letter of request	None	15 Minutes	<i>Receiving Personnel</i> DEMO
	1.1 Endorse request to Director for approval		3 Days	<i>Extension Staff</i> DEMO
	1.2 Inform Requesting Party of the approval and invite them to claim Order of Payment from DEMO			



2. Secure Order of Payment from DEMO	2. Issue the Order of Payment	None	15 Minutes	<i>Extension Staff</i> DEMO
3. Pay prescribed fees to the UP Diliman Cash Office	3. Collect payment from the requesting party 3.1 Issue Official Receipt	Refer to Table of Rates below	25 Minutes	<i>Collecting Officer</i> UP Cash Office
4. Submit Official Receipt to DEMO as proof of payment	4. Photocopy the Official Receipt for records purposes 4.1 Release copy of approval to requesting party	None	10 Minutes	<i>Extension Staff</i> DEMO
5. Coordinate with DEMO regarding the schedule and logistics of the seminar/training	5. Coordinate with requesting party regarding the schedule and logistics of the seminar/training	None	5 Days	<i>Extension Staff</i> DEMO



TOTAL:	None	8 Days, 1 Hour, 5 Minutes	
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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. Offer 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 Division:	Diliman Environmental Management Office (DEMO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order Form		Diliman Environmental Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Order Form from DEMO	1. Receive and assess Order Form	None	10 Minutes	<i>Receiving Personnel</i> DEMO
2. Secure Order of Payment	2. Issue Order of Payment	None	15 Minutes	<i>Administrative Staff</i> DEMO
3. Pay prescribed fees to the UP Cash Office	3. Collect payment based on Order of Payment		25 Minutes	<i>Collecting Officer</i> UP Cash Office



	3.1 Issue Official Receipt	Refer to Table of Rates below		
4. Present Official Receipt to DEMO as proof of payment	4. Photocopy Official Receipt 4.1 Release purchased products	None	15 Minutes	<i>Releasing Personnel DEMO</i>
TOTAL:		None	1 Hour, 5 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 Division:	Diliman Environmental Management Office (DEMO)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Faculty, REPS and Staff
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Order Form	Diliman Environmental Management Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Reservation Slip from DEMO	1. Receive and assess Reservation Slip 1.1 Process reservation of products 1.2 Inform requesting party once products are available	None	10 Minutes 7 Days (pause-clock) 10 Minutes	<i>Receiving Personnel</i> DEMO <i>Administrative Staff</i> DEMO
2. Secure Order of Payment	2. Issue Order of Payment	None	15 Minutes	<i>Administrative Staff</i> DEMO
3. Pay prescribed fees to the UP Cash Office	3. Collect payment based on Order of Payment 3.1 Issue Official Receipt	Refer to Table of Rates below	25 Minutes	<i>Collecting Officer</i> UP Cash Office
4. Present Official Receipt to DEMO as proof of payment	4. Photocopy Official Receipt 4.1 Release purchased products	None	15 Minutes	<i>Releasing Personnel</i> DEMO
TOTAL:		None	7 Days, 1 Hour, 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 for Vermicomposting (per kilo)	PHP 500.00
Organic Produce (per 100 grams)	PHP 20.00 – PHP 40.00



Diliman Housing Office (DHO)

Internal Services



1. Process Application for Award of Lease of Housing Unit for UP Employees

UP Diliman housing is a privilege that is open and made available to UP employees who meet the qualification requirements and 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 Diliman Housing Office (DHO) screens applicants, evaluates their eligibilities for an award, computes their earned total points and determines their corresponding rank based on the approved point system.

Office or Division:	Diliman Housing Office (DHO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All regular fulltime personnel (Faculty, REPS, Administrative Staff) of UP Diliman or UP System are qualified to apply for housing. Regular personnel of UP Manila may apply for walk-up units through UP Manila, Office of the Vice Chancellor for Administration.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form		DHO		
Latest SALN (1 photocopy; stamped received by the HRDO)		Administrative Section of the Requesting Party's respective College/Unit/Office		
Updated Service Record/Contract of Service (1 photocopy)		HRDO		
Latest Pay Slip (1 photocopy)		Requesting Party		
Appointment Paper (1 photocopy)		HRDO		
Diploma (1 photocopy)		Requesting Party's University Registrar		
Marriage Certificate/ Birth Certificate (1 photocopy, if applicable)		PSA		
Certification of Non-Ownership of Self-Built Unit (SBU)		OCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Sign Logbook at the Receiving Area of DHO</p>	<p>1. Give the Logbook to the client</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Receiving Personnel</i> DHO</p>
<p>2. Submit duly accomplished application form together with required supporting documents</p>	<p>2. Receive and evaluate submitted application form and other requirements</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Receiving Personnel</i> DHO</p>
	<p>2.1 Evaluate and compute applicant's earned points based on the established criteria and prescribed point system</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Administrative Assistant II</i> DHO</p>
	<p>2.2 Update list of applicants for the Ranking of Applicants for Lease of Housing Unit</p>	<p>None</p>	<p>37 Days</p>	<p><i>Administrative Assistant II</i> DHO</p>



	2.3 Include updated Ranking of Applicants for Lease of Housing Unit to the Diliman Housing Committee's agenda for the recommendation of the members and Chancellor's approval	None	5 Days (paused-clock)	<i>Administrative Officer 1</i> DHO
	2.4 Request the top five (5) applicants with the highest total points, per housing unit type preference, to update and complete their requirements for final evaluation	None	2 Hours	<i>Administrative Assistant II</i> DHO



	2.5 Receive submitted additional documents	None	10 Minutes	<i>Receiving Personnel DHO</i>
	TOTAL:	None	42 Days, 2 Hours, 55 Minutes	

2. Process the Awarding of Lease of a Housing Unit for UP Employees

Cognizant of the University's desire to improve the welfare of its constituents, UP aims to provide employees with appropriate rewards and other non-monetary benefits. The Diliman Housing Office (DHO) implements a housing program where qualified and active faculty and staff enter in lease agreement with the University for an award of lease of a housing unit inside the campus at subsidized rates. Prioritization in the selection of award follows the ranking and points of the applicants, with priority to the applicant with the highest total points.

Office or Division:	Diliman Housing Office (DHO)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	UP employees whose names are included in the List of Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly accomplished Unit Acceptance Form		DHO	
Approval of the Chancellor (1 photocopy)		DHO	
Notarized Undertaking (3 original)		DHO	
Signed Designation of Attorney-in-Fact (3 original)		Requesting Party	



Proof of Payment of 2 Months Security Deposit (1 photocopy; if applicable)		UPD Cashier Office		
Proof that Request for Change of Name/ Reopening of Water and Electric Meters are in process together with proof of payment of corresponding fees		MERALCO / MWCI (Service Providers)		
Request Letter for Moving-In (1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow up with DHO regarding the availability of a housing unit	1. Inform the top ranked requesting party on the availability of a housing unit	None	30 Minutes	<i>Administrative Assistant II</i> DHO
	1.1 Invite requesting party for a preliminary inspection of the housing unit	None	30 Minutes	<i>Administrative Assistant II</i> DHO
2. Coordinate with DHO on the preferred schedule/ date and time for the inspection	2. Accompany requesting party to the housing unit for the ocular inspection	None	30 Minutes	<i>Administrative Assistant II</i> DHO



3. Submit letter signifying intention to lease a housing unit and Letter of Acceptance to DHO	3.1 Receive Letter of Acceptance from requesting party	None	10 Minutes	<i>Administrative Assistant II</i> DHO
	3.2 Prepare Notice of Award and other pertinent documents for the Award of Lease (for recommendation of the DHC Members and approval of the Chancellor)	None	5 Days (paused-clock)	<i>Administrative Assistant II</i> DHO
	3.3 Notify the awardee of the Chancellor's approval	None	30 Minutes	<i>Administrative Assistant II</i> DHO



	<p>3.4 Prepare the following documents:</p> <ul style="list-style-type: none"> i. Undertaking ii. Designation of Attorney-in-Fact (notarization care of the awardee) iii. Statement of Accounts for the two (2) months Housing Security Deposit (to be paid at the UP Cash Office, (if applicable)) 	None	3 Hours (paused-clock)	<i>Administrative Assistant II</i> DHO
	<p>3.5 Provide certification to requesting party for use in his/her MERALCO and MWCI applications for Change of Name/ Reconnection/ Reopening of Water and Electric Meters</p>	None	10 Minutes	<i>Administrative Assistant II</i> DHO



<p>4 Submit the following to DHO:</p> <ul style="list-style-type: none"> i. Notarized copy of the Undertaking ii. Signed copy of Designation of Attorney-In-Fact iii. Official Receipts from the UP Cash Office (for the 2-month security deposits (if applicable) iv. Certification from MERALCO and MWCI (with corresponding proofs of payment) that awardee has applied for Change of Name/ Reconnection/ Reopening of 	<p>4. Receive the following from the requesting party:</p> <ul style="list-style-type: none"> i. Notarized copy of the Undertaking ii. Signed copy of Designation of Attorney-In-Fact iii. Official Receipts from the UP Cash Office (for the 2-month security deposits (if applicable) iv. Certification from MERALCO and MWCI (with corresponding proofs of payment) that awardee has applied for Change of Name/ Reconnection/ Reopening of 	None	15 Minutes	<p><i>Administrative Assistant II</i></p> <p>DHO</p>



Water and Electric Meters	Water and Electric Meters			
5. Sign the Unit Turn-Over and Acceptance of Keys Form to formalize the date of moving in	<p>5. Orient the new lessee prior to unit occupancy</p> <p>5.1 Turn over the key/s of the unit</p> <p>5.2 Provide copies of the Revised Housing Rules and Regulations and Permit to Repair Forms</p> <p>5.3 Issue Certification to the employee as the new lessee</p> <p>5.4 Approve request for moving in</p>	None	1 Hour	<p><i>College Business Manager II/ Housing and Homesite Regulations Officer II</i></p> <p>DHO</p>



TOTAL:		None	5 Days, 7 Hours, 35 Minutes	

3. Issue Permit to Repair to UP Housing Unit Lessees

To ensure the continued habitable condition of the housing unit and prevent its deterioration over the period of the lease, the new 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 are required to file an application for Permit to Repair and repair shall be done only after prior approval of the Diliman Housing Office (DHO).

Office or Division:	Diliman Housing Office (DHO)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	Qualified Lessee of UP-owned housing unit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly accomplished Application Form		DHO	
Bill of materials (1 original)		Requesting Party's choice of Engineer/Architect	
Scope of work (1 original)		Requesting Party's choice of Engineer/Architect	
Location/Vicinity map (1 photocopy)		Requesting Party's choice of Engineer/Architect	
House plan/sketch duly signed by an Engineer/Architect (1 original)		Requesting Party's choice of Engineer/Architect	
Photos of house areas needing immediate repair (1 original)		Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Logbook at the DHO receiving area	1. Give the Logbook to client to sign	None	5 Minutes	<i>Receiving Personnel</i> DHO
2. Submit duly accomplished application form and required supporting documents	2. Receive and evaluate submitted application form and other requirements	None	10 Minutes	<i>Receiving Personnel</i> DHO
	2.1 Inform the requesting party of the schedule of DHO's ocular inspection of the area/unit	None	10 Minutes	<i>Draftsman III/ Engineer</i> DHO
	2.2 Arrange the schedule for the ocular inspection			
	2.3 Assess and inspect the area/unit that will be repaired	None	10 Minutes	<i>Draftsman III/ Engineer</i> DHO
	2.4 Prepare report of the assessment based on the ocular inspection			
	2.5 Prepare permit to be issued to requesting party	None	1 Day	<i>Draftsman III/ Engineer</i>



	2.6 Endorse permit for the Director's approval	None	1 Day	DHO
	2.7 DHO Director sign the Permit to Repair			<i>Draftsman III/ Engineer</i> DHO
	2.8 Invite lessee to claim Permit to Repair from DHO	None	15 Minutes	
		None	15 Minutes	<i>Administrative Assistant II/ Draftsman III/ Engineer</i> DHO
		None	1 Day	<i>Draftsman III/ Engineer/CBM II</i> DHO
		None	10 Minutes	DHO Director
				<i>Administrative Assistant II/ DHO</i>
3. Claim Permit to Repair from DHO and sign Logbook as proof of receipt	3. Release Permit to Repair to requesting party	None	5 Minutes	<i>Releasing Personnel</i> DHO



	3.1 Ask requesting party to sign Logbook as proof of receipt of Permit to Repair	None	5 Minutes	
TOTAL:		None	3 Days, 1 Hour, 25 Minutes	

4. Process and Endorse Request for Reimbursement through House Rental Credits of UP Housing Lessees

The University provides reimbursements through rental credits to 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 Diliman Housing Office (DHO).

Office or Division:	Diliman Housing Office (DHO)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	Qualified Lessee of UP-owned housing unit	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request		Requesting Party
Summary of Expenses (1 original copy)		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)		DHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Logbook at the DHO receiving area	1. Give the Logbook to client to sign	None	5 Minutes	<i>Receiving Personnel</i> DHO
2. Submit letter of request together with original receipts/invoice of materials and services expenses incurred for the repair of housing unit	2. Evaluate requesting party's compliance with accounting/auditing requirements as well as letter of request and other documents	None	10 Minutes	<i>Receiving Personnel</i> DHO
	2.1 Inspect and take photos of the repaired area/housing unit	None	4 Hours	<i>Draftsman III/ Engineer</i> DHO
	2.2 Check requesting party's compliance with scope of work and approved house plan	None	4 Hours	<i>Draftsman III/ Engineer</i> DHO
	2.3 Re-measure the housing unit's area	None	4 Hours	<i>Draftsman III/ Engineer</i> DHO
	2.4 Prepare report on the assessment of the completed repair (with photos)	None		DHO



	2.5 Prepare recommendation letter and request for Chancellor's approval/action (for the Director's signature)	None	4 Hours	<i>Draftsman III/ Engineer</i> DHO
	2.6 Forward recommendation letter to the Chancellor's office appropriate action	None	1 Day	<i>Draftsman III/ Engineer</i> DHO
	2.7 Prepare notification of the Chancellor's action for the requesting party			<i>Draftsman III/ Engineer</i> DHO
	2.8 Invite requesting party to claim Notification from DHO	None	5 Days (paused-clock)	
		None	1 Hour	<i>College Business Manager II</i> DHO
		None	15 Minutes	<i>Administrative Assistant II</i> DHO



				Administrative Aide DHO
3. Claim Notification from DHO and sign Logbook as proof of receipt	3. Release Notification to requesting party 3.1 Ask requesting party to sign Logbook as proof of receipt of Permit to Repair	None	5 Minutes 5 Minutes	Releasing Personnel DHO
TOTAL:		None	8 Days, 5 Hours, 40 Minutes	

5. Process Request for Refund of Posted Housing Bonds and 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 is required to post a significant 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.

Office or Division:	Diliman Housing Office (DHO)
Classification:	Complex
Type of Transaction:	Government to Government



Who may avail:	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		PSA		
Designation of Next-of-Kin (in case lessee is deceased) (1 original)		Requesting Party's choice of lawyer		
Receipt of paid Security Deposit (1 original)		UP Cash Office		
Affidavit of Loss Official Receipts (1 original)		Requesting Party's choice of lawyer		
Clearance of No House Rental Arrears (1 photocopy)		DHO		
Approved Notice of Moving-Out (1 original)		DHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Logbook at the DHO receiving area	1. Give the Logbook to client to sign	None	5 Minutes	<i>Receiving Personnel</i> DHO
2. Submit letter of request and other requirements to DHO	2. Evaluate letter of request and other submitted documents	None	10 Minutes	<i>Receiving Personnel</i> DHO



		None	30 Minutes	<i>Housing and Homesite Regulations Officer II</i> DHO
	2.1 Prepare Disbursement Voucher and other pertinent documents	None	1 Day	<i>Housing and Homesite Regulations Officer II</i> DHO
	2.2 Forward prepared voucher to authorized signatories			DHO
	2.3 Forward signed voucher to the UP Accounting Office for processing	None	10 Days (paused-clock)	<i>Accounting Officer</i> UP Accounting Office
	The Accounting Office forwards the same to the Cash Office for check preparation.	None		and <i>Cash Officer</i> UP Cash Office
3. Follow-up with DHO on the release of voucher for	3. Inform the requesting party when the voucher was submitted to the Accounting Office for processing	None	10 Minutes	<i>Housing and Homesite Regulations Officer II</i> DHO



requested refund				
TOTAL:		None	11 Days, 55 Minutes	

6. Signing of University Clearance of Retiring UP Employees with Leased Housing Units

The University Clearance is a requirement for UP employees who signified their intention of retiring, separating and terminating their services from the University. The clearance is routed to various offices / units to ensure that the retiree-employee has settled all accountabilities and pending obligations (e.g., specifically of concern to Diliman Housing Office (DHO) is the return of leased housing unit and the settlement of arrearages, if any) from these offices/ units.

Office or Division:	Diliman Housing Office (DHO)		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	For UP Diliman, UP System and UP Manila/PGH employees with leased housing units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
University Clearance Form signed by the Unit's Administrative Officer and the Head of Unit		Administrative Section of the Requesting Party's respective College/Unit/Office	
Moving-Out Form (if applicable)		DHO	
Updated Service Record (1 photocopy)		HRDO	
Latest Pay Slip (1 photocopy)		Requesting Party	
HRDO's computation of the Service recognition Pay (SRP) (for Administrative Staff and REPS)/Faculty Sick Leave Benefits (FSLB) (For Faculty)		Requesting Party	
Paid MERALCO Bills for the last 2 months		Requesting Party	



Paid MWCBI Bills for the last 2 months		Requesting Party		
Death Certificate (1 photocopy)		PSA		
Designation of Next-of Kin (in case the original lessee is deceased) 1 original		Requesting Party's choice of Lawyer		
Proof of Payment /Official Receipt for Paid House Rental Arrearages (if any) (1 photocopy)		UP Cash Office		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Logbook at the DHO receiving area	1. Give the Logbook to client to sign	None	5 Minutes	<i>Receiving Personnel</i> DHO
2. Submit Clearance Form and other documents to DHO	2. Evaluate submitted Clearance Form and other requirements	None	10 Minutes	<i>Receiving Personnel</i> DHO
2.1 Submit letter signifying intention to avail of extension of stay at least 2-3 months before retirement (if applicable)	2.1 Verify from the database if the requesting party has pending accountabilities with DHO	None	15 Minutes	<i>Administrative Assistant II</i> DHO
	2.2 Issue Statement of Accounts (SOA) for any rental arrears			
3. Pay rental arrears at the UP Cash Office	3. Collect payment based on the SOA	Monthly house	30 Minutes	<i>Collecting Officer</i> UP Cash Office



		rental x No. of unpaid months = Arrears		
4. resent Official Receipt (OR) and provide duplicate copy to DHO as proof of payment of arrears	4. Keep a photocopy of the OR for records purposes	None	5 Minutes	<i>Administrative Assistant II</i> DHO
	4.1 Compute for the Housing Bond and Security Deposits	None	30 Minutes	<i>Administrative Assistant II</i> DHO
	4.2 Prepare the Undertaking and Authorization to Deduct	None	30 Minutes	<i>Administrative Assistant II</i> DHO
	4.3 Check if there are enough funds (from the employee's SRP/ FSLB) to charge the housing bond and security deposits against	None	15 Minutes	<i>Administrative Assistant II</i> DHO <i>Administrative Assistant II</i> DHO



5. Pick up Undertaking and Authorization to Deduct from DHO for notarization	5. Release Undertaking and Authorization to Deduct for notarization	None	10 Minutes	<i>Administrative Assistant II</i> DHO
6. Submit Notarized Undertaking and Authorization to Deduct to DHO	6. Receive notarized Undertaking and Authorization to Deduct	None	3 Days (paused-clock)	<i>Administrative Assistant II</i> DHO
	6.1 Endorse University Clearance for the Director's signature	None	1 Day	<i>College Business Manager II</i>



				DHO
7. Claim signed UP Clearance from DHO	7. Release UP Clearance to requesting party	None	5 Minutes	<i>Releasing Personnel</i> DHO
7.1 Sign Client Logbook as proof of receipt of UP Clearance	7.1 Ask requesting party to sign Logbook as proof of receipt of clearance		5 Minutes	
	TOTAL:	None	4 Days, 2 Hours, 5 Minutes	

7. Signing of University Clearance of Retiring UP Employees without Leased Housing Units

The University Clearance is a requirement for UP employees who signified their intention of retiring, separating and terminating their services from the University. The clearance is routed to various offices / units to ensure that the retiree-employee has settled all accountabilities and pending obligations (e.g., specifically of concern to Diliman Housing Office (DHO) is the return of leased housing unit and the settlement of arrearages, if any) from these offices/ units.

Office or Division:	Diliman Housing Office (DHO)	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	For UP Diliman, UP System and UP Manila/PGH employees with no housing units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
		Requesting Party



Duly accomplished University Clearance Form Signed by the Administrative Office/Head of the Unit				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Logbook at the DHO receiving area	1. Give the Logbook to client to sign	None	5 Minutes	<i>Receiving Personnel</i> DHO
2. Submit University Clearance Form to DHO	2. Evaluate submitted University Clearance Form	None	5 Minutes	<i>Administrative Assistant II</i> DHO
	2.1 Verify from the database if the requesting party is not a lessee/does not have any accountability against the DHO	None	15 Minutes	<i>Administrative Assistant II</i> DHO
	2.2 Endorse University Clearance Form for the Director's signature	None	1 Day (paused-clock)	<i>College Business Manager II</i> DHO
3. Claim signed UP Clearance from DHO	3. Release UP Clearance to requesting party	None	5 Minutes	<i>Releasing Personnel</i> DHO



3.1 Sign Client Logbook as proof of receipt of UP Clearance	3.1 Ask requesting party to sign Logbook as proof of receipt of clearance	None	5 Minutes	
TOTAL:		None	1 Day, 35 Minutes	



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:	Complex			
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		
Properly 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. Submit endorsement letter (signed by the Pook Coordinator and Punong Barangay), valid ID and other supporting	1. Evaluate submitted documents	None	5 Minutes	<i>Receiving Personnel</i> OCR
	1.1 Verify the requesting party's status in the 2011 UP Census on SBUs		5 Minutes	



documents to OCR				
2. Wait for the scheduled ocular inspection	<p>2. Conduct ocular inspection on the SBU/IS and check the following:</p> <ul style="list-style-type: none"> a. Specifications of the repair; b. Measurement of the total floor area and height of the structure; c. Photo documentation of the structure prior to the repair 	None	3 Days	<p><i>Community Relations Officer</i></p> <p>OCR</p>
3. Claim Order of Payment for the Permit to Repair from OCR	3. Issue Order of Payment for the Permit to Repair	None	5 Minutes	<p><i>Administrative Aide VI</i></p> <p>OCR</p>
				<i>Collecting Officer</i>



<p>4. Pay corresponding fee at the UP Cash Office</p>	<p>4. Collect prescribed fee based on the Order of Payment</p> <p>4.1 Issue Official Receipt</p>	<p>PHP 115.00</p>	<p>25 Minutes</p>	<p>UP Cash Office</p>
<p>5. Submit Official Receipt (OR) to OCR as proof of payment</p>	<p>5. Receive OR and photocopy for records purposes</p> <p>5.1 Ask requesting party to fill up Permit to Repair form</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide VI</i> OCR</p>
<p>6. Fill up and submit Permit to Repair form to OCR</p>	<p>6. Evaluate requesting party-filled Permit to Repair form for completeness</p> <p>6.1 Take requesting party's photo and attach it to the Permit to Repair form</p> <p>6.2 Recommend approval/ disapproval to the Director for the</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Administrative Aide VI</i> OCR</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

In order 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:	Complex			
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. Submit endorsement letter (signed by the Pook Coordinator and Punong	1. Evaluate submitted documents 1.1 Verify the requesting party's status in the 1992	None	5 Minutes	<i>Receiving Personnel</i> OCR



Barangay), valid ID and other supporting documents to OCR	and 2011 UP Census on SBUs and IS		5 Minutes	
2. Wait for the scheduled ocular inspection	<p>2. Conduct ocular inspection on the SBU/IS</p> <p>2.1 Verify that the request is not for an additional electricity or water connection</p> <p>2.2 Invite requesting party to OCR to fill up Application Form for Water and Electricity Connection Certification</p>	None	<p>3 Days</p> <p>10 Minutes</p>	<p><i>Community Relations Officer</i></p> <p>OCR</p>
3. Fill up the Application Form for Water and Electricity Connection Certification	<p>3. Evaluate requesting party-filled Permit to Repair form for completeness</p> <p>3.1 Take requesting party's photo and attach it to the Permit to Repair form</p> <p>3.2 Recommend approval/ disapproval to the Director for the Certification based</p>	None	<p>10 Minutes</p> <p>5 Minutes</p>	<p><i>Administrative Aide VI</i></p> <p>OCR</p>



	<p>on the ocular inspection</p> <p>3.3 Forward Application form and Certification to the Office of the Vice Chancellor for Community Affairs for the VCCA's signature</p> <p>3.4 Invite the requesting party to OCR to claim the Certification for the Water and/or Electricity connection</p>		<p>1 Day</p> <p>3 Days</p> <p>15 Minutes</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>4. Claim Certification from OCR</p>	<p>4. Release Certification to the requesting party</p> <p>4.1 Ask requesting party to sign Certification's receiving copy</p>	<p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Releasing Personnel</i> OCR</p>



TOTAL:	None	7 Days, 1 Hour	
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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:	Complex			
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		
Properly 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. Submit endorsement letter (signed by the Pook Coordinator and Punong Barangay), valid ID and other supporting documents to OCR	1. Evaluate submitted documents	None	5 Minutes	<i>Receiving Personnel</i> OCR
	1.1 Verify the requesting party's status in the 2011 UP Census on SBUs		5 Minutes	



2. Wait for the scheduled ocular inspection	2. Conduct ocular inspection on the SBU/IS and check the following: a. Specifications of the repair; b. Measurement of the total floor area and height of the structure; c. Photo documentation of the structure prior to the repair	None	3 Days	<i>Community Relations Officer</i> OCR
3. Claim Order of Payment for the Permit to Repair from OCR	3. Issue Order of Payment for the Permit to Repair	None	5 Minutes	<i>Administrative Aide VI</i> OCR



<p>4. Pay corresponding fee at the UP Cash Office</p>	<p>4. Collect prescribed fee based on the Order of Payment</p> <p>4.1 Issue Official Receipt</p>	<p>PHP 115.00</p>	<p>25 Minutes</p>	<p><i>Collecting Officer</i> UP Cash Office</p>
<p>5. Submit Official Receipt (OR) to OCR as proof of payment</p>	<p>5. Receive OR and photocopy for records purposes</p> <p>5.1 Ask requesting party to fill up Permit to Repair form</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Administrative Aide VI</i> OCR</p>
<p>6. Fill up and submit Permit to Repair form to OCR</p>	<p>6. Evaluate requesting party-filled Permit to Repair form for completeness</p> <p>6.1 Take requesting party's photo and attach it to the Permit to Repair form</p> <p>6.2 Recommend approval/ disapproval to the Director for the</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Administrative Aide VI</i> OCR</p>



	Permit to Repair based on the ocular inspection 6.3 Forward Permit to Repair to the Office of the Vice Chancellor for Community Affairs for the VCCA's signature 6.4 Invite requesting party to claim approved Permit to Repair from OCR		1 Day 3 Days 15 Minutes	<i>Community Relations Officer</i> OCR <i>Community Relations Officer/ Administrative Aide VI</i> OCR
7. Claim approved Permit to Repair from OCR	7. Release approved Permit to Repair 7.1 Ask requesting party to sign Permit to Repair's receiving copy	None	5 Minutes 5 Minutes	<i>Releasing Personnel</i> OCR



TOTAL:	PHP 115.00	7 Days, 1 Hour, 25 Minutes	
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2. Issuance of UP Certification for water and electricity line connection of Self-Built Units (SBUs) and Informal Structures (IS) owned by UP Employees

In order 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:	Complex			
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



<p>1. Submit endorsement letter (signed by the Pook Coordinator and Punong Barangay), valid ID and other supporting documents to OCR</p>	<p>1. Evaluate submitted documents</p> <p>1.1 Verify the requesting party's status in the 1992 and 2011 UP Census on SBUs and IS</p>	<p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Receiving Personnel</i></p> <p>OCR</p>
<p>2. Wait for the scheduled ocular inspection</p>	<p>2. Conduct ocular inspection on the SBU/IS</p> <p>2.1 Verify that the request is not for an additional electricity or water connection</p> <p>2.2 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><i>Community Relations Officer</i></p> <p>OCR</p>
<p>3. Fill up the Application Form for Water and Electricity Connection Certification</p>	<p>3. Evaluate requesting party-filled Permit to Repair form for completeness</p> <p>3.1 Take requesting party's photo and attach it to the Permit to Repair form</p>	<p>None</p>	<p>10 Minutes</p> <p>5 Minutes</p>	<p><i>Administrative Aide VI</i></p> <p>OCR</p>



	<p>3.2 Recommend approval/ disapproval to the Director for the Certification based on the ocular inspection</p> <p>3.3 Forward Application form and Certification to the Office of the Vice Chancellor for Community Affairs for the VCCA's signature</p> <p>3.4 Invite the requesting to OCR to claim the Certification for the Water and/or Electricity connection</p>		<p>1 Day</p> <p>3 Days</p> <p>15 Minutes</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>
4. Claim Certification from OCR	<p>4. Release Certification to the requesting party</p> <p>4.1 Ask requesting party to sign Certification's receiving copy</p>	None	<p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Releasing Personnel</i> OCR</p>
TOTAL:		None	7 Days, 1 Hour	



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:	Simple			
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit UP Clearance Form to OCR	1. Accept clearance from the requesting party	None	10 Minutes	<i>Receiving Personnel</i> OCR
	1.1 Check the database for the following under the employee's name: a. SBU or IS b. Livestock c. Record of violation of University's policies on SBUs and IS 1.2 Endorse the UP Clearance Form for the Director's signature		1 Day	<i>Administrative Aide VI/ Community Relations Officer</i> OCR



			1 Day	Administrative Aide VI OCR
2. Claim signed UP Clearance from OCR	2. Release signed UP Clearance to requesting party	None	10 Minutes	Releasing Personnel OCR
TOTAL:		None	2 Days, 20 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	
Classification:	Complex	
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



Notarized copy of the Undertaking with Irrevocable Special Power of Attorney (for 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
1. Submit UP Clearance Form to OCR	1. Accept clearance from the requesting party	None	10 Minutes	<i>Receiving Personnel</i> OCR
	1.1 Check the database for the following under the employee's name: a. SBU or IS b. Livestock c. Record of violation of University's policies on SBUs and IS		1 Day	<i>Administrative Aide VI/ Community Relations Officer</i> OCR
	1.2 Ask for relevant details regarding the SBU/IS from the requesting party		1 Day	<i>Administrative Aide VI</i>



				OCR
<p>2. Provide OCR relevant details regarding the SBU/IS</p> <p>Information provided shall be used for the drafting of the Undertaking with Irrevocable Special Power of Attorney.</p>	<p>2. Accept provided information and update the Undertaking with Irrevocable Special Power of Attorney template</p> <p>2.1 Conduct ocular inspection to measure the total area of the SBU/IS (data to be included in the Undertaking)</p> <p>2.2 Provide three (3) copies of the Undertaking to the requesting party</p>	None	3 Days	<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>3. Submit notarized Undertaking with Irrevocable Special Power of Attorney to OCR</p>	<p>3. Receive notarized Undertaking</p> <p>3.1 Endorse clearance for the Director's signature</p>	None	1 Day (paused-clock)	<p><i>Administrative Aide VI</i> OCR</p>
<p>5. Claim signed UP Clearance from OCR</p>	<p>5. Release signed UP Clearance to the retiring employee</p>	None	15 Minutes	<p><i>Releasing Personnel</i> OCR</p>



TOTAL:	None	5 Days, 25 Minutes	
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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		
Notarized copy of the Undertaking with Irrevocable Special Power of Attorney (for 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
1. Submit UP Clearance Form to OCR	1. Accept clearance from the requesting party	None	10 Minutes	<i>Receiving Personnel</i> OCR
	1.1 Check the database for the following under the employee's name: a. SBU or IS b. Livestock c. Record of violation of University's		1 Day	<i>Administrative Aide VI/ Community Relations Officer</i> OCR



	<p>policies on SBUs and IS</p> <p>1.2 Ask requesting party to remove livestock and self-demolish any structure related to the same</p>		1 Day	<p><i>Administrative Aide VI</i></p> <p>OCR</p>
2. Remove livestock and related structures	<p>2. Conduct an ocular inspection to verify that all livestock and related structures have been removed</p> <p>2.1 Inform requesting party about the Undertaking with Irrevocable Special Power of Attorney once all livestock and related structures have been removed</p>	None	7 Days (paused-clock)	<p><i>Community Relations Officer</i></p> <p>OCR</p>



<p>3. Provide OCR relevant details regarding the SBU/IS</p> <p>Information provided shall be used for the drafting of the Undertaking with Irrevocable Special Power of Attorney.</p>	<p>3. Accept provided information and update the Undertaking with Irrevocable Special Power of Attorney template</p> <p>3.1 Conduct ocular inspection to measure the total area of the SBU/IS (data to be included in the Undertaking)</p> <p>3.2 Provide three (3) copies of the Undertaking to the requesting party</p>	None	3 Days	<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>4. Submit notarized Undertaking with Irrevocable Special Power of Attorney to OCR</p>	<p>4. Receive notarized Undertaking</p> <p>4.1 Endorse clearance for the Director's signature</p>	None	1 Day (paused-clock)	<p><i>Administrative Aide VI</i> OCR</p>
<p>5. Claim signed UP Clearance from OCR</p>	<p>5. Release signed UP Clearance to the retiring employee</p>	None	15 Minutes	<p><i>Releasing Personnel</i> OCR</p>
TOTAL:		None	13 Days, 25 Minutes	



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.

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 and recorded violation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Clearance Form (3 copies)		Human Resources Development Office		
Notarized copy of the Undertaking with Irrevocable Special Power of Attorney (for 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
1. Submit UP Clearance Form to OCR	1. Accept clearance from the requesting party	None	10 Minutes	<i>Receiving Personnel</i> OCR
	1.1 Check the database for the following under the employee's name: a. SBU or IS b. Livestock c. Record of violation of		1 Day	<i>Administrative Aide VI/ Community Relations Officer</i> OCR



	<p>University's policies on SBUs and IS</p> <p>1.2 Ask requesting party to resolve the violations</p>		1 Day	<p><i>Administrative Aide VI</i></p> <p>OCR</p>
<p>2. Rectify all violations committed against the University's policies on SBUs/IS</p>	<p>2. Conduct ocular inspection to verify if violations have been resolved</p> <p>2.1 Inform requesting party about the Undertaking with Irrevocable Special Power of Attorney once all violations have been resolved</p>	None	7 Days (paused-clock)	<p><i>Community Relations Officer</i></p> <p>OCR</p>



<p>3. Provide OCR relevant details regarding the SBU/IS</p> <p>Information provided shall be used for the drafting of the Undertaking with Irrevocable Special Power of Attorney.</p>	<p>3. Accept provided information and update the Undertaking with Irrevocable Special Power of Attorney template</p> <p>3.1 Conduct ocular inspection to measure the total area of the SBU/IS (data to be included in the Undertaking)</p> <p>3.2 Provide three (3) copies of the Undertaking to the requesting party</p>	<p>None</p>	<p>3 Days</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>4. Submit notarized Undertaking with Irrevocable Special Power of Attorney to OCR</p>	<p>4. Receive notarized Undertaking</p> <p>4.1 Endorse clearance for the Director's signature</p>	<p>None</p>	<p>1 Day (paused-clock)</p>	<p><i>Administrative Aide VI</i> OCR</p>
<p>5. Claim signed UP Clearance from OCR</p>	<p>5. Release signed UP Clearance to the retiring employee</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Releasing Personnel</i> OCR</p>
TOTAL:		<p>None</p>	<p>13 Days, 25 Minutes</p>	



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			
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		
UP Clearance Form (3 copies)		Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit UP Clearance Form to OCR	1. Accept clearance from the requesting party	None	10 Minutes	<i>Receiving Personnel</i>
	1.1 Check the database for the following under the employee's name: a. SBU or IS b. Livestock c. Record of violation of University's policies on SBUs and IS		1 Day	OCR <i>Community Relations Officer</i> OCR
	1.2 Ask requesting party to turn over his/her SBU or IS to the University		14 Days	



<p>2. Turn over the SBU/IS by surrendering the keys to the University</p>	<p>2. Accept the keys of the SBU/IS</p> <p>2.1 Ask the requesting party to sign document confirming that he/she willfully turned over the structure to the University</p> <p>2.2 Install new padlock and signage to the structure</p> <p>2.3 Endorse UP Clearance Form for the Director's signature</p>	<p>None</p>	<p>3 Days (paused-clock)</p>	<p><i>Community Relations Officer</i> OCR</p>
<p>3. Claim signed UP Clearance from OCR</p>	<p>3. Release signed UP Clearance to the retiring employee</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Releasing Personnel</i> OCR</p>
<p>TOTAL:</p>		<p>None</p>	<p>18 Days, 35 Minutes</p>	



Public Safety and Security Office (PSSO)

External Services



1. Attend to Request for Security Assistance of Students, Alumni, University-accredited Organizations/Associations and Residents within the UP Diliman Campus

Aside from round the clock security provided by the Public Security and Safety Office, it also provides additional security assistance to the UP Diliman stakeholders by request. Security assistance is provided to ensure the safety of the stakeholders.

Office or Section:	Administrative Section, Public Safety and Security Office (PSSO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students, Alumni, University-accredited Organizations/Associations and residents within the UP Diliman campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Personal file of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request 1.1 Endorse request to Director for approval 1.2 Forward request to PSSO-UPDP for the assignment of personnel 1.3 Arrange schedule and assignment of personnel 1.4 Submit list of personnel assignment to PSSO	None	10 Minutes 1 Day 10 Minutes	<i>Receiving Personnel</i> PSSO <i>Administrative Aide IV</i> PSSO



	1.5 Invite requesting party to claim approved request		1 Day	<i>Administrative Assistant III</i> UPDP
			15 Minutes	
			15 Minutes	<i>Administrative Aide IV</i> PSSO
2. Claim approved request from PSSO	2. Release approved request	None	10 Minutes	<i>Releasing Personnel</i> PSSO
TOTAL:		None	2 Days, 1 Hour	

2. Attend to Request for Data and Information for Research Purposes of Students and Non-UP Units

The Public Safety and Security Office provides data and information to requestors of the same for research purposes only. The information is screened to ensure that it does not violate the University's and country's data privacy laws.

Office or Section:	Administrative Section, Public Safety and Security Office (PSSO)
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Business



Who may avail:	Students and Non-UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For UP Students:				
Letter of request with endorsement from the class adviser		Requesting Party		
UP Identification Card (for UP Students)		Office of the University Registrar		
For Non-UP Units:				
Letter of request		Requesting Party		
Identification Card (for Non-UP units)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request	None	10 Minutes	<i>Receiving Personnel</i> PSSO
	1.1 Endorse request to Director for approval		1 Day	<i>Administrative Aide IV</i> PSSO
	1.2 Forward request to PSSO-UPDP			
	1.3 Collate and organize the information required		10 Minutes	
	1.4 Forward required information to PSSO		5 Days	<i>Administrative Assistant III</i>
1.5 Invite requestor to claim their approved request and required data/information from PSSO		15 Minutes	UPDP	



			15 Minutes	<i>Administrative Aide IV</i> PSSO
2. Proceed to the PSSO to claim approved request	2. Prepare data/ information requested	None	15 Minutes	<i>Administrative Aide IV</i> PSSO
3. Sign the <i>Non-Disclosure Agreement</i>	3. Explain and ask requesting party to sign <i>Non-Disclosure Agreement</i>	None	10 Minutes	<i>Administrative Aide IV</i> PSSO
4. Receive data/ information requested for research purposes	4. Release the data/ information requested for research purposes	None	5 Minutes	<i>Releasing Officer</i> PSSO
TOTAL:		None	5 Days, 1 Hour, 30 Minutes	



3. Attend to Request for Safety and Security Orientation and Training for Students, University-accredited Business Concessionaires and Barangay Councils

The Public Safety and Security Office also provides safety and security orientation and training for the UP Diliman stakeholders. The said service is usually provided for the academic and non-academic units within the University.

Office or Section:	Administrative Section, Public Safety and Security Office (PSSO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students, University-accredited Business Concessionaires and Barangay Councils near UP Diliman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Personal file of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request	None	10 Minutes	<i>Receiving Personnel</i> PSSO
	1.1 Endorse request to Director for approval		1 Day	<i>Administrative Aide IV</i> PSSO
	1.2 Forward request to PSSO-UPDP for the assignment of resource person/training personnel		10 Minutes	
	1.3 Arrange the assignment of			



	<p>resource person/training personnel</p> <p>1.4 Return request to PSSO with list of assigned resource person/training personnel</p> <p>1.5 Invite applicant to PSSO to claim their approved request</p>		<p>1 Day</p> <p>15 Minutes</p> <p>15 Minutes</p>	<p><i>Administrative Assistant III</i> UPDP</p> <p><i>Administrative Aide IV</i> PSSO</p>
2. Claim approved request from the PSSO	2. Release approved request to applicant	None	10 Minutes	<i>Releasing Personnel</i> PSSO
3. Coordinate with PSSO-UPDP on the schedule and logistics of the orientation/training	3. Coordinate with the requesting party on the schedule and logistics of the orientation/training	None	5 Days	<i>Administrative Aide IV</i> PSSO or <i>Administrative Assistant III</i> UPDP
TOTAL:		None	7 Days, 1 Hour	



4. Attend to Request for Safety and Security Orientation and Training for Students, University-accredited Business Concessionaires and Barangay Councils

The Public Safety and Security Office also provides safety and security orientation and training for the UP Diliman stakeholders. The said service is usually provided for the academic and non-academic units within the University.

Office or Section:	Administrative Section, Public Safety and Security Office (PSSO)
Classification:	Complex
Type of Transaction:	Government to Citizen, Government to Business
Who may avail:	Students, University-accredited Business Concessionaires and Barangay Councils near UP Diliman

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Personal file of the Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request	None	10 Minutes	<i>Receiving Personnel</i> PSSO
	1.1 Endorse request to Director for approval		1 Day	<i>Administrative Aide IV</i> PSSO
	1.2 Forward request to PSSO-UPDP for the assignment of resource person/training personnel		10 Minutes	



	<p>1.3 Arrange the assignment of resource person/training personnel</p> <p>1.4 Return request to PSSO with list of assigned resource person/training personnel</p> <p>1.5 Invite applicant to PSSO to claim their approved request</p>		<p>1 Day</p> <p>15 Minutes</p> <p>15 Minutes</p>	<p><i>Administrative Assistant III</i> UPDP</p> <p><i>Administrative Aide IV</i> PSSO</p>
2. Claim approved request from the PSSO	2. Release approved request to applicant	None	10 Minutes	<p><i>Releasing Personnel</i> PSSO</p>
3. Coordinate with PSSO-UPDP on the schedule and logistics of the orientation/training	3. Coordinate with the requesting party on the schedule and logistics of the orientation/training	None	5 Days	<p><i>Administrative Aide IV</i> PSSO or <i>Administrative Assistant III</i> UPDP</p>
TOTAL:		None	6 Days, 1 Hour	



5. Attend to Request for Security Assessments of Students and University-recognized Business Concessionaires

In ensuring the safety and security of the UP Diliman community, the Public Safety and Security Office also provides security assessments to requesting academic and non-academic units.

Office or Section:	Administrative Section, Public Safety and Security Office (PSSO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students and University-recognized Business Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request			Personal file of the Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request	None	10 Minutes	<i>Receiving Personnel</i> PSSO
	1.1 Endorse request to Director for approval		1 Day	<i>Administrative Aide IV</i> PSSO
	1.2 Forward request to PSSO-UPDP (STPS)		10 Minutes	
	1.3 Arrange schedule and assignment of personnel for the requested assessment		3 Days	<i>STPS Team Leader</i> UPDP
	1.4 Call to inform requesting party regarding the		15 Minutes	



	schedule of security assessment			
2. Coordinate with UPDP-STPS regarding the schedule and logistics for the security assessment	2. Coordinate with UPDP-STPS regarding the schedule and logistics for the security assessment	None	2 Days	STPS Team Leader UPDP
3. Meet with UPDP-STPS for the assessment of security needs/ requirements	3. Proceed to the requesting party's office to conduct security assessment	None	10 Days	STPS UPDP
	3.1 Prepare the report and recommendations for the requesting party		3 Days	STPS Team Leader UPDP
	3.2 Submit report to the UPDP – OIC for his notation			
	3.3 Forward report to PSSO		1 Day	
	3.4 Endorse UPDP-STPS' report for the Director's approval			
3.5 Forward the Security Assessment			10 Minutes	Administrative Assistant III



	Report and Recommendations to the requesting party		1 Day 15 Minutes	UPDP <i>Administrative Aide IV</i> PSSO
TOTAL:		None	21 Days, 1 Hour, 5 Minutes	

6. Attend to Requests for Investigations of Students and University-recognized Business Concessionaires

The Public Safety and Security Office (PSSO) acknowledges the stakeholders' need for investigations on certain incidents. As such, the PSSO attends to requests for investigations from the UP Diliman stakeholders.

Office or Section:	Administrative Section, Public Security and Safety Office (PSSO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students and University-recognized Business Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Personal file of the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit letter of request to PSSO</p>	<p>1. Evaluate letter of request</p> <p>1.1 Endorse the request for the Director's approval</p> <p>1.2 Forward the request to the UPDP for proper action</p> <p>1.3 Assign request to Investigation and Follow-Up Section (UPDP-IFS)</p> <p>1.4 Conduct Investigation</p> <p>1.5 Prepare report based on the conducted investigation</p> <p>1.6 Submit report to UPDP-OIC for his approval/notation</p> <p>1.7 Forward report to PSSO</p> <p>1.8 Endorse report from UPDP-IFS to Director for approval</p> <p>1.9 Invite requesting party to claim report from PSSO</p>	<p>None</p>	<p>10 Minutes</p> <p>1 Day</p> <p>15 Minutes</p> <p>15 Minutes</p> <p>5 Days</p> <p>2 Days</p> <p>1 Day</p> <p>15 Minutes</p> <p>1 Day</p> <p>15 Minutes</p>	<p><i>Receiving Personnel</i> PSSO</p> <p><i>Administrative Aide IV</i> PSSO</p> <p><i>Administrative Assistant III</i> UPDP</p> <p><i>IFS</i> UPDP</p> <p><i>Section Head</i> UPDP-IFS</p> <p><i>Administrative Assistant III</i> UPDP</p> <p><i>Administrative Aide IV</i> PSSO</p>
<p>2. Claim investigation report from PSSO</p>	<p>2. Release report of investigation to the requesting party</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Releasing Officer</i> PSSO</p>
<p style="text-align: right;">TOTAL:</p>		<p>None</p>	<p>10 Days,</p>	



		1 Hour, 26 Minutes	
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7. Attend to Requests for Issuance of Police Reports of Students and Non-UP Units

The UP Diliman Police, under the Public Safety and Security Office, attends to requests for issuance of police reports. The said police reports are of incidents which happened within the UP Diliman campus and are available to the parties involved upon request.

Office or Section:	UP Diliman Police (UPDP) - Public Security and Safety Office (PSSO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Students and Non-UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request (may be verbal or thru a letter)		Requesting Party		
Valid Identification Card		Office of the University Registrar, GSIS, SSS, Philhealth, BIR, LTO, DFA, NBI, POST OFFICE		
Authorization letter (If report is claimed by a representative of the suspect/victim)		From the person/s involved in the incident		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the UPDP Headquarters (Complaints Desk) to request for a copy of the Police Report	1. Interview applicant regarding report requested for Request for an authorization letter from the party/ies involved if the requesting party is a representative. 1.1 Prepare copy of police report.	None	45 Minutes	<i>Records Assistant UPDP</i>



2. Claim Order of Payment from the UPDP	2. Issue Order of Payment to requesting party	None	10 Minutes	<i>Administrative Assistant III</i> UPDP
3. Pay prescribed fee to the Administrative Officer III	3. Collect payment based on the Order of Payment 3.1 Issue Temporary Receipt Inform requesting party that they may claim official receipt the following day.	PHP 50.00	15 Minutes	<i>Administrative Officer III</i> or <i>Administrative Assistant III</i> UPDP
4. Claim police report from UPDP	4. Release police report to the requesting party	None	15 Minutes	<i>Records Assistant</i> UPDP
TOTAL:		PHP 50.00	1 Hour, 25 Minutes	



Public Safety and Security Office (PSSO)

Internal Services



1. Attend to Request for Security Assistance of Academic and Non-academic Units

Aside from round the clock security provided by the Public Security and Safety Office, it also provides additional security assistance to the UP Diliman stakeholders by request. Security assistance is provided to ensure the safety of the stakeholders.

Office or Section:	Administrative Section, Public Safety and Security Office (PSSO)			
Classification:	Simple			
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		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request	None	10 Minutes	<i>Receiving Personnel</i> PSSO
	1.1 Endorse request to Director for approval			<i>Administrative Aide IV</i> PSSO
	1.2 Forward request to PSSO-UPDP for the assignment of personnel	1 Day		
	1.3 Arrange schedule and assignment of personnel	10 Minutes		
	1.4 Submit list of personnel assignment to PSSO	1 Day		<i>Administrative Assistant III</i> UPDP



	1.5 Invite requesting party to claim approved request		15 Minutes	
			15 Minutes	Administrative Aide IV PSSO
2. Claim approved request from PSSO	2. Release approved request	None	10 Minutes	Releasing Personnel PSSO
TOTAL:		None	2 Days, 1 Hour	

2. Attend to Request for Data and Information for Research Purposes of UP Academic and Non-academic Units

The Public Safety and Security Office provides data and information to requestors of the same for research purposes only. The information is screened to ensure that it does not violate the University's and country's data privacy laws.

Office or Section:	Administrative Section, Public Safety and Security Office (PSSO)	
Classification:	Complex	
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 with endorsement from the Head of Unit		Requesting Party
UP Identification Card		Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request	None	10 Minutes	<i>Receiving Personnel</i> PSSO
	1.1 Endorse request to Director for approval		1 Day	
	1.2 Forward request to PSSO-UPDP		10 Minutes	<i>Administrative Aide IV</i> PSSO
	1.3 Collate and organize the information required		5 Days	
	1.4 Forward required information to PSSO		15 Minutes	<i>Administrative Assistant III</i> UPDP
	1.5 Invite requestor to claim their approved request and required data/ information from PSSO		15 Minutes	<i>Administrative Aide IV</i> PSSO



2. Proceed to the PSSO to claim approved request	2. Prepare data/ information requested	None	15 Minutes	Administrative Aide IV PSSO
3. Sign the <i>Non-Disclosure Agreement</i>	3. Explain and ask requestor to sign <i>Non-Disclosure Agreement</i>	None	10 Minutes	Administrative Aide IV PSSO
4. Receive data/ information requested for research purposes	4. Release the data/ information requested for research purposes	None	5 Minutes	Releasing Officer PSSO
TOTAL:		None	6 Days, 1 Hour, 30 Minutes	

3. Attend to Request for Safety and Security Orientation and Training for UP Academic and Non-Academic Units

The Public Safety and Security Office also provides safety and security orientation and training for the UP Diliman stakeholders. The said service is usually provided for the academic and non-academic units within the University.

Office or Section:	Administrative Section, Public Safety and Security Office (PSSO)
Classification:	Complex
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		Personal file of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request	None	10 Minutes	<i>Receiving Personnel</i> PSSO
	1.1 Endorse request to Director for approval		1 Day	<i>Administrative Aide IV</i> PSSO
	1.2 Forward request to PSSO-UPDP for the assignment of resource person/training personnel		10 Minutes	
	1.3 Arrange the assignment of resource person/training personnel		1 Day	<i>Administrative Assistant III</i> UPDP
	1.4 Return request to PSSO with list of assigned resource person/training personnel		15 Minutes	
	1.5 Invite applicant to PSSO to claim		15 Minutes	<i>Administrative Aide IV</i>



	their approved request			PSSO
2. Claim approved request from the PSSO	2. Release approved request to applicant	None	10 Minutes	<i>Releasing Personnel</i> PSSO
3. Coordinate with PSSO-UPDP on the schedule and logistics of the orientation/training	3. Coordinate with the requesting party on the schedule and logistics of the orientation/training	None	5 Days	<i>Administrative Aide IV</i> PSSO or <i>Administrative Assistant III</i> UPDP
TOTAL:		None	7 Days, 1 Hour	

4. Attend to Request for Security Assessments of UP Academic and Non-academic Units

In ensuring the safety and security of the UP Diliman community, the Public Safety and Security Office also provides security assessments to requesting academic and non-academic units. This service also extends to UP Diliman Extension Program in Pampanga, UP Diliman Marine Science Institute (MSI) Bolinao Marine Laboratory and Puerto Galera.

Office or Section:	Administrative Section, Public Safety and Security Office (PSSO)
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		Personal file of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request	None	10 Minutes	<i>Receiving Personnel</i> PSSO
	1.1 Endorse request to Director for approval		1 Day	
	1.2 Forward request to PSSO-UPDP (STPS)		10 Minutes	<i>Administrative Aide IV</i> PSSO
	1.3 Arrange schedule and assignment of personnel for the requested assessment		3 Days	<i>STPS Team Leader</i>
	1.4 Call to inform requesting party regarding the schedule of security assessment		15 Minutes	UPDP
2. Coordinate with UPDP-STPS regarding the schedule and logistics for the	2. Coordinate with UPDP-STPS regarding the schedule and logistics for the security assessment	None	2 Days	<i>STPS Team Leader</i> UPDP



security assessment				
3. Meet with UPDP-STPS for the assessment of security needs/ requirements	<p>3. Proceed to the requesting party's office to conduct security assessment</p> <p>3.1 Prepare the report and recommendations for the requesting party</p> <p>3.2 Submit report to the UPDP – OIC for his notation</p> <p>3.3 Forward report to PSSO</p> <p>3.4 Endorse UPDP-STPS' report for the Director's approval</p> <p>3.5 Forward the Security Assessment Report and Recommendations to the requesting party</p>	None	<p>10 Days</p> <p>3 Days</p> <p>1 Day</p> <p>10 Minutes</p> <p>1 Day</p> <p>15 Minutes</p>	<p>STPS UPDP</p> <p>STPS Team Leader UPDP</p> <p>Administrative Assistant III UPDP</p> <p>Administrative Aide IV PSSO</p>



TOTAL:		None	21 Days, 1 Hour, 5 Minutes	

5. Attend to Requests for Investigations of UP Academic and Non-Academic Units

The Public Safety and Security Office (PSSO) acknowledges the stakeholders' need for investigations on certain incidents. As such, the PSSO attends to requests for investigations from the UP Diliman stakeholders.

Office or Section:	Administrative Section, Public Security and Safety Office (PSSO)			
Classification:	Complex			
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			Personal file of the applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to PSSO	1. Evaluate letter of request	None	10 Minutes	<i>Receiving Personnel</i> PSSO
	1.1 Endorse the request for the Director's approval		1 Day	<i>Administrative Aide IV</i> PSSO
	1.2 Forward the request to the UPDP for proper action		15 Minutes	



	1.3 Assign request to Investigation and Follow-Up Section (UPDP-IFS)		15 Minutes	<i>Administrative Assistant III</i> UPDP
	1.4 Conduct Investigation		5 Days	
	1.5 Prepare report based on the conducted investigation		2 Days	<i>IFS</i> UPDP
	1.6 Submit report to UPDP-OIC for his approval/notation		1 Day	<i>Section Head</i> UPDP-IFS
	1.7 Forward report to PSSO		15 Minutes	
	1.8 Endorse report from UPDP-IFS to Director for approval		1 Day	<i>Administrative Assistant III</i> UPDP
	1.9 Invite requesting party to claim report from PSSO		15 Minutes	<i>Administrative Aide IV</i> PSSO
2. Claim investigation report from PSSO	2. Release report of investigation to the requesting party	None	15 Minutes	<i>Releasing Officer</i> PSSO
TOTAL:		None	10 Days, 1 Hour, 25 Minutes	

6. Attend to Requests for Issuance of Police Reports of UP Academic and Non-Academic Units

The UP Diliman Police, under the Public Safety and Security Office, attends to requests for issuance of police reports. The said police reports are of incidents which happened within the UP Diliman campus and are available to the parties involved upon request.



Office or Section:	UP Diliman Police (UPDP) - Public Security and Safety Office (PSSO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP Academic and Non-academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request (may be verbal or thru a letter)		Requesting Party		
Valid Identification Card		Office of the University Registrar, GSIS, SSS, Philhealth, BIR, LTO, DFA, NBI, POST OFFICE		
Authorization letter (If report is claimed by a representative of the suspect/victim)		From the person/s involved in the incident		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the UPDP Headquarters (Complaints Desk) to request for a copy of the Police Report	1. Interview applicant regarding report requested for Request for an authorization letter from the party/ies involved if the requesting party is a representative. 1.1 Prepare copy of police report.	None	45 Minutes	<i>Records Assistant UPDP</i>
2. Claim Order of Payment from the UPDP	2. Issue Order of Payment to requesting party	None	10 Minutes	<i>Administrative Assistant III UPDP</i>
3. Pay prescribed fee to the Administrative Officer III	3. Collect payment based on the Order of Payment 3.1 Issue Temporary Receipt Inform requesting party that they may	PHP 50.00	15 Minutes	<i>Administrative Officer III or Administrative Assistant III UPDP</i>



	claim official receipt the following day.			
4. Claim police report from UPDP	4. Release police report to the requesting party	None	15 Minutes	<i>Records Assistant UPDP</i>
TOTAL:		PHP 50.00	1 Hour, 25 Minutes	



Traffic 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 Traffic 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:	Traffic 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		Traffic 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		None	5 Days	



<p>application form, photocopies of the required documents, stencil of the motor and chassis number and location sketch of the garage to the TMO</p>	<p>1. Evaluate application form and other requirements for completeness</p> <p>1.1 Give applicant the designated schedule (date and time) for the batch inspection of his/her PUJ</p>		<p>(paused-clock)</p>	<p><i>Receiving Personnel</i> TMO</p>
<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 (paused-clock)</p>	<p><i>Traffic Management Enforcer</i> TMO</p> <p><i>Mechanic</i> CMO</p> <p><i>Traffic 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 (paused-clock)</p>	<p><i>Smoke Emission Team</i> DENR</p>



4. Claim Order of Payment for the PTO	4. Issue Order of Payment for PTO to requesting party	None	10 Minutes	<i>Traffic Management Officer</i> TMO
5. Pay prescribed fees to the UP Cash Office	5. Collect payment based on the Order of Payment 5.1 Issue Official Receipt	Refer to Table of Rates below	25 Minutes	<i>Collecting Officer</i> UP Cash Office
6. Submit photocopy of Order of Payment and Official Receipt to TMO 6.1 Claim PTO	6. Receive photocopy of Order of Payment and Official Receipt The Order of Payment includes the PUJ's sticker number. 6.1 Release PTO to applicant	None	1 Day	<i>Traffic Management Officer</i> TMO



TOTAL:	PTO Fee + penalty (if applicable) = Total Fees	17 Days, 35 Minutes	
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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:	Traffic 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
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
<p>1. Submit properly accomplished application form and photocopies of 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. Evaluate application form and other requirements for completeness</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>	None	5 Days (batch processing)	<p><i>Receiving Clerk</i> TMO</p> <p><i>Traffic 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> <p>a. Road Safety b. Responsible Driving c. Traffic Discipline d. Anti-sexual Harassment</p>	None	2 Days	<p><i>Traffic 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</p>	<p>3. Inform the requesting party about his drug test two (2) days before the intended drug test schedule</p>	None	1 Day (paused-clock)	<p><i>Traffic Management Enforcer</i> TMO</p>



prevent any <i>preparation</i> that may affect the integrity of the test and its result.				
<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>	None	10 Minutes	<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>	PHP 300.00	5 Minutes	<p><i>Cashier</i> 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. 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>	None	<p>5 Minutes</p> <p>15 Minutes</p> <p>10 Minutes</p> <p>5 Minutes</p> <p>10 Days</p>	<p><i>Drug Test ASC</i> UHS</p> <p><i>Drug Test Analyst</i> UHS</p>



<p>6.3 Submit urine sample to the Drug Test ASC</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>Only those with NEGATIVE results shall be processed.</p>		<p>(paused-clock)</p> <p>20 Days (paused-clock)</p>	<p><i>Traffic Management Enforcer TMO</i></p>
<p>7. Get Order of Payment from TMO for the Identification Card</p>	<p>7. Issue Order of Payment for the Identification Card</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Traffic Management Officer TMO</i></p>
<p>8. Pay prescribed fees at the UP Cash Office</p>	<p>8. Collect payment based on Order of Payment</p> <p>8.1 Issue Official Receipt</p>	<p>PHP 100.00</p>	<p>25 Minutes</p>	<p><i>Cashier UP Cash Office</i></p>



9. Submit Photocopy of Order of Payment and Official Receipt to TMO	9. Receive photocopy of Order of Payment and Official Receipt The Order of Payment includes the applicant's UP Identification Card number.	None	5 Days	Traffic Management Officer TMO
9.1 Claim UP Driver's Identification Card from TMO	9.1 Release UP Driver's Identification Card to applicant			
TOTAL:		PHP 400.00	25 Days, 1 Hour, 20 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: Student Organizations

The Traffic 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 provide assistance to motorists inside the UP Diliman campus.

Office or Division:	Traffic 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 UP officials		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES 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	Receiving Personnel TMO



	<p>1.1 Interview the requesting party for the following information:</p> <p>a. Date and Time of event b. Location c. Expected number of participants</p> <p>1.2 Endorse request to the Director for approval</p> <p>1.3 Coordinate request and details provided to concerned unit</p>		<p>30 Minutes</p> <p>1 Day</p> <p>10 Minutes</p>	
2. 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>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>	None	<p>1 Day</p> <p>10 Minutes</p> <p>10 Minutes</p>	Administrative Staff TMO
		None	10 Minutes	Administrative Staff



3. Claim Order of Payment from the TMO	3. Issue Order of Payment to requesting party			TMO
4. Pay prescribed fees to Special Collecting Officer	4. Collect fees from requesting party First three (3) hours: Every succeeding hour:	PHP 500.00 PHP 100.00	25 Minutes	<i>Special Collecting Officer</i> TMO
5. Coordinate with TMO for traffic assistance on scheduled date	5. Provide traffic assistance on scheduled date	None		<i>Traffic Management Team</i> TMO
TOTAL:		PHP 500.00 + (PHP 100.00 x no. of hours after the first 3 hours) = Total Fees	2 Days, 1 Hour, 45 Minutes	



Traffic Management Office (TMO)

Internal Services



1. Attend to Request for Traffic Assistance: Academic and Non-Academic Units

The Traffic 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 provide assistance to motorists inside the UP Diliman campus.

Office or Division:	Traffic 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
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: b. Date and Time of event c. Location d. 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	



2. Wait for the approval from the TMO	2. Arrange the schedule for the deployment of personnel Personnel assigned to provide traffic assistance are those who are off-duty on the requested date/time. a. Inform the requesting party of the approval and designation of personnel. b. Invite requesting party to TMO to claim Order of Payment c. Prepare the Order of Payment	None	1 Day 10 Minutes 10 Minutes	Administrative Staff TMO
3. Claim Order of Payment from the TMO	3. Issue Order of Payment to requesting party	None	10 Minutes	Administrative Staff TMO
4. Pay prescribed fees to Special Collecting Officer	4. Collect fees from requesting party First three (3) hours: Every succeeding hour:	PHP 500.00 PHP 100.00	25 Minutes	Special Collecting Officer TMO
5. Coordinate with TMO for traffic assistance on scheduled date	5. Provide traffic assistance on scheduled date	None		Traffic Management Team TMO



TOTAL:	PHP 500.00 + (PHP 100.00 x no. of hours after the first 3 hours) = Total Fees	2 Days, 1 Hour, 45 Minutes	
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University Health Service (UHS)

External Services



1. Outpatient Medical Consultation

This refers to non-emergency consultations for minor illnesses, for medical clearance or issuance of a medical certificate for return to classes or duty. Such cases can be seen at the outpatient clinic.

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 (at table outside the Records Window) and present accomplished consultation slip and I.D. at Records Window.	1 Receive accomplished Consultation Slip and check I.D. 1.1 If patient is included in the database, place in queue and give queuing number. If senior citizen, PWD, pregnant, give priority no. instead. 1.2 If not yet included in the	None	5 Minutes (Starts from presentation of consultation slip)	<i>Records staff</i> UPHS



	<p>database, encode patient data, place in queue and issue queuing no. or priority no, when applicable.</p> <p>1.3 Retrieve old records if requested, and release to patient with instruction to leave them with attending physician after consultation.</p>			
<p>2.Wait for number to be called and proceed to Triage.</p>	<p>2. Ask reason for consultation and encode on patient's Electronic Health Record (EHR).</p> <p>2.1 Check relevant vital signs, height, weight and visual acuity as needed and encode on the EHR.</p> <p>2.2 Deck patient to an OPD doctor-on-duty and issue another queuing number</p> <p>2.3 For Non-UP clients, issue charge slip for consultation and facility fee</p>	<p>None</p>	<p>5 Minutes (Starts when patient's queuing no. is called)</p>	<p><i>Triage Nurse</i> UPHS</p>
<p>3.Proceed to Clinic Room of assigned OPD doctor and wait for no. to be called.</p>	<p>3. Interview patient for relevant medical history and complaints</p> <p>3.1 Do appropriate physical examination</p> <p>3.2 Record relevant findings on the</p>	<p>None</p>	<p>15 Minutes (Starts when patient enters Doctor's Rm.)</p>	<p><i>OPD Doctor</i> UPHS</p>



	<p>EMR/OPD Chart</p> <p>3.3. Give final disposition and instruct patient (health advise, referral to diagnostics or specialty clinics, date of follow-up)</p> <p>If client needs lab/X-ray requests for clearance, instruct client to proceed to Billing Cashier for payment.</p> <p>If client needs Specialty clearance, instruct client to proceed to OPD Specialty Clinic or Medical Specialist of choice</p> <p>3.4. Issue a medical clearance if applicable and if assessment is completed</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: pay only for requested tests</p>	<p>5 Minutes (Paused- clock)</p>	<p><i>Billing/Cashier</i> UPHS</p>



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	Records Staff Triage Nurse OPD Doctor UPHS
	TOTAL	UP clients – None (minimum) Non-UP – PHP450 (minimum)	UP clients – 25 Minutes (minimum) Non-UP clients- 30 Minutes (minimum)	

2. Annual Physical Examination (A.P.E.)

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 early medical interventions can be done. This is a health-promotive step to ensure optimal performance in the workplace and in school.

Office or Division:	General Outpatient Clinic, UPHS
Classification:	Complex/ Highly Technical
Type of Transaction:	G2G - Government to Government/ G2C - Government to Citizen/ G2B -Government to Business
Who can 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 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. Fills up Request for Consultation Slip (on table outside Records Section Window) and signify intention to have an A.P.E 1.1 Queue and present accomplished consultation slip and ID at the Records Window.	1. Receive accomplished Consultation Slip and check I.D. 1.1 Issue chart and laboratory requests for routine P.E signed by issuing Records personnel 1.2 Instruct client to accomplish the following in any order – Chest X-ray, Dental exam, ECG, and 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	<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 P.E. duty 3.1 Conduct dental examination, write findings and recommendations on chart	None	5 Minutes (Paused-Clock)	<i>Dental Receptionist</i> UPHS <i>Dentist on P.E. duty</i> UPHS
4. Proceed to ECG Rm. and present request	4. Conduct ECG examination and instruct patient when to get results 4.1 Process ECG test	None	10 Minutes (Paused-Clock) 1 day	<i>ECG Technician</i> UPHS Cardiologist – in charge
5. Proceed to Radiology Section and present request	5. Perform Chest X-ray exam on patient and instruct patient when result will be released 5.2 Process X-ray test	None	20 Minutes (Paused-clock) 3 Days	<i>Radiologic Technologist</i> <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 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 (Paused-clock) 1 day	<i>Receptionist</i> UPHS Lab <i>Medical Technologist</i> UPHS



7. Return with chart and results of all diagnostic exams requested and proceed to Records for OPD consultation	7. Issue queuing or Priority No. for Triage Nurse	None	2 Minutes	<i>Records staff</i> UPHS
8 Wait for number to be called and proceed to Triage Nurse	8. Check on patient's Vital Signs, measure his/her height and Weight, perform Visual Acuity test and record findings on Chart. 8.1 Deck patient to an Examining doctor and issue queuing no. to doctor's clinic	None	10 Minutes	<i>Triage Nurse</i> UPHS
9. Wait for one's turn outside assigned clinic	9. Perform P.E., evaluate lab results and instruct patient as to further recommendations 9.1 Issue medical certificate if assessment is complete.	None	15 Minutes	<i>OPD Doctor</i> UPHS
	TOTAL	Varies according to age and category of client	5 Days, 1 Hour, 27 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	Package 1	PHP240	PHP720	PHP1925.00	P1540



old and above**	Package 2	PHP700	PHP1570	PHP3075	PHP2460
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*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

3. Emergency Medical Consultation

Provide emergency medical services which is open 24 hours 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		
<p>NOTE: The UP Student ID, Form 5, UP Employee ID and UPHS ID for staff dependents are used only to verify category of patients and not a requirement to avail of emergency treatment.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to ER	<p>Life threatening Cases</p> <p>1.Assess and administer immediate treatment</p> <p>1.1 Transfer patient as appropriate, thru ambulance conduction.</p>	<p>Varies with amount of medicines and supplies used.</p> <p>Ambulance Fee See below for Table of Rates</p>	<p>Varies with severity of case but not to exceed 24 hours.</p> <p>Varies according to hospital of destination.</p>	<p><i>ER Staff on Duty (Physician/s, Nurse, Nursing Attendants)</i> UPHS</p> <p><i>Ambulance Driver with EMT</i> UPHS</p>



	Non - Life threatening Cases 1.2 Chart and queue to Physician on Duty	None	Varies with severity of case but not to exceed 24 hours.	<i>ER Nurse</i> UPHS
	1.3 Administer treatment 1.4 Carry out doctor's orders	Varies with amount of medicines and supplies used and medical/ surgical procedures done	Beyond 24 hrs, POD must decide whether to discharge, admit or transfer	<i>ER Physician</i> UPHS <i>ER Nurse</i> UPHS
	1.5 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
Recovered patient or companion pay to Cashier/ Collecting Officer, or ER Nurse in the absence of both.	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
Presents proof of payment	Discharge patient.	None	3 Minutes	<i>ER Physician on duty</i> UPHS
TOTAL		Varies with patient category and services given	24 Hours (Maximum)	

Table of Rates

Emergency Room Fees	UP Students and Staff Dependents	Non-UP Clients/ (For Senior Citizen)
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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

4. Specialty medical consultation

The UPHS provides accessible, affordable and a wide array of medical specialty outpatient services. The Specialty Clinic is manned by highly qualified Visiting Consultants with discounted professional fees for mandated clients.

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 Employee ID (only to categorize clients as UP-connected)		Requesting Party		
2. Referral letter, if any		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit or call secretary of Visiting Consultant to	1. Chart and place patient on queue	None	3 Minutes	<i>Medical Secretary</i> Specialty Clinic



<p>make an appointment.</p> <p>1.1 Proceed to the Specialty Clinic during clinic hours of desired consultant and approach secretary.</p>	<p>1.1. Instruct patient to pay Facility fee at UHS Billing/ Cashier</p>			
<p>2. Proceed to Billing/Cashier to pay Facility Fee</p> <p>.2.1 Stay at the waiting area to await secretary's queue.</p>	<p>2. Accept payment and issue Official Receipt</p>	<p>Facility Fee- PHP50</p>	<p>3 Minutes</p>	<p><i>Billing Clerk</i></p> <p><i>Cashier</i> UPHS</p>
<p>3. Present referral letter to Consultant, if any</p>	<p>3. Examines and assesses patient, and treats accordingly</p> <p>3.1 Gives feedback to referring physician</p> <p>3.2 Gives charge slip to secretary</p>	<p>None</p>	<p>30 Minutes (Starts as patient enters clinic)</p>	<p><i>Visiting Consultant</i> UPHS</p>
<p>3. Pay to Secretary</p>	<p>Collect payment and issue O.R.</p>	<p>Professional Fee: (50% Discount, and 20% Discount for UP students and Staff dependents respectively.</p> <p>20% for Senior citizens.</p> <p>May avail of only one discount privilege,</p>	<p>3 Minutes</p>	<p><i>Medical Secretary</i> Specialty Clinic</p>



		whichever is higher		
	TOTAL	Varies according to specialty and patient category	39 Minutes	

5. 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). It makes use of a computed radiography system which captures X-ray images on photo-luminiscent screens instead of the traditional X-ray film.

Office or Division:	Radiology Section			
Classification:	Simple			
Type of Transaction:	Government to Government/ 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. Present X-ray request to Billing/Cashier's Window and pays accordingly	Accept payment and issues Official Receipt	See Table of Rates below.	3 min (from the time patient presents request)	<i>Billing Clerk/Cashier</i> UPHS



2. Proceed to Radiology Section Window and presents Official Receipt (O.R.)	2 Encode patient data and verifies O.R. 2.1 Ask patient to go to the X-ray room	None	5 minutes	<i>Radiologic Technician</i> UPHS <i>House Attendant</i> UHS (if ER patient)
3. Proceed to X-ray room and prepares for the X-ray exam	3. Takes radiograph image	None	8 minutes	<i>Radiologic Technologist</i> UPHS
4. Awaits further instructions	4.1 Processes image and submits to radiologist for interpretation 4.2 Instructs patient on the availability of results 4.3 Interprets examination	None	15 minutes 3 days	<i>Radiologic Technologist</i> UPHS <i>Radiologist</i> UPHS
5. Claim results as instructed 5,1 Present I.D. and Official Receipt (Authorization Letter as needed) 5,2 Get results and signs in logbook	5.1 Verify receipt and ID or authorization letter as needed 5.2 Release results and ask client to sign on logbook	None	3 minutes	<i>Radiologic Technician</i> <i>House Attendant</i> UPHS
TOTAL		Varies	3 days	

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	84	147	260	136	THORACIC	120	180	350	280



7+ y/o					(P/L)				
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
	FEES (in PHP)					FEES (in PHP)			
X-RAY EXAMINATION	UP Students	Staff Dep	Non-UP	Non-UP SC	X-RAY EXAMINATION	UP Students	Staff Dep	Non-UP	Non-UP SC
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 Bedside Radiography –Plus P150.00
 Private Room patients – Plus 20% VLP patients: Plus 30% Ward patients –
 Plus 10%



5a. Request for Duplicate (X-ray)

Service provides for duplicate/softcopy of their imaging test results upon request.

Office or Division:	Radiology Section			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Employee ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to X-ray Window and signify request for duplicate	1. Receive request and verifies details\ 1.1 Instruct client to pay fee.	None	2 Minutes	<i>Radiologic Technologist</i> UPHS
2.Pay duplication fee at Cashier and present O.R. and UP Employee ID at X-ray Window	2.Generate results	Duplication Fee- PHP15.00 hard copy PHP50.00 soft copy	15 Minutes	<i>Radiologic Technologist</i> UPHS
3.Claim duplicate copy.	3.Release Duplicate Copy.	None	1 Minute	<i>Radiologic Technologist</i> UPHS
	TOTAL	PHP 15 or PHP50	18 minutes	

6. Ultrasound Services

UPHS provides various ultrasound (sonology) tests from detection of early pregnancy to the presence of a mass, differentiating whether solid or cystic.

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		
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 1.3. Issue charge slip and instruct patient to settle fees	None	10 minutes	<i>Receptionist</i> Radiology Section, UPHS
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	2 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	Radiologist/Sonologist 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	3 Minutes	Radiologic Technologist UPHS
TOTAL:		Varies with Test	55 Minutes	

Table of Rates for UP Faculty and Employees

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
R.F. – Reading Fee								



ULTRASOUND TEST	UP Students		UP Staff Dependents		Non-UP Clients		Non-UP Senior Citizens	
	Cost	R.F.	Cost	R.F.	Cost	R.F.	Cost	R.F.
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

Additional Service Fees: Duplicate of Results – PHP 15.00
30%

VLP Patients – Plus

Private patients – Plus 20%

Ward Patients –

Plus 10%

7. 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:	Government to Government/ 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 E.R - loc. 111 or Ambulance Service- loc. 110	1.Receive call & notify Physician-on-duty (POD) 1.1.POD signs trip ticket	None	2 minutes	ER Nurse Physician on Duty UPHS



2. Await arrival of ambulance. Patient must be accompanied by reliable informant	2. Fetch patient and bring to UHS Emergency Room or another health facility, when appropriate 2.1. Give charge slip to companion	None	3 Minutes (for life-threatening cases)	<i>Ambulance Driver/ Emergency Medical Technician UPHS</i>
3. Present charge slip and pays fee to Cashier/Nurse on Duty after office hours, weekdays and holidays	3. Receive payment and issue Official Receipt (ER Nurse on Duty remits payment on the first following working day)	Ambulance transport Fee UP Student-Free Dependents- PHP 40.00 Non-UP – PHP50	5 minutes	<i>Cashier Collecting Officer UPHS</i>
TOTAL		Varies with patient category	10 Minutes	

8. 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:	Government to Government/ Government to Citizen/Government to Business			
Who may avail:	UP Diliman Units and officially recognized student 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	Fee for Ambulance Use – None	4 Days	<i>Director's secretary EMS** Coordinator UPHS</i>



	EMS personnel on the specified date 1.1 Coordinate with EMS staff	Honoraria for Ambulance Personnel (on overtime pay as per Magna Carta for Public Health Workers) : Driver- PHP500 per 8 hours EMT* (Nurse) – PHP1,500 per 8 hours EMT* (Doctor) - PHP2,000 per 8 hours		
2. Await approval of requested schedule.	2. Relay approval of standby ambulance duty and names of EMS* staff	None	1 Day	<i>Ambulance Driver/EMS Staff</i> UPHS
3. Once approved, obtain charge slip from EMS Coordinator 3.1. Present charge slip and pay to Cashier	3. Accept payment and issue O.R.	None	3 Minutes	<i>Billing Clerk</i> <i>Cashier</i> UPHS
4. Present O.R. with EMS Coordinator	Confirm date and schedule of standby duty and personnel involved.	None	2 Minutes	<i>EMS Coordinator</i> UPHS
TOTAL		May vary according to length of event	5 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 within the UP Diliman Campus

9. 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	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 out-patient record and consent form for client to fill-up	None	10 minutes	OR Nurse/ Nurse attendant UPHS
2. Sign consent form	2. Collect forms including signed consent	None	5 Minutes	OR Nurse/ Nurse attendant UPHS
3. Proceed to the Operating Room on scheduled date at least 30 minutes before cutting time.	3. Prepare client for operative procedure 3.1 Execute procedure 3.2 Give discharge instructions (including possible histopath for excision biopsy) 3.3 Issue charge slip	Fees may vary according to procedure, extent of lesion, and patient category: (See below for Fees)*	1 hour	OR Nurse Surgeon UPHS OR Nurse UPHS



4.If with specimen for histo-pathological examination, proceed to Medical Laboratory to get Charge Slip	4.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 Lab, UPHS
5.Proceed to Billing/Cashier for payment	5.Accept payment and issue O.R.	None	5 Minutes	Billing/Cashier UPHS
	TOTAL	Varies	1 Hour, 25 Minutes	
END OF TRANSACTION				

* **Surgical Fee** – goes to the account of the Surgeon; varies depending on extent of surgery

With discounts for UP clients

Operating Room Fee – or facility fee. PHP1000 for non-UP clients (60% and 30% discount

For UP students and staff dependents, respectively

Cost of Supplies

Fee for Histopathological Examination, as needed for some tissue specimen

10. Pharmaceutical Services

This service pertains to the presence of a pharmacy, duly licensed by the Department of Health to dispense medicines 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:	Government to Client/ 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 total cost of medicines to be dispensed	None	5 Minutes	<i>Pharmacist on Duty</i> UPHS
2. Await prescription medications	2. Dispenses medicines and provides instructions to patients	May vary depending on prevailing market price of the medicines prescribed	2 Minutes	<i>Pharmacist on Duty</i> UPHS
TOTAL			7 Minutes	

11. Dental Services

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).

Office or Division:	UPHS, Dental clinic			
Classification:	Simple			
Type of Transaction:	Government to clients, Government to Government			
Who may avail:	UP Students, UP Staff Dependents and Non-UP Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Student ID, Form 5 – for students UPHS ID for staff dependents OPD Chart		Office of University Registrar Records Section, UPHS Attending Physician		
Referral letter, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For urgent cases: 1. Proceed to Dental Clinic and inform receptionist of dental complaint	1. Deck patient to Dentist-on-duty (DOD)	See below for Table of Rates	1 Minute	<i>Dental Aide</i> UPHS
	1.1 Proceed with the necessary		15 Minutes or more from initial contact with dentist	<i>Dentist on ER duty</i> UPHS



	dental emergency treatment			
For non-urgent cases:	1. Deck patient to DOD	None	1 Minute	<i>Dental Aide</i> UPHS
1. Present chart at the Dental Clinic	1.1. Give patient queuing number			
2. Await turn for dental service	2. Assess patient and write findings on chart (for routine dental check - ups) 2.1. Administer the appropriate treatment/ procedure	See below for Table of Rates	10 Minutes 1 Hour	<i>PE Dentist</i> UPHS <i>Dentist</i> UPHS
3. Get SOA for dental treatment and pay to Cashier	3. Issue statement of Account	None	5 Minutes	<i>Dental Aide</i> UPHS
4. Present proof of payment to the Dental Clinic	4. Note and record proof of payment	None	2 Minutes	<i>Dental Aide</i> UPHS
	TOTAL		1 Hour, 34 Minutes (max)	

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)

12. 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, 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 a) duly signed by requesting physician (for consults)	Attending Physician/Specialist
	b) with initials of Records personnel if for annual P.E./Pre-employment/Medical Clearance	Records Section
2.	Specimen for examination, if any, properly labelled and collected NOTE: Duration of fasting: 10 hours for Fasting blood sugar, Triglycerides, and Lipid Profile No fasting required for other	Requesting Party



<p>Blood chemistry examinations Cut off time: 11AM for blood chemistry Proper collection: Urine – at least 60 ml Stool – Thumb or pea-sized sample for formed stools and at least 10 ml for watery stools Place urine and stool samples in a plastic, screw-capped container (available at the lab) Submit specimen within two (2) hours after collection.</p>				
<p>3. For claiming results: Proof of payment or Official receipt (O.R.)</p>		Requesting Party		
<p>4. When claiming results for another person: Proof of payment (O.R.) ID of client/patient Authorization Letter ID of authorized person</p>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request form to Billing Clerk/Cashier for payment	1. Accept payment and issue O.R.	See Below for Table of Rates	10 Minutes	<i>Billing Clerk/Cashier</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	2 Minutes	<i>Receptionist</i> UPHS
3. Submit the following to the receptionist: - Properly labelled specimen (e.g. urine, stool, etc.) - Accomplished laboratory request - Proof of Payment	3. Receive and evaluate specimen, (if any) and documents submitted 3.1 Encode/ record patient data on Entry logbook	None	5 Minutes	<i>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	5 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 result	None	5 Minutes	<i>Laboratory Reception Staff</i> UPHS
	TOTAL		27 Minutes	
6. If requesting for a duplicate of lab results, signify request to secure Charge Slip	6. Issue Charge Slip	None	5 Minutes	<i>Lab receptionist</i> UPHS
7. Proceed to Billing/Cashier to pay for duplication fee	7. Collect payment and issue Official Receipt	Duplication Fee PHP 8.00	3 Minutes	<i>Billing/Cashier</i> UPHS
8. Present proof of payment to lab Receptionist and sign in releasing logbook.	8. Print duplicate and log in releasing logbook.	None	10 Minutes	<i>Medical Technologist</i> UPHS
9. Claim results	9. Release results upon receipt of O.R.		5 Minutes	<i>Lab receptionist</i> UPHS
	TOTAL		35 Minutes	

Table of Rates

DIAGNOSTIC EXAMINATION	FEES in PHP			
	UP Students	Staff Dependents	Non-UP Clients	Non-UP Senior



I. BLOOD CHEMISTRY	56	98	140	112
Fasting Blood Sugar (FBS)				
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				
Duplicate Copy	8	8	8	8
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

13. Drug Testing Laboratory Services

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, UP Health Service (UPHS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens, G2G - Government to Government			
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 I.D)		Requesting Party		
3. For claiming results: Proof of payment or Official receipt (O.R.)		Requesting Party		
4. When claiming results for another person: <ul style="list-style-type: none"> • Proof of payment (O.R.) • 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, valid ID and 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 UPHS-DTL



2. Proceed to Billing/Cashier for payment	2. Accept payment and issue O.R.	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> UPHS-DTL
4. Submit the following: <ul style="list-style-type: none"> request form completely filled-up DTL forms 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 DTO program	None	5 Minutes	<i>DTL Encoder</i> UPHS
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		35 Minutes	
7. If requesting for a duplicate of drug testing results, signify request to secure Charge Slip	7. Issue Charge Slip	None	2 Minutes	<i>DTL Receptionist</i> UPHS
8. Proceed to Billing/Cashier for payment	8. Collect payment	PHP 8.00	15 Minutes	<i>Billing/ Cashier</i> UPHS
	8.1 Print duplicate and log in releasing logbook.	None	5 minutes	<i>DTL Analyst</i> UPHS
9. Present proof of payment to claim duplicate and sign in releasing logbook.	Release results upon receipt of O.R.	None	2 Minutes	<i>DTL receptionist</i> UPHS
	TOTAL		24 Minutes	

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 alerts us to the presence of cardiac arrhythmias, coronary artery disease and even electrolyte problems.

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 laboratory request: a. duly signed by requesting physician (for consults)		Attending Physician Records Section



b. with initials of Records personnel if for annual P.E./Pre-employment/Medical Clearance				
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.(O.R)	2. Accept documents and log patient's details in logbook. 2.1 Give instructions to patient as to position on bed and proper apparel	None	2 Minutes	<i>ECG Technician</i> UPHS
3.Follow instructions until end of procedure	3. Be sure the electrodes are in their proper position. 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) all ECG tracings for the day, properly documented	None	10 Minutes (paused clock)	<i>ECG Technician</i> UPHS
4.Await results as instructed	4. Interpret ECG and releases results	Reading Fee- P30 per non-UP client	2 days	<i>Cardiology Consultant</i> UPHS
5. Claim results as instructed.	5. Release results and ask patient to sign in releasing logbook.	None	5 Minutes	<i>ECG Technician</i> UPHS
	TOTAL	Varies according to	Procedure -15 minutes	



		patient category	Results – + 2 Days	
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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. Immunizations under the National Program of Immunization

Provide immunization services for children and adults, as directed by the Department of Health. Walk-in clients are entertained daily, but a regular mass immunization day is scheduled every 3rd Friday of the month.

Office or Division:	Public Health Unit, 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		
Order for immunization		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement/s to the assigned staff.	1. Accept the requirements and evaluate the vaccinee's need for immunization.	None	5 Minutes	Midwife/Nurse PHU
	1.1 Log the patient's basic personal information on the immunization monitoring sheet	None	2 Minutes	Midwife/Nurse PHU



	1.2 Instructs patient to sign consent form.			
2. Sign the consent form for vaccination	2. Collect the signed consent form and ask client to proceed to the treatment area.	None	1 Minute	Midwife/Nurse PHU
3. Proceed to the treatment area.	3. Administer the vaccine.	None	5 Minutes	Nurse/Physician PHU
4. Get back the immunization record, or if there is none, ask for one from the vaccinator	4. Sign the immunization record and give brief health teaching on the vaccine and/or home instructions	None	2 Minutes	Nurse/Physician PHU
TOTAL:		None	15 inutes	

16. 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, UP Health Service	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business/ G2C – Government to Client/ 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	Requesting Party	



Proof of employment/order to obtain Health Certificate	Employer			
One 1”X1” ID picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PHU and signify intent to get a health certificate	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>Sanitary Inspector Admin Aide PHU</i>
2. Pay to Cashier	Accept payment and issue Official Receipt	Stool exam – PHP30 Chest PA- PHP90 Health Certificate- P140	5 Minutes	<i>Billing Clerk Cashier UPHS</i>
3. Accomplish the required laboratory exams	3. Await results	None	3 Days (paused-clock)	<i>Medical Lab/ Radiology Staff UPHS</i>
4. Return to PHU to present results of Chest X-ray and Stool Exam	4. Deck client to physician for physical exam	None	3 Minutes	<i>Sanitary Inspector/Admin Aide PHU</i>
5. Proceed to Clinic Room of PHU Physician	5. Examine Client and assess lab results to determine issuance or denial of health certificate	None	15 Minutes	<i>Physician PHU</i>



6. Waits for the health assessment results and final disposition regarding the Health Certificate	5. Encode and prepare Health Certificate, if granted	None	2 Days	Sanitary Inspector PHU
6. Claim Health Certificate as instructed	6. Issues Health Certificate 6.1. Does routine deworming of client with proper advice	None	15 minutes	Nurse PHU
TOTAL:		PHP 260	5 Days, 43 Minutes	

17. 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 investigation 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/ G2C – Government to Client/ G2G – Government to Government			
Who may avail:	UP Diliman Academic and Non-Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Invitation (for lecture requests, at least 1 month prior The		Head of Requesting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Call the Director's Office for urgent requests. Otherwise, may send letter of request or invitation addressed to the Director of the UP Health Service, signed by the Head of the requesting unit.</p>	<p>1 Classify whether urgent or non-urgent and notify PHU Head.</p>	<p>None</p>	<p>Urgent – 3 Minutes Non-urgent- 1 Day</p>	<p><i>Medical Director</i> UPHS</p>
<p>2. Await or follow-up on reply.</p>	<p>2. Reply to requesting unit 2.1. Coordinate with other concerned health professionals/ agencies</p>	<p>None</p>	<p>Urgent – 3 Minutes Non-urgent- 3 Days</p>	<p><i>Head or designated representative</i> PHU</p>
<p>3. Coordinate with Public Health Unit for whatever is needed for a timely and adequate response.</p>	<p>3. Instruct representative of requesting unit as regards possible expenses and other needs (ex. PPE) 3.1 Carry out requested activity 3.2. Document or submit written report as necessary</p>	<p>No service fees, except if experts outside UP are needed</p>	<p>Varies according to activity</p>	<p><i>Head or designated representative</i> PHU</p>
<p>4. Provide proof of accomplishment (e.g. Certificate of appearance or recognition)</p>	<p>4. Update the Director's Office and liaise with the LGU, and other agencies, university officials as necessary</p>	<p>None</p>	<p>Varies according to activity</p>	<p><i>Head or designated representative</i> PHU</p>



TOTAL:	Service Fee- None	Varies	
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18 a. Occupational, Physical and Speech Therapy Services

This is an extension program of the College of Allied Medical Professions (CAMP) in UP Manila to provide rehabilitation services to the UP Dilliman Community. The clinic staff consists of Occupational Therapy, Physical Therapy and Speech Therapy Consultants and Student Clinicians.

Office or Division:	UP 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 ID's	1. Check submitted documents	None	5 Minutes	<i>Clinic staff</i> UPHS Therapy Clinic
2. Set an appointment with preferred therapist. Choose 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 P.F. of Consultant) to obtain Official Receipt 4.3. Give O.R. to client on his next visit or attach to patient chart	None	5 Minutes (paused-clock) 5 Minutes (paused-clock)	<i>Clinic staff</i> UPHS Therapy Clinic
	TOTAL	Varies	1 Hour, 15 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

18 b. Wellness Lectures

UPHS Occupational, Physical and Speech Therapy Clinic offers free wellness lectures to UP Diliman community. Interested offices and departments may contact the clinic for their preferred topics and schedule.



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	N/A	<i>Clinic Staff</i> Therapy Clinic UPHS
2. Contact Therapy Clinic or 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	<i>OPST interns and supervisors</i> CAMP
TOTAL		None	1 Day, 1 Hour	

19. Nutrition Counseling

The Nutrition Clinic provides Nutrition Counseling for undernourished, obese and overweight individuals, as well as those who have to be placed on a special diet due to chronic illnesses such as diabetes.

Office or Division:	Dietary Section, UPHS
Classification:	Simple
Type of Transaction:	G2C - Government to Client/ 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 via phone or walk-in	1. Schedule appointment. 2. Log details in the appointment logbook 3. Instruct the patient to bring the requirements and three-day food record on the scheduled date.	None	5 minutes	<i>Nutritionist-Dietitian</i> UPHS
2. Go to the Nutrition Clinic with the requirements.	2. Proceed with Nutrition assessment and counseling 2.1 Schedule follow-up of patient 2.2 Give Charge slip for non-UP clients	For non- Facility Fee – PHP50 Consultation Fee – PHP	1 Hour	<i>Nutritionist-Dietitian</i> UPHS
3. For non-UP clients, present Charge slip to Billing and pay to Cashier	4. Accept payment and issue Official Receipt	None	5 Minutes	<i>Billing/Cashier</i> UPHS
TOTAL:		None	1 Hour, 5 Minutes	



University Health Service (UHS)

Internal Services



1. Outpatient Medical Consultation

This refers to non-emergency consultations for minor illnesses, for medical clearance or issuance of a medical certificate for return to classes or duty. Such cases can be seen at the outpatient clinic.

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 at table outside the Records Window 1.1 Queue and present accomplished consultation slip and I.D. at Records Window.	1 Receive accomplished Consultation Slip and check I.D. 1.1 If patient is included in database, place in queue (thru the Electronic Health Record) and give queuing no. If senior citizen, PWD, pregnant, give priority no. instead. 1.2 If not yet included in the database, encode patient data, place in queue and issue queuing no. or priority no, if applicable.	None	5 Minutes (Starts from presentation of consultation slip)	<i>Records staff</i> UPHS



	1.3 Retrieve old record if requested, and release to patient with instruction to leave them with Attending doctor after consultation.			
2.Wait for queuing number or Priority No. to be called and proceed to Triage	<p>2. Ask reason for consultation and encode in patient's Electronic Health Record (EHR)</p> <p>2.1.Check appropriate Vital Signs, Height, Weight and Visual Acuity as needed and encode in the EHR</p> <p>2.2 Deck patient to a staff physician and issue another queuing number</p>	None	5 Minutes (Starts when patient's queuing no. is called)	<i>Triage Nurse</i> UPHS
3.Proceed to Clinic Room of assigned staff physician and wait for no. to be called	<p>3.Interview patient for relevant medical history and complaints</p> <p>3.1.Do appropriate physical examination</p> <p>3.2 Record relevant findings on the EHR/OPD Chart</p> <p>3.3.Give final disposition and instruct patient, (health advice, referral to</p>	None	16 Minutes (Starts when patient enters Doctor's Rm.)	<i>Staff Physician</i> UPHS



	diagnostics or specialty clinics, date of follow-up) 3.4. Issue medical clearance if applicable and if assessment is completed			
	TOTAL	None	25 Minutes (Minimum)	

2. Annual Physical Examination (A.P.E.)

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 early medical interventions can be done. This is a health-promotive step to insure a staff's optimal performance in the workplace.

Office or Division:	General Out-patient Clinic			
Classification:	Simple/ Complex/ Highly Technical			
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		
1. UP Employee ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request for Consultation Slip on table outside Records Section Window and signify intention to have an A.P.E	1. Receive accomplished Consultation Slip and check I.D. 1.1 Issue chart and laboratory requests for routine P.E. Stamp APE on	None	5 Minutes	<i>Records Staff</i> UPHS



1.1.Queue and present accomplished consultation slip and ID at Records Window	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			
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 P.E. duty 3.1 Conduct dental examination, write findings and recommendations on chart	None	5 Minutes (Paused-Clock)	<i>Dental Receptionist</i> UPHS <i>Dentist on P.E. duty</i> UPHS
4 Proceed to ECG Rm. and present request	4 Conduct ECG examination on patient 4.1 Instruct patient when to get results 1 Process ECG test	None	10 Minutes (Paused-Clock) 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 result will be released 5.1 Process X-ray result	None	20 Minutes (Paused-clock) 3 Days	<i>Radiologic Technologist</i> UPHS <i>Radiologist</i> UPHS
6.Proceed to Medical	6. Receive and check correctness	For routine tests-	10 Minutes (Paused-clock)	<i>Receptionist</i> Lab, UPHS



<p>Laboratory and present requests</p> <p>6.1 Submit urine and stool specimen</p> <p>6.2 Do fasting as instructed for some tests</p>	<p>of specimen collection and preparation of patient (fasting time)</p> <p>6.1 Perform routine tests as requested, and instruct patient when to get results</p> <p>6.2 Process lab results</p>	<p>Package1* None</p> <p>Package 2 -P700 w/ HbA1c, SGPT. Lipid profile and creatinine</p>	<p>1 day</p>	<p><i>Medical Technologist</i> UPHS</p>
<p>7 Return with chart and results of all diagnostic exams requested and queue at Records window</p>	<p>7 Issue queuing or Priority No. for Triage Nurse</p>	<p>None</p>	<p>2 Minute</p>	<p><i>Records staff</i> UPHS</p>
<p>8 Wait for queue number to be called and proceed to Triage Nurse</p>	<p>8 Check on patient's Vital Signs, measure his/her Height and Weight, perform Visual Acuity test and record findings on Chart.</p> <p>8.1 Deck patient to an OPD doctor and issue queuing no. to doctor's clinic</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Triage Nurse</i> UPHS</p>
<p>9 Wait for one's turn outside assigned clinic</p>	<p>9 Perform P.E., evaluate lab results and instruct patient as to further recommendations</p> <p>9.1 Issue medical certificate if assessment is complete.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>OPD Doctor</i> UPHS</p>



TOTAL:	P700 (if with additional tests) None (routine tests)	5 Days, 1 Hour 27 Minutes (Minimum)	
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*Package 1 – consists of routine tests which are free of charge

Package 2 – preferred if with previous history of Diabetes, Hypertension, Kidney or Liver problem

3. Psychiatric Consultation/ Psychiatric Clearance

The facility provides out-patient consultation to diagnose and treat psychiatric illnesses among mandated clients and to assess mental fitness prior to enrollment, for work, and other endeavors.

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 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 Window on date of appointment.	2. Verify appointment and issue previous medical records. 2.1 Give queuing no. for Triage	None	5 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 out-patient chart 3.1 Give queuing number for psychiatrist	None	5 Minutes	Triage Nurse UPHS
4. Proceed to clinic and wait for 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	Psychiatrist UPHS
	TOTAL	None	1 Hour, 15 Minutes	

4. Emergency Medical Consultation

Provide 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* *NOTE: The Employee ID is only to verify category of patients and is not a requirement to avail of emergency treatment		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Proceed to ER</p>	<p>Life- threatening Cases 1. Assess and administer immediate treatment</p> <p>1.1 Transfer patient as appropriate, thru ambulance conduction.</p>	<p>Varies with amount of medicines and supplies used.</p> <p>Ambulance fee: Within Q.C.- PHP45 Within Metro Manila- PHP120</p>	<p>Varies with severity of case (Patient should not stay at the ER for more than 24 hours.)</p> <p>Varies according to hospital of destination.</p>	<p><i>ER Staff on Duty (Physician/, Nurse ,Nursing Attendants)</i> UPHS</p> <p><i>Ambulance Driver with EMT and Institutional worker, if needed</i> UPHS</p>
	<p>Non-life-threatening Cases 1.2 Chart and queue to Physician on Duty</p>	<p>None</p>	<p>Varies with severity of case but not to exceed 24 hours.</p>	<p><i>ER Nurse</i> UPHS</p>
	<p>1.3 Administer treatment</p> <p>1.4 Carry out doctor's orders</p>	<p>Varies with amount of medicines and supplies used and medical/ surgical procedures done</p>	<p>Beyond 24 hrs, POD must decide whether to discharge, admit or transfer</p>	<p><i>ER Physician</i></p> <p><i>ER Nurse</i> UPHS</p>
	<p>1.5 Issue Charge slip or Statement for Service Value (SSV) form (on weekends and holidays), if patient is for discharge or transfer</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>ER Nurse</i> UPHS</p>
<p>2 Recovered patient or companion pay to Cashier/Collecting Officer, or ER Nurse in the</p>	<p>2 .Collect payment. If ER Nurse collects, log payment and remit to Cashier on the first following working day</p> <p>2.1. Discharge patient</p>	<p>None</p>	<p>3 Minutes</p> <p>3 Minutes</p>	<p><i>Cashier</i> <i>Collecting Officer</i> <i>ER Nurse</i> UPHS</p> <p><i>Physician-on-duty</i> UPHS</p>



absence of both.				
TOTAL:		Varies	24 Hours (Maximum)	

5. Specialty medical consultation

Provide accessible, affordable and a wide array of medical specialty outpatient services. The Specialty Clinic is manned by highly qualified Visiting Consultants who charge discounted professional fees for mandated or U.P. connected clients.

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)		Requesting Party		
2. Referral letter, if any		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Visit or call secretary of Consultant to make an appointment. 1.2. Proceed to the Specialty Clinic during clinic hours of desired consultant and	1.1.Create chart and place patient on queue 1.2. Instruct patient to pay Facility fee at UHS Billing/ Cashier	None	3 Minutes	<i>Medical Secretary</i> UPHS Specialty Clinic



approach his secretary.				
2. Proceed to Billing/Cashier to pay Facility Fee 2.1. Stay at the waiting area to await secretary's queue.	2. Accept payment and issue Official Receipt	Facility Fee- PHP50	3 Minutes	<i>Billing Clerk</i> <i>Cashier</i> UPHS
3. Present referral letter to Consultant, if any	3.1. Examine and assess patient, and treat accordingly 3.2. Give feedback to referring physician	Professional Fee-30% Discounts from P.F for non-UP clients	30 Minutes (Start counting time when patient enters clinic)	<i>Visiting Consultant</i> UPHS
4. Pay fees to Secretary	4. Collect payment and issue O.R.	None	3 Minutes	<i>Medical Secretary</i> UPHS Specialty Clinic
TOTAL:		Varies	39 Minutes (Maximum)	

6. 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:	Simple



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 a) Signed by the requesting physician b) With initials of Records staff if for Annual/Pre-employment P.E. and Medical Clearance for various purposes UP Faculty or Employee I.D.		Attending physician Records Section Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present X-ray request to Billing and pay to Cashier	1Accept payment and issues Official Receipt (O.R.)	See below for Table of Rates	3 Minutes	<i>Billing/ Cashier</i> UPHS
2.Proceed to Radiology Section Window and present O.R. and X-ray request	2. Encode patient data and verifies O.R. 2.1. Ask patient to go to the x-ray room	None	5 Minutes	<i>Radiologic Technologist Receptionist</i> UPHS
3.Proceed to X-ray Room	3. Position patient properly 3.1 Take radiograph image	None	8 Minutes	<i>Radiologic Technologist</i> UPHS



4. Await further instructions	4.1 Process image and present to radiologist for interpretation	None	15 Minutes	<i>Radiologic Technologist</i> UPHS
	4.2 Instruct patient on the availability of results 4.3 Interpret examination		3 Days	<i>Radiologist</i> UPHS
5.To claim results present ID/O.R./ Authorization Letter (as needed) 5.1 Receive results and sign in releasing logbook	5. Verify OR and ID or authorization letter (as needed) 5.1 Release results to client or authorized representative	None	3 Minutes	<i>Radiologic Technologist</i> <i>Receptionist</i> UPHS
TOTAL:			3 Days, 34 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%

6a. Request for Duplicate

Provide 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. Proceed to X-ray Window and signify request for duplicate	1. Receive request and verifies details 1.1 Instruct client to pay fee.	None	2 Minutes	<i>Radiologic Technologist Receptionist</i> UPHS
2. Pay duplication fee at Cashier.	2. Accept payment and issues O.R.	Duplication Fee- PHP15.00 hard copy PHP50.00 soft copy	3 Minutes	<i>Billing/Cashier</i> UPHS
3. Present O.R. and UP Employee ID at X-ray Window	3. Generate results	None	15 Minutes	<i>Radiologic Technologist</i> UPHS



4. Claim duplicate copy.	4. Release Duplicate Copy.	None	1 Minute	<i>Radiologic Technologist</i> UPHS
	TOTAL	PHP20.00 hard copy PHP50.00 soft copy	18 Minutes	

7. Ultrasound Services

UPHS various ultrasound(sonology) tests – from detection of early pregnancy, fetal status, the presence of a mass, differentiating solid from cystic masses, and other examinations.

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	15 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	Cashier UPHS
4. Presents Official receipt at X-ray Window	3.1 Verify O.R. and ask patient go to the ultrasound room	None	3 Minutes	Radiologic Technologist UPHS
4. Proceed to the ultrasound room 4.1 Make necessary preparation for the ultrasound exam	4. Encode patient data 4.1 Prepare and position patient 4.2 Determine technical factors 4.3 Scan patient 4.4 Tell patient to wait for further instructions regarding the ultrasound process	None	30 Minute	Radiologic Technologist UPHS Radiologist-Sonologist UPHS
5. Await further instructions	5. Process image 5.1 Instruct patient on the availability of results 4.2 Interpret examination	None	20 Minutes	Radiologist/ Sonologist UPHS
5. To claim results, present ID/OR/ Authorization Letter as needed 5.1 Sign in releasing logbook	5. Verify receipt and ID or authorization letter as needed 5.1 Release results	None	3 Minutes	Radiologic Technologist UPHS
TOTAL:			1 Hour 16 Minutes	



Rates for UP Faculty and Employees

ULTRASOUND TEST	Cost	Reader's Fee	ULTRASOUND TEST	Cost	Reader's Fee
One Abdominal Organ	PHP175	PHP140	Pelvis (Trans Vaginal/Trans Rectal)	PHP280	PHP
Two Abdominal Organs	PHP280	PHP140	Pelvis (Trans-Abdominal)	PHP175	PHP
Three Abdominal Organs	PHP315	PHP175	Fetal Aging	PHP210	PHP
Four Abdominal Organs	PHP385	PHP175	Biophysical Profile	PHP210	PHP
Five Abdominal Organs	PHP455	PHP175	Thyroid	PHP210	PHP
Kidney-Urinary Bladder	PHP280	PHP140	Breast	PHP245	PHP
Kidney-Urinary Bladder/Prostate	PHP315	PHP175	Superficial Mass Scan	PHP210	PHP
Urinary Bladder/Prostate	PHP175	PHP	Fluid Mapping	PHP245	PHP
Prostate Gland (Trans rectal)	PHP280	PHP	Testes	PHP210	PHP
Additional Service Fees:					
Duplicate of results	PHP15.00		Private Patients:	+ 20%	
VLP Patients:	+ 30%		Ward Patients	+ 10%	

8. 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 E.R - loc. 111 or Ambulance Service- loc. 110	1. Receive call & refer the call to ER nurse-on-duty (NOD) 1.1 NOD notifies the Physician-on-duty (POD) 1.2.POD signs trip ticket	None	2 Minutes	<i>ER Nurse Physician on Duty UPHS</i>
2. Await arrival of ambulance. Patient must be accompanied by reliable informant	2.Fetch patient and bring to UHS Emergency Room or another health facility, when appropriate a. Give Charge slip to companion	None	3Minutes (for life-threatening cases) 10 Minutes (for non-urgent cases) 2 Minutes	<i>Ambulance Driver/ Emergency Medical Technician UPHS</i>
3. Present charge slip and pays 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	

*Ongoing revision of rates/ Last revised 2010.

9. Standby ambulance service

Organizers of events inside UP Diliman campus request for ambulance of 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	Fee for Ambulance Use – None Honoraria for Ambulance Personnel (on overtime pay as per Magna Carta for Public Health Workers) : Driver- PHP500 per 8 hours EMT* (Nurse) – PHP1,500 per 8 hours EMT* (Doctor) - PHP2,000 per 8 hours	4 Days	Director's secretary EMS Coordinator 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	Ambulance Driver/EMS Staff UPHS
3 Present charge slip and pay to Cashier	3 Accept payment and issue O.R.	None	3 Minutes	Billing Clerk/ Cashier UPHS
4 Present O.R. with EMS Coordinator	Confirm date and schedule of standby duty and personnel involved.	None	2 Minutes	EMS Coordinator UPHS
TOTAL		May vary	5 Days	



*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 within the UP Diliman Campus

10. 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 alerts us to the presence of cardiac arrhythmias, coronary artery disease and even electrolyte problems.

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 laboratory request: a. duly signed by requesting physician (for consults) b. 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.(O.R)	2. Accept documents and log patient's details in logbook. 2.1 Give instructions to patient as to position on bed and proper apparel	None	2 Minutes	<i>ECG Technician</i> UPHS



3. Follow instructions until end of procedure	3. Be sure the electrodes are in their proper position. 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) all ECG tracings for the day, properly documented	None	10 Minutes (paused clock)	<i>ECG Technician</i> UPHS
4. Await results as instructed	4. Interpret ECG and releases results	Reading Fee- P30 per non-UP client	2 days	<i>Cardiology Consultant</i> UPHS
5. Claim results as instructed.	5. Release results and ask patient to sign in releasing logbook.	None	5 Minutes	<i>ECG Technician</i> UPHS
	TOTAL	Varies according to patient category	Procedure -15 minutes Results - in 2 Days	

11. Ambulatory Surgery

Provide minor surgical services on an out-patient basis. 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 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 1.3. Give outpatient record and consent form for client to fill-up	None	10 Minutes	OR Nurse/ Nurse attendant UPHS
2. Sign consent form	2. Collect forms and signed consent	None	5 Minutes	OR Nurse/ Nurse attendant UPHS
3; Proceed to Operating Room on scheduled date at least 30 minutes before cutting time for proper preparation of operative site	3. Prepare client for operative procedure 3.1 Execute procedure 3.2 Give discharge instructions (including possible histopath for excision biopsy)	May vary according to procedure, extent of lesion, and patient category (See below for Rates)*	1 Hour	OR Nurse Surgeon UPHS
4. If with specimen for histopathological examination, proceed to Medical Laboratory to get Charge Slip.	4. Evaluate specimen and issue Charge Slip	Fees for Histopath. exam Small-sized specimen – PHP 600 Medium-sized specimen – PHP 1000 Large-sized specimen – PHP 2000	5 Minutes	Receptionist/ Medical Technologist UPHS
5. Proceed to Billing/Cashier for payment	Accept payment and issue O.R.	None	5 Minutes	Billing/Cashier UPs
TOTAL:		Varies	1 Hour, 25 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

12. Pharmaceutical Services

This service pertains to the presence of a pharmacy, duly licensed by the Department of Health to dispense medicines 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	5 Minutes	<i>Pharmacist on Duty</i> UPHS
2. Await prescription medications	2. Dispenses medicines and provides instructions to patients	May vary depending on prevailing market price of the medicines prescribed	2 Minutes	<i>Pharmacist on Duty</i> UPHS
	TOTAL		7 Minutes	



13. Dental Services

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).

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 OPD Chart Referral, if any		HRDO Records Section. UPHS Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For urgent cases 1. Proceed to Dental Clinic and inform receptionist of dental complaint	1. Deck patient to Dentist-on-duty (DOD)	Service Fee- None	1 Minute	<i>Dental Aide</i> UPHS
	1.1. Proceed with the necessary dental emergency treatment	Treatment Fee- May vary depending on cost of materials and procedure to be done.	1 Hour (from initial contact with dentist)	<i>Dentist on ER duty</i> UPHS
.For non-urgent cases: 1. Present chart at the Dental Clinic	1.1. Deck patient to DOD 1.2. Give patient queue #	None	1 Minute	<i>Dental Aide</i> UPHS
2. Await turn for dental service	2.1. Assess patient and write findings on chart (for routine dental check - ups)	None	10 Minutes	<i>PE Dentist</i> UPHS
	2.2. Administer the appropriate treatment or does assessment		1 Hour	<i>Dentist</i> UPHS



	Oral Prophylaxis	PHP180.00		
	Topical fluoride application	PHP120.00		
	Pit and fissure sealant	PHP240.00		
	Preventive Resin Restoration	PHP240.00		
	Dental Radiograph	PHP120.00		
	Temporary Fillings	PHP240.00		
	Glass Ionomer Filling	PHP240.00		
	Visible Light Cure Filling	PHP240.00		
	Extraction	PHP220.00		
3.1. Get SOA for dental treatment and pay to Cashier	3.1. Issue statement of Account	None	5 Minutes	<i>Dental Aide</i> UPHS
3.2. Present proof of payment to the Dental Clinic	3.2 Note and record proof of payment	None	2 Minutes	<i>Dental Aide</i> UPHS
	TOTAL		1 Hour, 34 Minutes (max)	



14. 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
	1. Completely filled-up laboratory request c) duly signed by requesting physician (for consults)	Attending Physician/Specialist
	d) with initials of Records personnel for annual P.E./Pre-employment/Medical Clearance	Records Section
	2. Specimen for examination, if any, properly labelled and collected NOTE: Duration of fasting: 10 hours for Fasting blood sugar, Triglycerides, and Lipid Profile No fasting required for other Blood chemistry examinations Cut off time: 11AM for blood chemistry Proper collection: Urine – at least 60 ml Stool – Thumb or pea-sized sample for formed stools and at least 10 ml for watery stools Place urine and stool samples in a plastic, screw-capped container (available at the lab) Submit specimen within two (2) hours after collection.	



3. For claiming results: Proof of payment or Official receipt (O.R.)		Requesting Party		
4. When claiming results for another person: Proof of payment (O.R.) 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. Present laboratory request form to Cashier for payment	Accept payment and issue O.R.	See Below for Table of Rates	10 Minutes	<i>Billing Clerk/Cashier</i> UPHS
2. Proceed to Laboratory and secure queuing number for regular patients and queuing letter for priority clients (PWD, Senior and pregnant)	Call on priority and regular clients alternately.	None	2 Minutes	<i>Receptionist</i> Lab, UPHS
3. Submit the following to the receptionist: - Properly labelled specimen (e.g. urine, stool, etc.) - Accomplished laboratory request - Proof of Payment	3. Receive and evaluate specimen, (if any) and documents submitted 3.1 Encode/ record patient data on Entry logbook		5 Minutes	<i>Receptionist</i> Lab, 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	5 Minutes	<i>Medical Technologist</i> Lab, UPHS



5. Claim results on designated date with requirements. 5.1 Sign in the releasing logbook prior to receipt of results	2. Verify validity of requirements. 2.1 Log in the releasing logbook and release results	None	5 Minutes	Reception Staff Lab, UPHS
	TOTAL		27 Minutes	
3. If requesting for a duplicate of lab results, signify request to secure Charge Slip	Issue Charge Slip		6 Minutes	Receptionist Lab, UPHS
7. Proceed to Billing/Cashier to pay for duplication fee	7.1 Collect payment	PHP 8.00	15 Minutes	Billing/Cashier UPHS
	7.2 Print duplicate and log in releasing logbook.		10 Minutes	Medical Technologist Lab, UPHS
8. Present proof of payment to lab Receptionist to claim duplicate and sign in releasing logbook.	Release results upon receipt of O.R.		5 Minutes	Receptionist Lab, UPHS
	TOTAL		35 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	PHP 2000



X. ISSUANCE OF DUPLICATE COPY OF RESULTS	PHP 8.00
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15. Drug Testing Laboratory Services

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 I.D)		Requesting Party		
3. For claiming results: Proof of payment or Official receipt (O.R.)		Requesting Party		
4. When claiming results for another person: Proof of payment (O.R.) 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, valid ID and queue for verification	1. Verify donor/client for previous DTL records 2. If client/donor has no POSITIVE result for the last	None	5 Minutes	Receptionist DTL, UPHS



	6 months, issue Charge Slip			
2. Proceed to Billing/Cashier for payment	Accept payment and issue O.R.	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: - request form - completely filled-up DTL forms - 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 DTO program	None	5 Minutes	<i>Encoder</i> UPHS
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. 3.1 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		36 Minutes	
7. If requesting for a duplicate of drug testing results, signify request to secure Charge Slip	Issue Charge Slip	None	2 Minutes	<i>DTL Receptionist</i> UPHS
8. Proceed to Billing/Cashier for payment	8. Collect payment	PHP 8.00	15 Minutes	<i>Billing/Cashier</i> UPHS
	8.1 Print duplicate and log in releasing logbook.	None	5 Minutes	<i>DTL Analyst</i> UPHS
9. Present proof of payment to claim duplicate and sign in releasing logbook.	9. Release results upon receipt of O.R.	None	2 Minutes	<i>DTL receptionist</i> UPHS
	TOTAL		24 Minutes	

16. Immunizations under the National Program of Immunization

Provide immunization services for children and adults, as directed by the Department of Health. Walk-in clients are entertained daily, but a regular mass immunization day is scheduled every 3rd Friday of the month.



Office or Division:	Public Health Uni(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		
Order for immunization		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement/s to the assigned staff.	1. Accept the requirements and evaluate the vaccinee's need for immunization.	None	5 Minutes	Midwife/Nurse PHU
	1.1 Log the patient's basic personal information on the immunization monitoring sheet 1.2 Instructs patient to sign consent form.	None	2 Minutes	Midwife/Nurse PHU
2. Sign the consent form for vaccination	2. Collect the signed consent form and ask client to proceed to the treatment area.	None	1 Minute	Midwife/Nurse PHU
3. Proceed to the treatment area.	3. Administer the vaccine.	None	5 Minutes	Nurse/Physician PHU
4. Get back the immunization record, or if there is none, ask for one from the vaccinator	4. Sign the immunization record and give brief health teaching on the vaccine and/or home instructions	None	2 Minutes	Nurse/Physician PHU



TOTAL:		None	15 Minutes	

17. 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		Requesting Party		
Proof of employment/order to obtain Health Certificate 1"x1" ID picture		Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PHU and signify intent to get a health certificate	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>Sanitary Inspector Admin Aide PHU</i>



2. Pay to Cashier	Accept payment and issue Official Receipt	Stool exam – PHP30 Chest PA- PHP90 Health Certificate- P120	5 Minutes	<i>Billing Clerk Cashier UPHS</i>
3. Accomplish the required laboratory exams	3. Await results	None	3 Days (paused-clock)	<i>Medical Lab/ Radiology Staff UPHS</i>
4. Return to PHU to present results of Chest X-ray and Stool Exam	4. Deck client to physician for physical exam	None	3 Minutes	<i>Sanitary Inspector/Admin Aide PHU</i>
5. Proceed to Clinic Rm of PHU Physician	5. Examine Client and assess lab results to determine issuance or denial of health certificate	None	15 Minutes	<i>Physician PHU</i>
5. Wait for the health assessment results and final disposition regarding the Health Certificate	5. Encode and prepare Health Certificate, if granted	None	2 Days	<i>Sanitary Inspector PHU</i>
6. Claim Health Certificate as instructed	6. Issues Health Certificate 6.1. Does routine deworming of client with proper advice	None	15 minutes	<i>Nurse PHU</i>
TOTAL:		PHP260	5 Days, 43 Minutes	



18. 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 investigation 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 Academic and Non-Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Invitation (for lecture requests, at least 1 month prior The		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. Otherwise, may send 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 professional/ agencies	None	Urgent – 3 Minutes Non-urgent- 3 Days	<i>PHU Head or designated representative</i> UPHS



3. Coordinate with Public Health Unit for whatever is needed for a timely and adequate response.	3. Instruct representative of requesting unit as regards possible expenses and other needs (ex. 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	Varies according to activity	<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	Varies according to activity	<i>PHU Head or designated representative UPHS</i>
TOTAL:		Service Fee- None	Varies	

19 a. 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.

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”,		Requesting Party Attending Physician



"for occupational therapy" or "for speech therapy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's referral and applicable ID's	Check submitted documents.	None	5 minutes	<i>Clinic staff</i> UPHS Therapy Clinic
2. 2. Set an appointment with preferred therapist, either a consultant (licensed OT,PT or accredited ST) or a student clinician (intern)	. 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.	Bring client to the treatment area and conduct therapy .1.Give Charge slip	*	1 hour	<i>OT/PT/SP Consultant</i> UPHS Therapy Clinic <i>Clinic Staff</i>
4. Pay for therapy services	..Accept payment and give acknowledgement receipt 4.1 Remit fees to UPHS Cashier, (except P.F. of Consultant) to obtain Official Receipt 4.3. Give O.R. to client on his next visit or attach to patient chart	Consultant's Fee – PHP500 or Intern's Fee -PHP300	5 minutes (paused-clock) 5 minutes (paused-clock)	<i>Clinic staff</i> UPHS Therapy Clinic
	TOTAL	Varies	1 Hour, 15 Minutes	

19 b. 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.



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	N/A	<i>Clinic Staff</i> Therapy Clinic UPHS
2. Contact Therapy Clinic or 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	<i>OPST interns</i> and supervisors CAMP
TOTAL		None	1 Day, 1 Hour	

20. Nutrition Counseling

The Nutrition Clinic provides for undernourished, obese and overweight individuals, as well as those who have to be placed on a special diet due to chronic illnesses such as diabetes or hypertension.

Office or Division:	Dietary Section, UPHS
Classification:	Simple



Type of Transaction:	G2C - Government to Client G2G - Government to Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Referral 2. UPHS Medical Records, as necessary 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 via phone or walk-in	1. Schedule appointment. a. Log details in the appointment logbook b. Instruct the patient to bring the requirements and three-day food record on the scheduled date.	None	5 minutes	<i>Nutritionist-Dietitian</i> UPHS
2. Go to the Nutrition Clinic with the requirements.	2. Proceed with Nutrition assessment and counseling 2.1 Schedule follow-up of patient	None	1 Hour	<i>Nutritionist-Dietitian</i> UPHS
	TOTAL	None	1 Hour, 5 Minutes	



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: <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. Legal Documents <ul style="list-style-type: none"> a. DTI Certificate of Registration b. Brgy. Business Clearance c. Mayor's Permit d. NBI Clearance e. Sanitary Permit f. Health Certificate of 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 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent for renewal with	1.1 Checks the completeness of the	None	10 Minutes	Senior Office Aide, OVCPD (Receiving Personnel)



complete attachments of requirements	documents/requirements 1.2 Receive and record the request			
	1.3 Evaluate and assess the requirements and the record on file	None	2 Days	<i>Administrative Assistant V, OVCPD Administrative Aide VI, OVCPD (Account Analyst)</i>
	1.4 Prepares Vending Permit & ID	None	2 Days	<i>Administrative Assistant V, OVCPD Administrative Aide VI OVCPD</i>
	1.5 Review certification and submit for Vice Chancellor's appropriate action	None	10 Minutes	<i>College Business Manager 1 Administrative Officer IV OVCPD</i>
	1.6 For Vice Chancellor for Planning & Development's appropriate action	None	1 Day	<i>Vice Chancellor for Planning and Development, OVCPD</i>
	1.7 Checks completeness of signatures	None	2 Minutes	<i>Administrative Officer IV, OVCPD</i>
2. Receive the Vending Permit and Identification Cards	2.1 Release approved /signed permit and ID to requesting party	None	5 Minutes	<i>Administrative Assistant V, OVCPD</i>
	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 2. Photocopy of latest lease contract (for renewal)	Requesting Party	
3. Photocopy of two (2) government valid IDs of the signatory for the contract <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 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 • Bureau of Internal Revenue (BIR) • Bureau of Internal Revenue (BIR) 	



g. Registration with the BIR Electronic Filing and Payment System (EFPS)				
5. Legal Documents a. DTI Certificate of Registration (for single proprietorship) b. SEC Registration (for companies) c. Brgy. Business Clearance d. Mayor's Permit e. NBI Clearance f. Sanitary Permit g. Health Certificate of Food Handlers		<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) 		
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	1.1 Checks the completeness of the documents/requirements 1.2 Receive and record the request	None	10 Minutes	Senior Office Aide, OVCPD (Receiving Personnel)
	1.3 Evaluate and assess the requirements and the proposals or the record on file	None	30 Minutes	College Business Manager 1, OVCPD
	1.4 Submit for Vice Chancellor's appropriate action	None	5 Minutes	Administrative Officer IV, OVCPD
	1.5 For Vice Chancellor for Planning & Development's appropriate action	None	1 Day	Vice Chancellor for Planning & Development
	1.6 Forward recommendation and	None	1 Day	College Business Manager 1, OVCPD



	endorsement to the Office of the President through Channels			
2. Receive notice	2.1 Notifies in writing the proponent of the action taken by the Vice Chancellor for Planning and Development	None	30 Minutes	<i>College Business Manager 1, OVCPD</i>
	2.2 For Office of the President's appropriate action	None	(paused clock)	Office of the Vice President for Planning and Development (OVPD), Office of the President (OP)
	2.3 Receive and record final action by the Office of the President	None	5 Minutes	<i>Senior Office Aide OVCPD (Receiving Personnel)</i>
3. Receive notification of regrets	3.1 If NOT approved	None	1 Day	<i>College Business Manager 1, OVCPD</i>
	If Approved			
4. Receive notification of Meeting	4.1 Notifies the proponent of the scheduled Meeting 4.2 Meeting proper	None	10 Minutes	<i>Administrative Officer IV, OVCPD</i>
5. Submit complete detailed floor and electrical plan	5.1 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>



	5.2 OCA evaluate or assess and/or approved the plan	None	(paused clock)	Office of the Campus Architect
	5.3 If Approved			
6. Receive notification of OCA's technical evaluation	6.1 OVCPD notifies the requesting party of the result of the technical evaluation of OCA	None	5 Minutes	<i>College Business Manager 1, OVCPD</i>
	6.2 OVCPD submits to Diliman Legal Office (DLO) the approval of the Office of the President with the approved floor and electrical plans	None	1 Day	<i>College Business Manager 1, OVCPD</i>
	6.3 Diliman Legal Office (DLO) prepares the lease contract	None	(paused clock)	Diliman Legal Office
	6.4 OVCPD receive and record the lease contract	None	5 Minutes	<i>Senior Office Aide OVCPD (Receiving Personnel)</i>
7. Sign Lease Contract	7.1 OVCPD release the contract to the proponent for confirmation/signature 7.2 submits the signed lease contract to other signatory for the University	None	5 Days	<i>College Business Manager 1, OVCPD</i>



	7.3 Submit lease contract for notarization			
8. Receive Lease Contract	8.1 Release signed and notarized contract	None	1 Day	College Business Manager 1, OVCPD
	Total :	None	10 Days, 1 Hour, 45 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:	Simple		
Type of Transaction:	Government to Business, Government to Citizen, Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished reservation Form 2. Events Contract Form		OVCPD	
3. 1 Photocopy of Valid ID <ul style="list-style-type: none"> • SSS • Passport • Driver's License • Voter's ID • PRC License • Philhealth ID • TIN ID • Postal ID For Faculty, Employees and Students the additional acceptable ID's are as follows:		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 	



<ul style="list-style-type: none"> UP ID Form 5 (for students) 		<ul style="list-style-type: none"> UP Registrar's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the reservation form	1.1 Checks the completeness of the filled-up reservation form 1.2 Receive and record/ pencil book in the calendar the proposed schedule of event	None	10 Minutes	Senior Office Aide OVCPD (Receiving Personnel)
2. Requesting party pays the reservation fee at the Cashier's Office and furnish OVCPD a copy of the proof of payment (Official Receipt)	2.1 Issue Statement of Account for the Reservation 2.2 Finalized the booking in	Refer to the table of fees	30 Minutes	Administrative Aide VI OVCPD
3. Requesting party accomplish and submit the duly accomplished event contract	3.1 Review the completeness of the form 3.2 Submit for Vice Chancellor's appropriate action	None	1 day	Administrative Aide VI OVCPD
	3.3 Vice Chancellor for Planning and Development's appropriate action	None	1 Day	Vice Chancellor for Planning & Devt
4. Requesting party receive the	4.1 Release of Event's contract	None	2 Minutes	Administrative Aide VI,OVCPD



approved event's contract				
	Total :	Refer to the table of fees	2 Days, 42 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 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)		Office of the Campus Architect Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Construction Clearance Form	1.1. Checks the completeness of the documents/re quirements 1.2. Receive and record the clearance	None	10 Minutes	<i>Senior Office Aide (Receiving Personnel)</i>



	1.3. Evaluate and assess the record on file	None	1 Day	<i>Administrative Assistant V, OVCPD</i>
	1.4. Review results of evaluation and submit for Vice Chancellor's appropriate action	None	30 Minutes	<i>College Business Manager 1, OVCPD</i>
	1.5. For Vice Chancellor for Planning and Development's appropriate action	None	5 Minutes	<i>Vice Chancellor for Planning & Development</i>
2. Receive the Clearance	2.1 Checks completeness of signatures 2.2 Release approved /signed clearance to requesting party	None	2 Minutes	<i>Administrative Assistant V OVCPD</i>
	Total:	None	1 Day, 47 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	1.1 Checks the completeness of the documents/requirements 1.2 Receive and record the request	None	10 Minutes	Senior Office Aide OVCPD (Receiving Personnel)
	1.3 Evaluate and assess the record on file and if found in order forward to College Business Manager 1	None	1 Day	Administrative Aide VI OVCPD Administrative Assistant II, OVCPD (Account Analyst)
	1.4 Prepares Clearance	None	1 Day	College Business Manager 1 OVCPD
	1.5 Review drafted clearance and submit for Vice Chancellor's appropriate action	None	10 Minutes	Administrative Officer IV OVCPD
	1.6 For Vice Chancellor for Planning and Development's appropriate action	None	5 Minutes	Vice Chancellor for Planning & Development
	1.7 Checks completeness of signatures	None	2 Minutes	Administrative Officer IV, OVCPD



2. Receive the Clearance	2.1 Release approved /signed clearance to requesting party	None	5 Minutes	Senior Office Aide OVCPD (Releasing Personnel)
Total:		None	2 Days, 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 BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with all the requirements	1.1 Checks the completeness of the documents/requirements	None	10 Minutes	Senior Office Aide OVCPD (Receiving Personnel)



	1.2 Receive and record the request			
	1.3 Evaluate and assess the record on file	None	1 Day	<i>Administrative Aide VI OVCPD Administrative Assistant V OVCPD Administrative Assistant II OVCPD (Account Analyst)</i>
	1.4 Prepares Certification	None	1 Day	<i>College Business Manager I OVCPD</i>
	1.5 Review certification and submit for Vice Chancellor's appropriate action	None	10 Minutes	<i>Administrative Officer IV OVCPD</i>
	1.6 For Vice Chancellor for Planning and Development's appropriate action	None	5 Minutes	<i>Vice Chancellor for Planning & Development</i>
	1.7 Checks completeness of signatures	None	2 Minutes	<i>Administrative Officer IV OVCPD</i>
2. Receive the Certification	2.1 Release approved /signed certification to requesting party	None	5 Minutes	<i>Senior Office Aide OVCPD (Releasing Personnel)</i>
	Total :	None	2 Days, 32 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:	Simple						
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	1.1 Checks the completeness of the request	None	10 Minutes	<i>Senior Office Aide OVCPD (Receiving Personnel)</i>			
	1.2 Receive and record the request						
	1.3 Review/ evaluate the request and submit to Vice Chancellor for appropriate action				None	4 Hours	<i>College Business Manager I OVCPD</i>
	1.4 For Vice Chancellor for Planning and Development's appropriate action						
2. Receive notification of action taken	2.1 Notifies in writing the requesting party of the	None	1 Day	<i>College Business Manager I OVCPD</i>			



	Vice Chancellor's final action			
	Total :	None	1 Day, 4 Hours, 15 Minutes	



**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:	Complex
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Academic Units

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of Request from the Dean of the Academic Unit 2. Unit's Detailed Terms of Reference on Food Services indicating: <ol style="list-style-type: none"> a. Menu Pattern/Type of Food to be served b. Proposed Operating Hours c. Sanitation Concerns 3. List of Unit's Food Committee Members (members includes Faculty, Students and Staff) 4. Unit's Population Data 5. Picture of the area/location for the proposed food service 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	<ol style="list-style-type: none"> 1.1 Checks the completeness of the documents/requirements 1.2 Receive and record the request 	None	10 Minutes	<i>Senior Office Aide</i> OVCPD (Receiving Personnel)
	1.3 Submit for Vice Chancellor's appropriate action	None	1 Hour	<i>College Business Manager I</i> OVCPD



	1.4 Review and evaluate viability of the Unit's request for food concession	None	3 Days	<i>Vice Chancellor for Planning & Development</i>
	If NOT Approved			
2. Unit receive notification of action	2.1 Notifies in writing the Unit of the Vice Chancellor's final action	None	1 Day	<i>College Business Manager I OVCPD</i>
	If APPROVED			
	2.2 Set Meeting with the Unit and the preferred concessionaire, if any	None	10 Minutes	<i>Administrative Officer IV OVCPD</i>
3. Unit's Dean and Food Committee Members attends the Meeting	3.1 Conduct Meeting with the Unit's Dean and the Units Food Committee Members	None	(paused-clock)	<i>Vice Chancellor for Planning & Development</i>
	3.2 OVCPD Endorse the request with the recommendation to the Office of the President through Channels for approval	None	(paused-clock)	<i>Office of the President (OP), Office of the Chancellor (OC) Office of the Vice President for Planning and Devt (OVPD)</i>
4. Unit receives the notification of approval	4.1 Notifies Unit of the Approval	None	1 Day	<i>College Business Manager I OVCPD</i>
	Total :	None	5 Days, 1 Hour, 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 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 (OVCPD)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Academic and Non-Academic Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Requests from the Dean/Director of the Academic and Non-Academic Units		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 (OVCPD)	1.1 Checks the submitted request 1.2 Receive and record the request	None	10 Minutes	Senior Office Aide OVCPD (Receiving Personnel)
	1.3 Provide notation on the submitted request and submit for Vice Chancellor's appropriate action	None	5 Minutes	Administrative Officer IV OVCPD
	1.4 Review and evaluate viability of the request	None	1 Day	Vice Chancellor for Planning & Development



	1.5 OVCPD submits the endorsement of the Unit's technical request to the Office of the Campus Architect (OCA) for appropriate action	None	1 Hour	<i>Administrative Officer IV</i> OVCPD
2. Unit receive notification of Vice Chancellor's action	2.1 Notifies in writing the Unit of the Vice Chancellor's final action	None	2 Hours	<i>Administrative Officer IV</i> OVCPD
	2.2 OCA facilitates the requests as endorsed/recommended by the Vice Chancellor for Planning and Development	None	(paused-clock)	<i>Architects/ Engineers (Technical Team)</i> OCA
3. Unit receives the notification of OCA's technical recommendation	3.1 Notifies Unit of OCA's technical recommendation	None	30 Minutes	<i>Administrative Officer IV</i> OVCPD
	Total :	None	1 Day, 3 Hours, 40 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. Duly Accomplished Balay Kalinaw Reservation Form 2. Letter of request to Vice Chancellor for Planning and Development, if necessary 3. Updated photocopy of SEC Registration (for NGOs, Foundations and Associations) 4. Photocopy of UP ID (for current UP Faculty, Staff) 5. Photocopy of Form 5 (for current UP Students)		Balay Kalinaw's Front Office Requesting Party Securities and Exchange Commission UP Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished reservation form	1.1 Checks the completeness of the accomplished reservation form	None	10 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)
2. Provide complete list/detailed list of equipment to be used during the event including the number of pieces and wattage of	2.1 Present the cost estimate including the equipment to be used	None	10 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)



each equipment				
3. Review and accepts the cost estimate/quota tions presented	<p>3.1 Review the cost estimates, equipment to be used and the proposed set-up for the event</p> <p>3.2 Submits the accepted cost estimate by the requesting party to the Office of the Vice Chancellor for Planning and Development (OVCPD) for preparation of Statement of Account (SOA)</p>	None	5 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)
4. Requesting party receives the SOA	4.1 OVCPD Prepares the Statement of Account (SOA) for the reservation	(refer to table below)	(paused-clock)	Administrative Aide VI OVCPD
5. Requesting party pays the reservation fee at the UP Diliman Cashier's Office	5.1 Issue the Statement of Account (SOA) for payment by the requesting party at the UPD Cashier's Office	(refer to table below)	(paused-clock)	Collecting Officer UP Diliman Cashier's Office
6. Requesting party provides photocopy of	6.1 Checks, receive and	None	10 Minutes	Senior Office Aide Balay Internasyonal



the proof of payment (Official Receipt) to Balay Kalinaw	record payment			(Front Office Personnel)
	Total :	Refer to the table of fees	35 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	
1	First 3 Hours	PHP 1,782.00	
2	Succeeding Hour	PHP 357.00	
3	8AM – 5PM	PHP 3,570.00	
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



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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. Balay Kalinaw Reservation Form 2. Letter of request to Vice Chancellor for Planning and Development, if necessary		Balay Kalinaw's Front Office Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished reservation form	1.1 Checks the completeness of the accomplished reservation form	None	10 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)
2. Provide complete list/detailed list of equipment to be used during the event including the number of pieces and wattage of each equipment	2.1 Present the cost estimate including the equipment to be used	None	10 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)
3. Review and accepts the	3.1 Review the cost	None	5 Minutes	Senior Office Aide Balay Internasyonal



cost estimate/quotations presented	estimates, equipment to be used and the proposed set-up for the event 3.2 Submits the accepted cost estimate by the requesting party to the Office of the Vice Chancellor for Planning and Development (OVCPD) for preparation of Statement of Account (SOA)			(Front Office Personnel)
4. Requesting party receives the SOA	4.1 OVCPD Prepares the Statement of Account (SOA) for the reservation	(refer to table below)	(paused-clock)	<i>Administrative Aide VI OVCPD</i>
5. Requesting party pays the reservation fee at the UP Diliman Cashier's Office	5.1 Issue the Statement of Account (SOA) for payment by the requesting party at the UPD Cashier's Office	(refer to table below)	(paused-clock)	<i>Collecting Officer UP Diliman Cashier's Office</i>
6. Requesting party provides photocopy of the proof of payment (Official	6.1 Checks, receive and record payment	None	10 Minutes	<i>Senior Office Aide Balay Internasyonal (Front Office Personnel)</i>



Receipt) to Balay Kalinaw				
	Total :	Refer to the table of fees	35 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	
1	First 3 Hours	PHP 1,980.00	
2	Succeeding Hour	PHP 396.00	
3	8AM – 5PM	PHP 3,960.00	
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		
1. Duly Accomplished Kapit-Balay Reservation Form 2. 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
1. Submit duly accomplished reservation form	1.1 Checks date & room availability 1.2 Checks the completeness of the accomplished reservation form 1.3 Block the date reserved by the requesting party	None	15 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)
2. Provide detailed list of required amenities for the room	2.1 Present the cost estimate for the room reservation	None	10 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)



<p>3. Review and accepts the cost estimate/quota tions presented</p>	<p>3.1 Review the cost estimates, including other expenses for the use of other amenities</p> <p>3.2 Submits the accepted cost estimate by the requesting party to the Office of the Vice Chancellor for Planning and Development (OVCPD) for preparation of Statement of Account (SOA)</p>	<p>None</p>	<p>5 Minutes</p>	<p>Senior Office Aide Balay Internasyonal (Front Office Personnel)</p>
<p>4. Requesting party receives the SOA</p>	<p>4.1 OVCPD Prepares the Statement of Account (SOA) for the reservation</p>	<p>(refer to table below)</p>	<p>(paused-clock)</p>	<p>Administrative Aide VI OVCPD</p>
<p>5. Requesting party pays the reservation fee at the UP Diliman Cashier's Office</p>	<p>5.1 Issue the Statement of Account (SOA) for payment by the requesting party at the UPD Cashier's Office</p>	<p>(refer to table below)</p>	<p>(paused-clock)</p>	<p>Collecting Officer UP Diliman Cashier's Office</p>
<p>6. Requesting party provides photocopy of the proof of payment</p>	<p>6.1 Checks, receive and record payment</p>	<p>None</p>	<p>10 Minutes</p>	<p>Senior Office Aide Balay Internasyonal (Front Office Personnel)</p>



(Official Receipt) to Balay Kalinaw				
	Total :	Refer to the table of fees	40 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**



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:	Simple			
Type of transaction:	Government to Government			
Who may avail:	All UP Offices/ Units (UP System and Diliman Wide)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Balay Kalinaw Reservation Form		Balay Kalinaw's Front Office		
2. Letter of request to Vice Chancellor for Planning and Development, if necessary		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished reservation form	1.1 Checks the completeness of the accomplished reservation form	None	10 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)
2. Provide complete list/detailed list of equipment to be used during the event including the number of pieces and wattage of each equipment	2.1 Present the cost estimate including the equipment to be used	None	10 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)
3. Review and accepts the cost estimate/quota	3.1 Review the cost estimates, equipment to	None	5 Minutes	Senior Office Aide Balay Internasyonal (Front Office Personnel)



tions presented	be used and the proposed set-up for the event 3.2 Submits the accepted cost estimate by the requesting party to the Office of the Vice Chancellor for Planning and Development (OVCPD) for preparation of Statement of Account (SOA)			
4. Requesting party receives the SOA	4.1 OVCPD Prepares the Statement of Account (SOA) for the reservation	(refer to table below)	(paused-clock)	<i>Administrative Aide VI, OVCPD</i>
5. Requesting party pays prepares the Disbursement Voucher for Payment	5.1 Issue the Statement of Account (SOA) for payment by the requesting party at the UPD Cashier's Office	(refer to table below)	(paused-clock)	<i>Account Analyst, UP Diliman Accounting Office</i>
	Total :	Refer to the table of fees	35 Minutes	

OFFICIAL UNIVERSITY EVENTS RATES			
1. 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
2. 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
3. Dining Room (Non-Aircon)			
		NON AC	
1	First 3 Hours	PHP 1,584.00	
2	Succeeding Hour	PHP 317.00	
3	8AM – 5PM	PHP 3,170.00	
4. 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
5. 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
6. 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 Internasional



Classification:	Simple			
Type of transaction:	Government to Government			
Who may avail:	Official University Guests, Students, Employees and Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Kapit-Balay Reservation Form 2. 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
1. Submit duly accomplished reservation form	1.1 Checks date & room availability 1.2 Checks the completeness of the accomplished reservation form 1.3 Block the date reserved by the requesting party	None	15 Minutes	Senior Office Aide, Balay Internasyonal (Front Office Personnel)
2. Provide detailed list of required amenities for the room	2.1 Present the cost estimate for the room reservation	None	10 Minutes	Senior Office Aide, Balay Internasyonal (Front Office Personnel)
3. Review and accepts the cost estimate/guest billing info	3.1 Review the cost estimates, including other expenses for the use of other amenities 3.2 Submits the accepted guest billing	None	5 Minutes	Senior Office Aide, Balay Internasyonal (Front Office Personnel)



	info by the requesting party to the Office of the Vice Chancellor for Planning and Development (OVCPD) for preparation of Statement of Account (SOA)			
4. Requesting party receives the SOA	4.1 OVCPD Prepares the Statement of Account (SOA) for the reservation	(refer to table below)	(paused-clock)	<i>Administrative Aide VI, OVCPD</i>
5. Requesting party pays the reservation fee at the UP Diliman Cashier's Office	5.1 Issue the Statement of Account (SOA) for payment by the requesting party at the UPD Cashier's Office	(refer to table below)	(paused-clock)	<i>Collecting Officer, UP Diliman Cashier's Office</i>
6. Requesting party provides photocopy of the proof of payment (Official Receipt) to Balay Kalinaw	6.1 Checks, receive and record payment	None	10 Minutes	<i>Senior Office Aide, Balay Internasyonal (Front Office Personnel)</i>
	Total :	Refer to the table of fees	40 Minutes	

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)

External Services



1. Conduct of Constructor's Performance Evaluation System (CPES) Evaluation for various UP Projects

With the commitment of the Office of the Campus Architect (OCA) to maintain satisfactory rating of current contractors the conduct of evaluation of Constructor's Performance Evaluation System (CPES) is being processed or facilitated

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 Appointment from Office of the Vice President for Administration (OVPA)		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	1.1 Receive letter of appointment for appropriate action of the Vice Chancellor for Planning and	None	1 Day	Senior Office Aide OVCPD (Receiving Personnel)



Administration (OVPA) to the Office of the Vice Chancellor for Planning and Development (OVCPD)	Development (VCPD)			
	1.2 Receive endorsement from OVCPD	None	5 Minutes	Senior Office Assistant OCA
	1.3 Assign and distribute project assignment to technical staff	None	1 Day	Administrative Officer IV / Director (OCA)
	1.4 Coordinate with concerned CU's requesting for schedule of CPES Evaluation	None	3 Days	Engineer / Architect (OCA)
	1.5 Conduct CPES Evaluation	None	5 Days	Engineer / Architect (OCA)
	1.6 Forward Evaluation Report to OVPA	None	3 Days	Senior Office Assistant / Senior Utility Worker (OCA)
TOTAL:		None	13 Days, 5 Minutes	

2. Issuance of plans, drawings, and maps 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:	Simple
Type of Transaction:	Government to Government/Government to Citizen



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from office/unit <ul style="list-style-type: none"> a. Student – endorsed by department/school head b. UP units – endorsed by unit 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)	1.1 Receive request letter for appropriate action of Vice Chancellor for Planning and Development	None	1 Day	Senior Office Aide, OVCPD (Receiving Personnel)
	1.2 Receive endorsement from OVCPD	None	5 Minutes	Senior Office Assistant (OCA)
	1.3 Assign and distribute project assignment to technical staff	None	1 Day	Administrative Officer IV / Director (OCA)
2. Receive approved documents	2.1 Prepare and release requested documents	None	1 Day	Senior Office Assistant / Senior Utility Worker (OCA)
TOTAL:		None	3 Days, 5 Minutes	



Office of the Campus Architect (OCA)

Internal Services



1. Architectural and Engineering Design Services

Complete Architectural and Engineering Design Services for all UP Diliman Offices and Units

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		
1. Letter from the requesting office/unit		Requesting office/unit		
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)	1.1 Receive request letter to facilitate approval and signature of Vice Chancellor for Planning and Development	None	3 Days	<i>Receiving</i> Office of the Vice Chancellor for Planning and Development (OVCPD)
	1.2 Assign and distribute project assignment to technical staff	None	3 Days	<i>Architect</i> Admin Division Office of the Campus (OCA)
	1.3 Conducts site visit and interviews with End-users	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.4 Preparation of preliminary schematic designs	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.5 Preparation of Outline Specification and Design Brief, if applicable	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)



	1.6 Checks design conformance with End-user requirements	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.7 Prepares Budgetary Estimate	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.8 Presentation of Project Design to the UP President for approval	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.9 Transmits to End-user to request for Funding Allocation	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.10 Conduction of detailed Site surveys and Inspection	None	As stipulated in the contract	<i>Architect</i> Admin/Technical Division Office of the Campus (OCA)
	1.11 Preparation of detailed Design Plans (Engineering and Architectural)	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.12 Preparation of Technical Specifications	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.13 Preparation of Detailed Estimate and Bill of Quantities	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.14 Approval of Architectural/ Engineering Plans and Drawings	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)



	1.15 Submission of Bid Documents (Approved Plans, Drawings, Technical Specifications, Bill of Quantities, Approved budget for the contract) to Procurement Office	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.16 Submission of Construction Duration and Program of Works	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.17 Submission of List of Required Equipment and Manpower	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.18 Attends the Pre-Procurement and Pre-bid conference	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.19 Preparation of Bid Bulletin, if necessary	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.20 Conduct of Post-Qualification and Preparation of Post-Qualification Report	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.21 Pre-construction meeting with	None	As stipulated in the contract	<i>Architect</i> Technical Division



	the contractor and end-user			/ Contractor / End-user Office of the Campus (OCA)
	1.22 Coordinates with Contractor the location of Temporary Facilities, schedule of Construction meetings, submittals, Permits, and other necessities.	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.23 Recommends approval of Construction Permits / Temporary Facilities to OVCCA	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA) / Office of the Vice Chancellor for Community Affairs (OVCCA)
	1.24 Monitoring of construction progress of infrastructure project	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.25 Approval of Pouring Permit for Construction	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.26 Ensures compliance of Construction with Contract Documents	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.27 Approval of Material Specifications for Infrastructure Projects	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)



	1.28 Evaluation of all Contractor's billings and Preparation of Certificate of Work Accomplished	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.29 Processing and Evaluation of End-user's request of Contractor's claims for Variation Orders	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.30 Preparation of Notice of Time Extension / Suspension / Resumption	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.31 Issuance of Notice of Time Extension / Suspension / Resumption	None	1 Day	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.32 Preparation of Certificate of Completion and Acceptance	None	As stipulated in the contract	<i>Architect</i> Technical Division Office of the Campus (OCA)
2. Receive Certificate of Completion of Project and Certificate of Acceptance	2.1 Issuance of Certificate of Completion and Acceptance	None	1 Day	<i>Senior Office Assistant / Senior Utility Worker</i> OCA
TOTAL:		None	7 Days, 5 Minutes	



2. Inspection and Evaluation of Building's Mechanical, Electrical, Plumbing, and Utility System

Inspection and evaluation of building's mechanical, electrical, plumbing and utility system.

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		
1. Letter of Request from the Unit/Department		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request letter to Office of the Vice Chancellor for Planning and Development (OVCPD)	1.1 Receive request letter to facilitate approval and signature of Vice Chancellor for Planning and Development	None	2 Days	Office of the Vice Chancellor for Planning and Development OVCPD
	1.2 Assign and distribute project assignment to technical staff	None	2 Days	Office of the Campus (OCA) Architect Admin Division
	1.3 Coordinate with requesting unit for site inspection	None	5 Days	Office of the Campus (OCA) Architect Technical Division
	1.4 Submit Evaluation Report and documentation to requesting unit (for review and signature of OCA Director	None	10 Days	Office of the Campus (OCA) Architect Admin/Technical Division



2. Receive Evaluation Report	2.1 Submit Evaluation Report to requesting unit	None	1 Day	Office of the Campus OCA Architect Admin/Technical Division
TOTAL:		None	20 Days	

3. Measurement of Building Facilities Floor Area

Measurement of buildings facility and lot area in the University

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 office/unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request letter to Office of the Vice Chancellor for Planning and Development (OVCPD)	1.1 Receive request letter to facilitate approval and signature of Vice Chancellor for Planning and Development	None	1 Day	Office of the Vice Chancellor for Planning and Development OVCPD
	1.2 Assign and distribute project assignment to technical staff	None	1 Day	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.3 Coordinate with requesting unit for site inspection	None	1 Day	<i>Architect</i> Technical Division Office of the Campus (OCA)



	1.4 Submit Evaluation Report and documentation to requesting unit (for review and signature of OCA Director	None	3 Days	Architect Technical Division Office of the Campus (OCA)
2. Receive Evaluation Report	2.1 Submit Evaluation Report to requesting unit	None	1 Day	Architect Technical Division Office of the Campus (OCA)
TOTAL:		None	7 Days	

7. Measurement of Building Facilities and Lot Area

Measurement of buildings facility and lot area in the University

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 from the requesting office/unit		Respective office/unit.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request letter to Office of the Vice Chancellor for Planning and Development (OVCPD)	1.1 Receive request letter to facilitate approval and signature of Vice Chancellor for Planning	None	1 Day	Receiving Office of the Vice Chancellor for Planning and Development (OVCPD)



	and Development			
	1.2 Assign and distribute project assignment to technical staff	None	1 Day	<i>Architect</i> Technical Division Office of the Campus (OCA)
	1.3 Coordinate with requesting unit for site inspection	None	2 Days	<i>Architect</i> Technical Division Office of the Campus (OCA)
	2. Submit Evaluation Report and documentation to requesting unit (for review and signature of OCA Director)	None	3 Days	<i>Architect</i> Technical Division Office of the Campus (OCA)
TOTAL:		None	7 Days	



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	
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Office of the Vice Chancellor for Research and Development

Internal Services

1. Endorsement to the Diliman Legal Office of Agreement for Externally-funded Research/Creative Work Project

Agreement for a research/creative work project funded by external agencies is reviewed by OVCRD for the following: indirect cost for UPD, accountability of Project Leader, provisions for intellectual property and possible disclosures. If found in order, OVCRD will endorse the Agreement to the Diliman Legal Office

Office or Division:	OVCRD
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	Faculty Members and REPS as Program/Project Leaders



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum of Agreement		Requesting Party, Funding Agency		
Proposal				
Line-Item Budget				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit MOA with complete supporting documents	1.1 Receive, encode, prepare review slip and forward MOA with complete supporting documents to concerned unit	None	4 Hours	<i>Receiving Personnel</i> RDO <i>Research Personnel</i> Administrative Unit
	1.2 Review administrative cost provision for UP Diliman	None	4 Hours	<i>Administrative Officer</i> Administrative Unit
	1.3 Review Accountability of Program or Project Leader on RMO and UP System Grants	None	4 Hours	<i>Research Personnel</i> RMO
	1.4 Review of Accountability of Program or Project Leader on Extension Grants	None	4 Hours	<i>Extension Personnel</i> OEC
	1.5 Review of Accountability of Program or Project Leader on TTBDO Grants, IP provisions, and	None	1 Day	<i>Technology Transfer Personnel</i> TTBDO



	possible disclosures			
	1.6 Prepare and sign Endorsement Slip	None	3 Days	<i>Research Personnel, VCRD</i> Administrative Unit
	1.7 Forward Endorsement slip and Agreement to DLO	None	4 Hours	<i>Liaison Officer</i> Administrative Unit
TOTAL:		None	6 Days, 4 Hours	

2. Endorsement of Proposal for Research/Creative Work Project to Office of the Chancellor

Proposal for a research/creative work project for possible funding by external agencies is reviewed by OVCRD for the following: indirect cost for UPD, accountability of Project Leader, and possible disclosures. If found in order, OVCRD will endorse the Agreement to the Chancellor's Office.

Office or Division:	OVCRD – Administrative Unit			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and REPS as Program/Project Leaders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal		Requesting Party		
Line-Item Budget				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit proposal with Line-Item Budget	1.1 Receive, encode, prepare review slip and forward proposal	None	4 Hours	<i>Receiving Personnel</i> RDO



	and LIB to concerned unit			<i>Research Personnel</i> Administrative Unit
	1.2 Review administrative cost provision for UP Diliman	None	4 Hours	<i>Administrative Officer</i> Administrative Unit
	1.3 Review Accountability of Program or Project Leader on RMO and UP System Grants	None	4 Hours	<i>Research Personnel</i> RMO
	1.4 Review of Accountability of Program or Project Leader on Extension Grants	None	4 Hours	<i>Extension Personnel</i> OEC
	1.5 Review of Accountability of Program or Project Leader on TTBD0 Grants and possible disclosures	None	1 Day	<i>Technology Transfer Personnel</i> TTBD0
	1.6 Prepare and sign Endorsement Slip	None	3 Days	<i>Research Personnel, VCRD</i> Administrative Unit
	1.7 Forward Endorsement slip and Agreement to the office of the Chancellor	None	4 Hours	<i>Liaison Officer</i> Administrative Unit
TOTAL:		None	6 Days, 4 Hours	





Office of the Vice Chancellor for Research and Development UP Center for Ethnomusicology

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	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	



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 Personnel in person or through email	Receive accomplished UPCE Registration form with complete attachments Present details of payment and instructions, and directions to the UP Cashier's office	None	5 Minutes	Library Personnel UPCE
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)	UP Cash Office
Present receipt as Official Receipt to UPCE	Input Registration of client in the database	None	5 Minutes	Library Personnel UPCE
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
Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	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	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	



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	Receive request with complete attachments	None	5 Minutes	<i>Library Personnel</i> UPCE



Personnel in person or through email	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 5 Minutes/title	<i>Library Personnel</i> UPCE
Pick-up library material/s in person; leave Valid ID with library	Redirect client to the printing/copying services (non-UPCE entity)	None	5 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	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	None	5 Minutes	<i>Library Personnel</i> UPCE



	whenever necessary			
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 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 UP Cashier's Office	Wait for client Action	Rental fee - PHP 1,500.00/hour	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 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	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;		UP Center for Ethnomusicology Library		
Accomplished UPCE Instrument Borrower's Form				
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	Receive request with complete attachment	None	5 Minutes	<i>Library Personnel</i> UPCE
	Prepare instrument/s		15 Minutes/	



person or through email	and provide to client		instrument	
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	
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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	1 Day (paused-clock)	<i>UP Cash Office</i>



		<i>non-UP & UP alumni:</i> 30% of the cost of instrument		
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 - UP (for classroom use): FREE UP (for non-classroom use): 20% of the cost of instrument non-UP & UP alumni: 30% of the cost of instrument	1 Day and 20 Minutes	



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,	None	1 Day and 5 Minutes	<i>Library Personnel UPCE</i>



	and directions to the UP Cashier's office;			
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 UPCE</i>
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 UPCE</i>
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel UPCE</i>
	TOTAL:	Rental Fee – 20% cost of instrument (in PHP)	2 Days and 20 Minutes	



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	Receive and file Letter-	None	10 Minutes	<i>Library Personnel</i>



for Terms of Use and return to UPCE Library Personnel	Agreement for Terms of Use Present details of payment and instructions, and directions to the UP Cashier's office;			UPCE
Pay corresponding fee at UP Cashier	Wait for Client's action	Printing fee - PHP 50.00/ image	1 Day (paused-clock)	UP Cash Office
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	Library Personnel UPCE Archive Personnel 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, 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 Inform Client that requested material is ready	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> 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	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 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	None	3 Days and 10 minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE <i>Library Personnel</i> UPCE



	Inform Client when the material is available for access online and provide link of the Google Drive folder			
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	Receive accomplished UPCE Request for Reproduction Form Secure approval of UPCE Director;	None	2 Days and 5 Minutes	Library Personnel UPCE



through email	Inform Client of approved/denied request and schedule; Present details of payment and instructions, and directions to the UP Cashier's office; Device Letter-Agreement for Terms of Use and send to client;			
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 Cashier	Wait for Client's action	<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></p>	1 Day (paused-clock)	<i>UP Cash Office</i>



		PHP 150.00 (for every 60 seconds or a fraction thereof) <i>Foreign:</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 UPCE Archive Personnel UPCE</i> <i>Library Personnel UPCE</i>
TOTAL:		Reproduction Fee – UP students, (fair use): PHP 50.00 (for every 60 seconds or a fraction thereof) UP students, and alumni	6 Days and 35 Minutes	



	<p><i>(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>		
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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	Respective government institution issuing	



affiliated institution);		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 -	None	3 Days and 5 minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



	Provide link of 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:		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 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	None	5 Minutes	<i>Library Personnel</i> UPCE



	Present details of payment and instructions, and directions to the UP Cashier's office;			
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)	UP Cash Office
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 the Google	None	3 Days	Library Personnel UPCE Archive Personnel UPCE Library Personnel



	Drive 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:	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	None	3 Days and 5 Minutes	<i>Library Personnel</i> UPCE



	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			Archive Personnel UPCE 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)		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	None	3 Hours	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE



	are fit for digitization as well as 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 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 thereof; additional 30.00 for every succeeding minute) <i>Filipino non-UP:</i> PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every	1 Day (paused-clock)	<i>UP Cash Office</i>



		<p>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>		
<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>	<p>None</p>	<p>10 Days and 5 Minutes</p>	<p><i>Library Personnel</i> UPCE</p> <p><i>Media Archivist</i> UPCE</p> <p><i>Library Personnel</i> UPCE</p>
<p>Present ACL Extension Services Slip upon pick-up of materials</p>	<p>Turn-over analog materials and digital storage device containing digitized tracks to Client</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Library Personnel</i> UPCE</p>
<p>Sign receipt of material</p>	<p>File receipt of material</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Library Personnel</i> UPCE</p>



	<p>Processing fee - UP students: PHP 30.00 (for the first 1 minute or a fraction thereof; additional 30.00 for every succeeding minute)</p> <p>Filipino non-UP: PHP 100.00 (for the first 1 minute or a fraction thereof; additional 100.00 for every succeeding minute)</p> <p>Foreign: PHP 150.00 (for the first 1 minute or a fraction thereof; additional 150.00 for every succeeding minute)</p>		
TOTAL:		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		15 Minutes	<i>Library Personnel</i> UPCE



	payment and instructions, and directions to the UP Cashier's office			
Pay corresponding fee	Wait for client action	Processing fee - <i>UP students:</i> PHP 30.00/track <i>Filipino non-UP:</i> PHP 100.00/track <i>Foreign:</i> PHP 150.00/track	1 Day (paused-clock)	UP 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	None	3 Minutes	<i>Library Personnel</i> UPCE



	containing digitized tracks to Client			
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel UPCE</i>
TOTAL:		Processing fee - UP students: PHP 30.00/track Filipino non-UP: PHP 100.00/track Foreign: 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	Receive request with complete attachments ;		15 Minutes	<i>Library Personnel</i> UPCE			



Library personnel	Calculate fees and Present details of payment and instructions, and directions to the UP Cashier's office			
Pay corresponding fee	Wait for client action	<p>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 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</p>	1 Day (paused-clock)	UP Cash Office



		500.00 for every succeeding minute)		
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, and alumni: PHP 100.00 (for the first 1 minute or a	11 Days, 3 Hours and 28 Minutes	



	<p>fraction thereof; additional 100.00 for every 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>		
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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 UPCE Media Archivist UPCE Library Personnel UPCE</i>
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		15 Minutes	<i>UPCE Library Personnel</i>



	the UP Cashier's office			
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> PHP 500.00 (for every analog material)	1 Day (paused-clock)	<i>UP 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 UPCE</i> <i>UPCE Library Personnel</i>
Present ACL Extension Services Slip	Turn-over analog materials	None	3 Minutes	<i>UPCE Library Personnel</i>



upon pick-up of materials	and digital storage device containing digitized tracks to Client			
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 analog material) <i>Foreign:</i> PHP 500.00 (for every analog material)	11 Days and 28 Minutes	



**Office of the Vice Chancellor for Research and
Development
UP Center for Ethnomusicology**

Internal 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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		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	



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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian		UP Center for Ethnomusicology Library or (download at the UP Center for Ethnomusicology website)		
Archive Users				
Valid UP ID		UP Human Resources Development Office		
Accomplished UPCE Registration form endorsed by the client's Dean, Head of Unit, or Librarian		UP Center for Ethnomusicology Library or (download at the UP Center for Ethnomusicology website)		
Attached description of proposed work/study)		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, and directions to the UP Cashier's office	None	5 Minutes	<i>Library Personnel</i> UPCE



Pay corresponding fee at UP Cashier	Wait for client step	Registration fee - PHP 50.00	1 Day (paused-clock)	UP Cash Office
Present receipt as Official Receipt to UPCE	Input Registration of client in the database	None	5 Minutes	Library Personnel UPCE
TOTAL:		Registration fee - PHP 50.00	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 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)		UP Human Resources Development Office		
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
Present valid ID and submit requirements to the UPCE Library Personnel in	Receive request with complete attachments Check availability of venue and staff	None	2 Days and 5 Minutes	Library Personnel UPCE



person or through email	<p>in the UPCE Calendar</p> <p>Secure approval of UPCE Director</p> <p>Schedule venue and tour in UPCE calendar for the information of all UPCE</p> <p>Inform client of approved/denied request and schedule</p>			
Arrive at least 15 minutes before schedule	<p>Arrange participants into smaller groups (for large number of participants) and perform tour</p>	None	15 Minutes (per group)	<i>Library Personnel</i> UPCE
TOTAL:		None	2 Days and 20 Minutes	



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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
Valid UPCE Registration; and, Accomplished UPCE Library Call Slip		UP Center for Ethnomusicology Library		
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 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	
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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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
Valid UPCE Registration; and, Accomplished UPCE Library Call Slip		UP Center for Ethnomusicology Library		
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	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE



	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	

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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
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	Receive request with complete attachment Prepare materials	None	5 Minutes	<i>Library Personnel</i> UPCE



Personnel in person or through email			5 Minutes/title	
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	

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 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	

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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		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	



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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		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		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 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 UP Cashier's Office	Wait for client Action	Rental fee - PHP 1,500.00/ hour	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 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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
Valid UPCE Registration; and, Accomplished UPCE Instrument Borrower's Form		UP Center for Ethnomusicology Library		
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	Receive request with complete attachment Prepare instrument/s and provide to client	None	5 Minutes	Library Personnel UPCE
			15 Minutes/ instrument	



through email				
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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
Valid UPCE Registration; and, Accomplished UPCE Instrument Borrower's Form		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 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	None	1 Day and 5 Minutes	<i>Library Personnel</i> UPCE



	Prepare instrument/s and provide to client			
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 Government		
Who may avail:	UP Faculty and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Valid UP ID		UP Human Resources Development Office	
Valid UPCE Registration; and, Accomplished UPCE Instrument Borrower's Form		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 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 – (for classroom use): FREE (for non-classroom use): 20% 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/	None	5 Minutes	<i>Library Personnel</i> UPCE



	s whenever necessary			
Return materials upon end of use	Receive materials and return client ID	None	5 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		Rental Fee – (for classroom use): FREE (for non-classroom use): 20% of the cost of instrument	1 Day and 20 Minutes	

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 Government	
Who may avail:	UP Faculty and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid UP ID		UP Human Resources Development Office
Valid UPCE Registration; and, Accomplished UPCE Instrument Borrower's Form		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 (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	Assist client with use of instrument/s whenever necessary	None	5 Minutes	<i>Library Personnel</i> UPCE



with library personnel as collateral				
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)	2 Days and 20 Minutes	



14. 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		UP Human Resources Development Office		
Valid UPCE Registration;		UP Center for Ethnomusicology Library		
Accomplished UPCE Access 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 attachments Schedule use of access station Inform client of schedule Prepare UPCE Access Station Retrieve and prepare requested digital files and transfer to UPCE	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



	Access Station			
Arrive at least 15 minutes before schedule	2. Assist client with the use of archival material/s whenever necessary	None	10 Minutes	<i>Library Personnel</i> UPCE
TOTAL:		None	2 Days and 15 Minutes	



15. 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		UP Human Resources Development Office		
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 Inform Client when the material is			<i>Archive Personnel</i> UPCE



	available for access online and provide link of the Google Drive folder			<i>Library Personnel</i> UPCE
TOTAL:		None	4 Days and 5 minutes	



16. 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		UP Human Resources Development Office		
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 UPCE</i>
Sign Letter-Agreement	Receive and file Letter-	None	10 Minutes	<i>Library Personnel</i>



for Terms of Use and return to UPCE Library Personnel	Agreement for Terms of Use Present details of payment and instructions, and directions to the UP Cashier's office;			UPCE
Pay corresponding fee at UP Cashier	Wait for Client's action	Printing fee - PHP 50.00/ image	1 Day (paused-clock)	UP Cash Office
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	Library Personnel UPCE Archive Personnel 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 and 45 Minutes	



17. 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		UP Human Resources Development Office		
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> <i>UPCE</i>
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 Inform Client that requested material is ready	None	1 Day and 5 Minutes	<i>Library Personnel</i> <i>UPCE</i> <i>Archive Personnel</i> <i>UPCE</i> <i>Library Personnel</i> <i>UPCE</i>
Claim requested materials	Turn over requested print-out to Client	None	15 Minutes	<i>Library Personnel</i> <i>UPCE</i>
Sign receipt of material	File receipt of material	None	5 Minutes	<i>Library Personnel</i> <i>UPCE</i>
TOTAL:		Printing Fee -PHP 50.00/image	5 Days and 40 Minutes	



18. 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		UP Human Resources Development Office		
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; 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 <i>Library Personnel</i> UPCE
TOTAL:		None	5 Days and 15 Minutes	



19. 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		UP Human Resources Development Office		
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	Receive accomplished UPCE Request for Reproduction Form Secure approval of UPCE Director; Inform Client of approved/deni	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE



through email	ed request and schedule; Present details of payment and instructions, and directions to the UP Cashier's office; Device Letter-Agreement for Terms of Use and send to client;			
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 Cashier	Wait for Client's action	Reproduction Fee – <i>(fair use)</i> : PHP 50.00 (for every 60 seconds or a fraction thereof) <i>(beyond fair use)</i> : PHP 150.00 (for every 60 seconds or a fraction thereof)	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 and upload requested	None	3 Days and 20 Minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



	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 UPCE</i>
	TOTAL:	Reproducti on Fee – (fair use): PHP 50.00 (for every 60 seconds or a fraction thereof) <i>(beyond fair use): PHP 150.00 (for every 60 seconds or a fraction thereof)</i>	6 Days and 35 Minutes	

20. 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	Government to Government



Transaction:				
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
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	None	3 Days and 5 minutes	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



	<p>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>			<p><i>Library Personnel</i></p> <p>UPCE</p>
<p>If requesting for printed copy of score – Go to UPCE Library to pick-up score; leave Valid ID with Library personnel as collateral</p>	<p>If clients requested for printed copy - Provide score to the client and redirect to the printing/copying services (non-UPCE entity)</p>	None	5 Minutes	<p><i>Library Personnel</i></p> <p>UPCE</p>
<p>If requesting for printed copy of score – Return score upon end of use</p>	<p>If clients requested for printed copy - Receive score and return client ID</p>	None	5 Minutes	<p><i>Library Personnel</i></p> <p>UPCE</p>
TOTAL:		None	5 Days and 20 Minutes	



21. 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		UP Human Resources Development Office		
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	Receive request with complete attachments; Secure approval of UPCE Director; Inform client of approved/denied request and schedule; Device Letter-	None	2 Days and 5 Minutes	<i>Library Personnel</i> UPCE



email	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	None	3 Days	<i>Library Personnel</i> UPCE <i>Archive Personnel</i> UPCE



	<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>			<p><i>Library Personnel</i></p> <p>UPCE</p>
<p>If requesting for printed copy of score – Go to UPCE Library to pick-up score; leave Valid ID with Library personnel as collateral</p>	<p>If clients requested for printed copy -Provide score to the client and redirect to the printing/copying services (non-UPCE entity)</p>	None	5 Minutes	<p><i>Library Personnel</i></p> <p>UPCE</p>
<p>If requesting for printed copy of score – Return score upon end of use</p>	<p>If clients requested for printed copy -Receive score and return client ID</p>	None	5 Minutes	<p><i>Library Personnel</i></p> <p>UPCE</p>
TOTAL:		<p>Performance fee (includes royalty and processing fee) - USD 1,000.00; or, its equivalent in peso; exclusive of printing, shipping and handling</p>	<p>6 Days and 15 Minutes</p>	



22. 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		UP Human Resources Development Office		
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	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 and upload requested materials in UPCE Archive Google Drive folder</p> <p>Inform Client when the material is available for access online and provide link of the Google Drive folder</p>	None	3 Days and 5 Minutes	<p><i>Library Personnel</i> UPCE</p> <p><i>Archive Personnel</i> UPCE</p> <p><i>Library Personnel</i> UPCE</p>
TOTAL:		None	5 Days and 10 Minutes	



23. 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 Government			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
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	None	3 Hours	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE



	are fit for digitization as well as 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 Cashier's office		15 Minutes	<i>Library Personnel</i> UPCE
Pay corresponding fee	Wait for client action	Processing fee - PHP 30.00 (for the first 1 minute or a fraction thereof; additional 30.00 for every succeeding minute)	1 Day (paused-clock)	<i>UP 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	None	10 Days and 5 Minutes	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE



	tracks are ready for pick-up			
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)	11 Days, 3 Hours and 28 Minutes	

24. 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



Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
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,		15 Minutes	<i>Library Personnel</i> UPCE



	and directions to the UP Cashier's office			
Pay corresponding fee	Wait for client action	Processing fee - PHP 30.00/track	1 Day (paused-clock)	UP 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	11 Days, 3 Hours and 28 Minutes	



25. 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			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
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	None	3 Hours	<i>Library Personnel</i> UPCE <i>Media Archivist</i> UPCE <i>Library Personnel</i> UPCE



	of playback platform Inform client if materials are fit for digitization as well as 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 Cashier's office		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)	1 Day (paused-clock)	UP 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	None	10 Days and 5 Minutes	<i>Library Personnel</i> UPCE <i>Media Archivist</i>



	Inform Client that analog material and digitized tracks are ready for pick-up			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)	11 Days, 3 Hours and 28 Minutes	

26. 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			
Who may avail:	UP Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		UP Human Resources Development Office		
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 UPCE Media Archivist UPCE Library Personnel UPCE</i>
Present valid ID and submit other requirements to the UPCE Library personnel	Receive request with complete attachments ; Calculate fees and Present details of		15 Minutes	<i>UPCE Library Personnel</i>



	payment and instructions, and directions to the UP Cashier's office			
Pay corresponding fee	Wait for client action	Processing fee - PHP 80.00 (for every analog material)	1 Day (paused-clock)	<i>UP 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 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 -	11 Days and 28 Minutes	



	PHP 80.00 (for every analog material)		
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27. 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		
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				
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				
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				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present valid ID and submit requirements to the UPCE Library Personnel in person or through email	Receive request with complete attachments 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	None	2 Days and 5 Minutes	Library Personnel UPCE Archive Personnel UPCE
2. Arrive at least 15 minutes before schedule	2. Assist client with the use of archival material/s whenever necessary	None	10 Minutes	Library Personnel UPCE
	Total:	None	2 Days, 15 Minutes	



**Office of the Vice Chancellor for Research and
Development
UP Institute for Small-Scale Industries**

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.

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, 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	Receive request	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive official response regarding appointment/meeting	Set schedule, if available	None	1 Day	<i>Director</i> DO
3. Receive new schedule (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 Requests for Proposals

This service allows the consideration of requests received by UP ISSI.

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
Submit letter of request addressed to UP ISSI Director	Receive request Forward 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 allows the consideration of UP ISSI staff to act as resource persons and/or institutional representatives 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	Receive request Inform concerned ISSI staff	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive 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. Room Rental Request for Training / Meetings (For New Customers)

Office or Division:	UP ISSI Administrative Delivery Division (ADD)		
Classification:	Simple		
Type of Transaction:	Government to Government, Government to Business		
Who may avail:	Government Agencies, LGU's, GOCC's and other Government Instrumentalities, Private Organizations, NGO's Cooperatives, Industry Associations		
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 ADD Head for approval ADD Head approves the request	None	2 Days	<i>Special Billing Officer</i> ADD <i>Administrative Head</i> ADD



Receive official confirmation of the request	Prepare Statement of Account (SOA) for room reservation deposit fee (deductible in the final SOA)	None	30 Minutes	<i>Special Billing Officer</i> ADD
Pay deposit fee	UPD Cashier receives payment and produces Official Receipt (OR)	PHP 500.00	1 Hour	<i>Collecting Officer</i> UPD Cashiers Office
Provide photocopy of OR	Receives OR copy for deposit fee and prepares final SOA	None	30 Minutes	<i>Special Billing Officer</i> ADD
Pay room rental fees	UPD Cashier receives payment and produces OR	<u>Refer to Table of Rates Below</u>	1 Hour	<i>Collecting Officer</i> UPD Cashiers Office
Provide photocopy of OR	Receives OR copy for documentation purposes	None	5 Minutes	<i>Special Billing Officer</i> ADD
TOTAL:			2 Days, 3 Hours and 5 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



5. Room Rental Request for Training / Meetings (For Existing Customers)

Office or Division:	UP ISSI Administrative Delivery Division (ADD)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	Government Agencies, LGU's, GOCC's and other Government Instrumentalities, Private Organizations, NGO's Cooperatives, Industry Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Room Reservation Form		ADD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Room Reservation Form	<p>Staff concerned:</p> <p>Evaluates the completeness of the submitted requirement</p> <p>Checks room availability on date and time requested</p> <p>Forwards to ADD Head for approval</p>	None	2 Days	<p><i>Special Billing Officer</i></p> <p>ADD</p>



	ADD Head approves the request			Administrative Head ADD
Receive official confirmation of the request	Prepares final Statement of Account (SOA)	None	30 Minutes	Special Billing Officer ADD
Pay room rental fees	UPD Cashier receives payment and produces Official Receipt (OR)	<u>Refer to Table of Rates Below</u>	1 Hour	Collecting Officer UPD Cashiers Office
Provide photocopy of OR	Receives OR copy for documentation purposes	None	5 Minutes	Special Billing Officer ADD
TOTAL:			2 Days, 1 Hour 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



6. 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, 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 Satisfaction Survey		BEDD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to BEDD	BEDD reviews request and forwards to Director's Office (DO) DO endorses request BEDD provides client with official feedback	None	3 Days	<i>Receiving Personnel, BEDD Division Head</i> BEDD <i>Director</i> Director's Office



				BEDD Staff BEDD
2. Receive the official written feedback on the request	BEDD mentor provides advisory services	None	As agreed upon by the concerned parties	BEDD Staff/Mentor BEDD
3. Accomplish client satisfaction survey	Accept filled out form	None	1 Day	BEDD Staff/Mentor BEDD
TOTAL:		None	() Days	

7. Provide Developmental Projects

These are projects aimed to develop the MSME sector through Extension services in collaboration with NGO's, NGA's, LGU's and other private organizations. It includes funding from partner agencies for the implementation of the project.

Office or Division:	UP ISSI BEDD			
Classification:	Highly Technical			
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 to BEDD	BEDD reviews request and	None	3 Days	Receiving Personnel, BEDD Division Head BEDD



	forwards to DO DO endorses request BEDD provides client with official feedback			Director Director's Office BEDD Staff BEDD
2. Receive the official written feedback on the request	Prepare and submit proposal, if request is approved	None	7 Days	BEDD Staff/Mentor BEDD
3. Receive and approve submitted proposal	Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB)	None	7 Days	BEDD Staff/Mentor BEDD
4. Receive, approve and sign MOA and LIB	Finalize approval of MOA by coordinating with the Office Extension Coordination (OEC)	None	(paused-clock)	Director ISSI And Director OEC
5. Receive fully signed MOA copy	Conduct organizational meeting	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	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	

8. Provide Enterprise Incubation Service

This program aims to develop Start-Up and Commercial ready enterprises through Mentorship and Training programs.

Office or Division:	UP ISSI BEDD
Classification:	Highly Technical
Type of Transaction:	Government to Business
Who may avail:	MSMEs, Startups, 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 to BEDD	BEDD reviews request and forwards to DO DO endorses request 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; prepare and submit enterprise plan, if approved	2.1 Receive and review enterprise plan 2.2 staff schedules enterprise plan presentation dependent on availability and coordinates with client	None	10 Days	<i>BEDD Staff/Mentor</i> BEDD
3. client confirms availability	Staff makes preparations for the presentation of enterprise	None	2 Days	<i>BEDD Staff/Mentor</i> BEDD



	plan to Excom and BEDD mentors			
4. client presents plan to Excom and BEDD mentors	Excom and BEDD mentors evaluate the plan	None	2 Days	<i>Excom Members</i> UP ISSI Divisions and <i>BEDD Mentors</i> BEDD
5. receive feedback regarding evaluation	Prepare Memorandum of Agreement (MOA) for pre-incubation period	None	3 Days	<i>BEDD Staff/Mentor</i> BEDD
6. Receive, approve and sign MOA	Finalize approval of MOA by coordinating with the Office Extension Coordination	None	(paused-clock)	<i>Director</i> ISSI and <i>Director</i> OEC
7. Receive fully signed MOA copy	7.1 staff prepares logistics 7.2 staff mentors the incubatee	None	As agreed upon by the concerned parties (1 year for steps 7-9)	<i>BEDD Staff/Mentors</i> BEDD
8. client implements enterprise plan	Staff continues to mentor incubatee	None	As agreed upon by the concerned parties (1 year for steps 7-9)	<i>BEDD Staff/Mentors</i> BEDD



9. client goes through the incubation period	Staff continues to mentor incubatee	None	As agreed upon by the concerned parties (1 year for steps 7-9)	BEDD Staff/Mentors BEDD
10. Accomplish client satisfaction survey	Accept filled out form	None	1 Day	BEDD Staff/Mentors BEDD
11. client graduates from the incubation program	11.1 Facilitate the graduation ceremonies	None	1 Day	BEDD Staff/Mentors BEDD
TOTAL:		None	() Days	

9. 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 events 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 UP ISSI research activities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for certification with purpose indicated		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to RD	Check records for	None	2 Days	Receiving Personnel/RD Staff RD



	verification If verified, prepare certification for signature of Director			
2. Receive certification	File receiving copy	None	1 Day	<i>Releasing Personnel, RD Staff</i> RD
TOTAL:		None	(3) Days	

10. 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, 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 to Director	Director's Office	None	3 Days	<i>Receiving Personnel</i> DO



	<p>receives request</p> <p>Director's Office (DO) forwards to RD</p> <p>RD reviews request</p> <p>Director decides on approval/disapproval of request</p> <p>RD provides client with official feedback</p>			<p><i>Receiving Personnel</i></p> <p>RD</p> <p><i>RD Head and Staff</i></p> <p>RD</p> <p><i>Director</i></p> <p>DO</p> <p><i>RD Staff</i></p> <p>RD</p>
2. Receive the official written feedback on the request	<p>Prepare and submit proposal, if request is approved</p>	None	7 Days	<p><i>RD Staff</i></p> <p>RD</p>
3. Receive and approve submitted proposal	<p>Prepare Memorandum of Agreement (MOA) and Line Item Budget (LIB)</p>	None	7 Days	<p><i>RD Staff</i></p> <p>RD</p>
4. Receive, approve and sign MOA and LIB	<p>Finalize approval of MOA by coordinating with the Office</p>	None	(paused-clock)	<p><i>RD Staff</i></p> <p>RD</p> <p>and</p> <p><i>Director</i></p> <p>OEC</p>



	Extension Coordination			
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	



11. Preparation of Policy Paper/Monograph/Research Studies/Training Modules

This procedure outlines the activities involved in preparing policy papers/monographs/research studies/training modules 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, 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 to Director	Director's Office (DO) receives request DO forwards to RD RD reviews request RD provides 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 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	RD Staff RD
4. Receive, approve and sign MOA and LIB	Finalize approval of MOA by coordinating with the Office Extension Coordination	None	(paused-clock)	RD Staff RD and Director OEC
5. Receive fully signed MOA copy	Conduct organizational meeting	None	1 Day	RD Staff RD
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 Research Project	As agreed upon	As agreed upon by the concerned parties (6 months, 1 year, etc.)	RD Staff RD
8. Receive copy of final research output and billing statement	File receiving copy/copies	None	1 Day	RD Staff RD
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	RD Staff RD
11. Accomplish client satisfaction survey	Accept filled out form	None	1 Day	RD Staff RD



TOTAL:	As agreed upon	() Days	
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12. Borrowing/Charging Out Library Books

This service is provided to maintain proper control of the library books.

Office or Division:	UP ISSI MSME Resource Center (MRC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID with picture			Client's Institution/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book/s to be borrowed and ID	Receive materials to be borrowed and ID of the client	None	1 Minute	<i>College Librarian III</i> MRC
	Check and verify ID (should be valid and countersigned)	None	1 Minute	<i>College Librarian III</i> MRC
	Stamp with due date and sign book card	None	1 Minute	<i>College Librarian III</i> MRC
	Check the book to be borrowed under the client's account	None	1 Minute	<i>College Librarian III</i> MRC
2. Fill out book card with name, college and student /employee number and present to library staff at the Circulation desk	Check/verify the signed book card	None	1 Minute	<i>College Librarian</i> MRC



3. Receive book/s	Issue book/s to be borrowed	None	1 Minute	<i>College Librarian III</i> MRC
TOTAL:		None	6 Minutes	

13. Reference/Information and Bibliographic Services

This service is provided to assist users in locating materials and answer research queries of clients.

Office or Division:	UP ISSI MSME Resource Center (MRC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID with Picture			Client's Institution/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query or reference question /s	1. Receive query from client	None	1 Minute	<i>College Librarian III</i> MRC
2. Verify and negotiate query with librarian	2. Conduct reference interview (to clarify and negotiate query)	None	5 Minutes	<i>College Librarian III</i> MRC
3. Wait for the reference query to be processed and information source determined	3.1. Analyze query and determine possible information source	None	5 Minutes	<i>College Librarian III</i> MRC
	3.2. Identify information source to find answer to the query	None	5 Minutes	<i>College Librarian III</i> MRC
Receive answer/s to query/queries	If answer/s to query is found, provide	None	5 Minutes	<i>College Librarian III</i>



	<p>answer to client's query/queries</p> <p>If answer/s to query is not found from available library resource, refer to other libraries</p>			MRC
TOTAL:		None	21 Minutes	

14. Registration of Non-UP Users to Access and Use Library resources

For security purposes, non-UP users are required to register in order to access and use the library resources of ISSI.

Office or Division:	UP ISSI MSME Resource Center (MRC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID with picture Referral letter		Client's Institution/Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral letter at the Registration Desk	1. Check / Verify validity of ID presented	None	1 Minute	<i>College Librarian</i> MRC
Sign the log-book	Ask the user to sign in the log-book	None	1 Minute	<i>College Librarian</i> MRC
TOTAL:		None	2 Minutes	



15. Registration of UP Users to Access and Use Library resources

For security purposes, UP users are required to register in order to access and use the library resources of ISSI.

Office or Division:	UP ISSI MSME Resource Center (MRC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID with picture Referral letter		Client's Institution/Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral letter at the Registration Desk	1. Check / Verify validity of ID presented	None	1 Minute	College Librarian MRC
Sign the log-book	Ask the user to sign in the log-book	None	1 Minute	College Librarian MRC
TOTAL:		None	2 Minutes	



16. Returning/Checking-in of Library Books

This service is provided to maintain proper control of the library books.

Office or Division:	UP ISSI MSME Resource Center (MRC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
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> MRC
2. Receive ID	2. Return the ID to client	None	1 Minute	<i>College Librarian III</i> MRC
TOTAL:		None	2 Minutes	



17. 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:	MSMEs, Government Agencies, Non-Government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. List of requirements a. Letter of Request b. Terms of Reference c. Signed Proposal d. Signed Memorandum of Agreement e. Certification of Availability of Funds	TEED

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	1 Day	<i>Program Manager TEED</i>
2. Review and approve Terms of Reference	2.1 Receive the approved Terms of Reference	None	1 Day	<i>Program Manager TEED</i>
	2.2 Prepare the Proposal	None	2 Days	<i>Program Manager TEED</i>
3. Review and send comments on the Proposal	Finalize the Proposal	None	2 Days	<i>Program Manager TEED</i>
4. Sign the approved Proposal	Endorse the Proposal for	None	2 Days	<i>Program Manager/ Division Head/ Unit Head</i>



	Signature of the Unit Head			TEED
5. Submit signed Proposal for a Special Training Program	5.1 Receive signed Proposal	None	1 Day	<i>Division Head/ Program Manager TEED</i>
	5.2 Prepare the Memorandum of Agreement	None	2 Days	<i>Program Manager TEED</i>
6. Review and send comments on the Memorandum of Agreement	6.1 Finalize the Memorandum of Agreement	None	3 Days	<i>Program Manager TEED</i>
	6.2 Review and Sign the Memorandum of Agreement	None	2 Days	<i>Division Head/ Unit Head TEED</i>
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	<i>Program Manager TEED</i>
	7.2 Endorse the MOA and attachments to OEC	None	1 Day	<i>Program Manager TEED</i>
	7.3 Coordinate with OEC for the signing of the MOA by the Chancellor	None	As agreed upon by concerned parties	<i>Program Manager TEED/ OEC Focal Person OEC</i>
8. Receive fully signed and notarized copy of MOA	8.1 Coordinate with Client for the logistics preparation	None	3 Days	<i>Program Manager TEED</i>
	8.2 Conduct the Special Training Program	As agreed upon	As agreed upon by concerned parties (1 Day, 6 Days, 2 Months, etc.)	<i>Program Manager/ Program Coordinator TEED</i>
9. Receive Billing Statement	File receiving copy	None	1 Day	<i>Program Manager TEED</i>
10. Pay Total Program Cost	10.1 Arrange for acceptance of fees	As agreed upon	1 Day	<i>Program Manager TEED</i>
	10.2 Endorses LDDAP-ADA	None	(paused-clock)	<i>Program Manager TEED/ Collecting Officer</i>



	or bank deposit slip to UP Cashier's Office			UP Cashier's Office
11. Receive Official Receipt	File receiving copy	None	1 Day	Program Manager TEED
TOTAL:		As agreed upon	() Days	

18. 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
Submit letter of request for certification	1.1 Receive letter of request	None	1 Day	Division Secretary TEED
	1.2 Evaluate request and validate information of the participant and training program attended	None	3 Days	Division Secretary TEED
	1.3 Prepare the certification	None	1 Day	Division Secretary TEED
	1.4 Sign the certification	None	1 Day	Division Head TEED



Receive the certification	Release the certification to the client	None	1 Day	<i>Division Secretary TEED</i>
TOTAL:		None	7 Days	

19. 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			
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.a Proceed to TEED office and accomplish the Registration Form 1.b Visit the UP ISSI website and register online	1.a Receive the accomplished Registration Form	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
	1.b.i Receive the notification of registration	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
	1.b.ii Email the participant on confirmation of slots	None	2 Days	<i>Program Manager/ Program Coordinator TEED</i>
2. Secure Order of Payment	Prepare the Order of Payment	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>



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
4. Present Official Receipt	Document the OR number and amount paid	None	1 Day	Program Manager/ Program Coordinator TEED
TOTAL:			6 Days	

1-DAY COURSE	Tara Na, Negosyo Na	PHP 500.00
3-DAY COURSE	HANDA	PHP 4,500.00
3-DAY COURSES	GMP, Data Analytics	PHP 6,000.00
6-DAY COURSES	AfNA, FINEST, PES, TMPC, SHuRE, IMPACT, SMC, CEST, Instrumentation Courses	PHP 13,000.00
7-DAY COURSE	SYOB	PHP 15,000.00
11-DAY COURSE	ALMA	PHP 22,000.00
21-DAY COURSE	Managers Course	PHP 35,000.00

** per approved list of training courses and participation fees*



20. 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		TEED UPD Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the training program 1.a Proceed to TEED office, accomplish the Registration Form, and present Student ID	Receive the accomplished Registration Form, check the Student ID	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
1.b.1 Visit the UP ISSI website and register online	Receive the notification of registration	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
1.b.2 Email scanned copy of Student ID	Email the participant on confirmation of slots	None	3 Days	<i>Program Manager/ Program Coordinator</i> TEED
2. Secure Order of Payment	Prepare the Order of Payment	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
3. Pay the Participation Fee of the Training Program	UPD Cashier receives payment	Refer to Table of Rates Below	1 Day	<i>Collecting Officer</i> UPD Cashier



4. Present Official Receipt	Document the OR number and amount paid	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
TOTAL:			7 Days	

1-DAY COURSE	Tara Na, Negosyo Na	PHP 500.00
With 50% discount on the following rates:		
3-DAY COURSE	HANDA	PHP 4,500.00
3-DAY COURSES	GMP, Data Analytics	PHP 6,000.00
6-DAY COURSES	AfNA, FINEST, PES, TMPC, SHuRE, IMPACT, SMC, CEST, Instrumentation Courses	PHP 13,000.00
7-DAY COURSE	SYOB	PHP 15,000.00
11-DAY COURSE	ALMA	PHP 22,000.00
21-DAY COURSE	Managers Course	PHP 35,000.00

** per approved list of training courses and participation fees*



**Office of the Vice Chancellor for Research and
Development
UP Institute for Small-Scale Industries**

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.

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	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive official response regarding appointment/meeting	Set schedule, if available	None	1 Day	<i>Director</i> DO
3. Receive new schedule (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 Requests for UP ISSI Resource Persons and UP ISSI Institutional Representatives

This service allows the consideration of UP ISSI staff to act as resource persons and/or institutional representatives 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	Receive request Inform concerned ISSI staff	None	1 Day	<i>Receiving Personnel</i> DO
2. Receive 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	



3. Car Request from UP Diliman Units/Offices

This service allows the use by other UP Diliman units of the UP ISSI vehicles.

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 citing the official use of the ISSI vehicle, date and duration of the request.		From the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request	Staff concerned: Evaluates the completeness of the submitted requirement Checks vehicle availability on date and time requested and its road worthiness	None	4 Days	<i>Vehicle Dispatcher</i> ADD



	<p>Forwards to ADD Head for approval</p> <p>ADD Head approves the request</p>			<p><i>Administrative Head</i> ADD</p>
<p>Receive official confirmation of the request</p>	<p>Prepares Drivers' Trip Tickets</p> <p>Forwards request to Director's Office (DO) for approval</p> <p>Director decides on approval/disapproval of request.</p> <p>Concerned staff informs requesting party about expenses to be shouldered</p>	<p>None</p>	<p>1 Day</p>	<p><i>Vehicle Dispatcher</i> ADD</p> <p><i>ISSI Director</i> DO</p> <p><i>Vehicle Dispatcher</i> ADD</p>
<p>Shoulder the required expenses</p>	<p>Files details of the complete transaction</p>	<p>The requesting office shall shoulder the following expenses:</p>	<p>Depending on the duration of the request</p>	<p><i>Vehicle Dispatcher</i> ADD</p>



		<p>Fuel; <i>(based on the prevailing prices)</i></p> <p>Toll and parking fees; <i>(based on the current rate & distance travel)</i></p> <p>Daily time expenses of ISSI driver/s; <i>Beyond 50-kilometer radius regardless of time – 100%</i></p> <p><i>Hotel/accommodation (50%)</i></p> <p><i>Meals (30%)</i></p> <p><i>Incidental expenses (20%)</i></p> <p><i>Without accommodations – 50%</i></p> <p><i>Meals (30%)</i></p> <p><i>Incidental expenses (20%)</i></p> <p><i>Allowable Daily Time Expenses-</i></p> <p>Cluster I – Max of <i>Php1,500.00</i> <i>(Reg. I, II, III, V, VIII, IX, XII, XIII, ARMM)</i></p> <p>Cluster II - Max. of 1,800.00</p>		
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		<p><i>(Cordillera, Administrative Region, Region VI, VII, X, XI)</i></p> <p>Cluster III - Max. of 2,200.00 <i>(National Capital Region, Region IV-A, IV-B)</i></p> <p>Overtime Pay; <i>(monthly salary x 1.25 x no. of hours OT);</i></p> <p>Fees to cover for the wear and tear of the vehicle and other related expenses in case of breakdown, collision and accident.</p>		
TOTAL:				



4. Room Rental Request for Training / Meetings (UP Diliman Units)

This service allows the use of the ISSI rooms for training programs or meetings of UP Diliman units.

Office or Division:	UP ISSI Administrative Delivery Division (ADD)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Other UP Diliman Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Room Reservation Form		ADD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Room Reservation Form	Staff concerned: 1.1. Evaluates the completeness of the submitted requirement 1.2 Checks room availability on date and time requested Forwards to ADD Head for approval ADD Head approves the request	None	2 Days	Special Billing Officer ADD



				<i>Administrative Head</i> ADD
Receive official confirmation of the request	Prepares final Statement of Account (SOA)	None	30 Minutes	<i>Special Billing Officer</i> ADD
Pay room rental fees	UPD Cashier receive payment and produce Official Receipt (OR)	<u>Refer to Table of Rates Below</u>	1 Hour	<i>Collecting Officer</i> UPD Cashiers Office
Provide photocopy of OR	Receives OR copy for documentation purposes	None	5 Minutes	<i>Special Billing Officer</i> ADD
TOTAL:			2 Days, 1 Hour 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



5. Borrowing/Charging Out Library Books

This service is provided to maintain proper control of the library books.

Office or Division:	UP ISSI MSME Resource Center (MRC)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID with picture		Client's Institution/Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book/s to be borrowed and ID	Receive materials to be borrowed and ID of the client	None	1 Minute	<i>College Librarian III</i> MRC
	Check and verify ID (should be valid and countersigned)	None	1 Minute	<i>College Librarian III</i> MRC
	Stamp with due date and sign book card	None	1 Minute	<i>College Librarian III</i> MRC
	Check the book to be borrowed under the client's account	None	1 Minute	<i>College Librarian III</i> MRC
2. Fill out book card with name, college and student /employee number and present to library staff at the Circulation desk	Check/verify the signed book card	None	1 Minute	<i>College Librarian</i> MRC
3. Receive book/s	Issue book/s to be borrowed	None	1 Minute	<i>College Librarian III</i> MRC
TOTAL:		None	6 Minutes	



6. Reference/Information and Bibliographic Services

This service is provided to assist users in locating materials and answer research queries of clients.

Office or Division:	UP ISSI MSME Resource Center (MRC)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID with Picture			Client's Institution/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query or reference question /s	1. Receive query from client	None	1 Minute	<i>College Librarian III</i> MRC
2. Verify and negotiate query with librarian	2. Conduct reference interview (to clarify and negotiate query)	None	5 Minutes	<i>College Librarian III</i> MRC
3. Wait for the reference query to be processed and information source determined	3.1. Analyze query and determine possible information source	None	5 Minutes	<i>College Librarian III</i> MRC
	3.2. Identify information source to find answer to the query	None	5 Minutes	<i>College Librarian III</i> MRC
4. Receive answer/s to query/queries	4.1. If answer/s to query is found, provide answer to client's query/queries If answer/s to query is not found from available library resource, refer to other libraries	None	5 Minutes	<i>College Librarian III</i> MRC



TOTAL:		None	21 Minutes	

7. Registration of UP Users to Access and Use Library resources

For security purposes, UP users are required to register in order to access and use the

library resources of ISSI.

Office or Division:	UP ISSI MSME Resource Center (MRC)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID with picture Referral letter		Client's Institution/Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral letter at the Registration Desk	1. Check / Verify validity of ID presented	None	1 Minute	<i>College Librarian III</i> MRC
2. Sign the log-book	2. Ask the client to sign in the log-book	None	1 Minute	<i>College Librarian III</i> MRC
TOTAL:		None	2 Minutes	



8. Returning/Checking-in of Library Books

This service is provided to maintain proper control of the library books.

Office or Division:	UP ISSI MSME Resource Center (MRC)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
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> MRC
2. Receive ID	2. Return the ID to client	None	1 Minute	<i>College Librarian III</i> MRC
TOTAL:		None	2 Minutes	



8. 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 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		TEED UPD Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the training program 1.a Proceed to TEED office, accomplish the Registration Form, and present Employee ID	Receive the accomplished Registration Form, check the Employee ID	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
1.b.1 Visit the UP ISSI website and register online	Receive the notification of registration	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
1.b.2 Email scanned copy of Employee ID	Email the participant on confirmation of slots	None	3 Days	<i>Program Manager/ Program Coordinator</i> TEED
2. Secure Order of Payment	Prepare the Order of Payment	None	1 Day	<i>Program Manager/ Program Coordinator</i> TEED
3. Pay the Participation Fee of the Training Program	UPD Cashier receives payment	Refer to Table of Rates Below	1 Day	<i>Collecting Officer</i> UPD Cashier



4. Present Official Receipt	Document the OR number and amount paid	None	1 Day	<i>Program Manager/ Program Coordinator TEED</i>
TOTAL:			7 Days	

1-DAY COURSE	<i>Tara Na, Negosyo Na</i>	PHP 500.00
With 50% discount on the following rates:		
3-DAY COURSE	HANDA	PHP 4,500.00
3-DAY COURSES	GMP, Data Analytics	PHP 6,000.00
6-DAY COURSES	AfNA, FINEST, PES, TMPC, SHuRE, IMPACT, SMC, CEST, Instrumentation Courses	PHP 13,000.00
7-DAY COURSE	SYOB	PHP 15,000.00
11-DAY COURSE	ALMA	PHP 22,000.00
21-DAY COURSE	Managers Course	PHP 35,000.00

** per approved list of training courses and participation fees*



**Office of the Vice Chancellor for Research and
Development
Office of Extension Coordination**

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 endorsement letter and draft Agreement with complete requirements	1.1 Receive and encode submitted requirements	None	10 Minutes	<i>Receiving Personnel</i> OEC
	1.2 Review general	None	10 Minutes	<i>University Researcher</i>



	provisions of Agreement and requirements			OEC
	1.3 Review Intellectual Property Rights (IPR) provisions and possible disclosures and accountability of Project Leader on TTBD0 Grants	None	4 Hours	<i>Technology Transfer Personnel</i> TTBDO
	1.4 Review accountability of Project Leader on RMO Grants	None	4 Hours	<i>Research Personnel</i> RMO
	1.5 Review provision on Administrative Overhead Cost	Nore	4 Hours	<i>Administrative Officer</i> OVCRD
	1.6 Endorse to Diliman Legal Office (DLO) for legal review	None	1 Day (paused-clock)	<i>University Researcher, Director</i> OEC
	1.7 Receive and encode DLO Memo with required revision/ action	None	10 Minutes	<i>University Researcher</i> OEC
2. Receive DLO Memo and comply with recommendations	Forward DLO Memo to Requesting Party for required action	None	4 Hours	<i>University Researcher</i> OEC
3. Comply with DLO Memo provisions		None	10 Days (paused-clock)	Requesting Party



4. Submit revised Agreement incorporating DLO recommendations	4.1 Receive and encode revised Agreement	None	10 Minutes	<i>Receiving Personnel</i> OEC
	4.2 Endorse to DLO for 2 nd review	None	1 Day (paused-clock)	<i>University Researcher,</i> <i>Director</i> OEC
	4.3 Receive and encode DLO Memo with required action	None	10 Minutes	<i>Receiving Personnel</i> OEC
	4.4 Forward to Requesting Party for required signature of parties	None	4 Hours	<i>University Researcher</i> OEC
5. Receive DLO-reviewed Agreement and secure required signature of parties		None	5 Days (paused-clock)	<i>Requesting Party</i>
6. Submit Agreement with complete signatures	6.1 Receive and encode signed Agreement	None	10 Minutes	<i>Receiving Personnel</i> OEC
	6.2 Prepare and sign Endorsement Slip to the Office of the Chancellor (OC) for signature	None	1 Day	<i>University Researcher,</i> <i>OEC Director,</i> VCRD OVCRD
	6.3 Sign Agreement	None	(paused-clock)	<i>Chancellor</i> UP Diliman
	6.4 Receive and encode Agreement signed by the Chancellor	None	10 Minutes	<i>Receiving Personnel</i> OEC
7. Receive Agreement	7.1 Forward Agreement	None	4 Hours	<i>University Researcher</i>



signed by the Chancellor	with the Chancellor's signature to Implementing Unit for Notarization			OEC
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	10 Minutes	<i>Receiving Personnel</i> OEC
	9.2 Prepare and sign Endorsement Slip to Office of the Chancellor (OC) for reporting to the BOR	None	1 Day	<i>University Researcher,</i> <i>OEC Director,</i> <i>VCRD</i> <i>OVCRD</i>
TOTAL:		None	22 Days, 1 Hour and 20 Minutes	

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	FEE S 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	10 Minutes	<i>Receiving Personnel</i> OEC
	1.2 Review ELC application	None	2 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	3 Day	<i>University Extension Associate,</i> <i>OEC Director,</i> VCRD OVCRD
	1.4 Sign ELC Applications	None	5 Days (paused-clock)	<i>Chancellor</i>
	1.5 Receive approved ELC Applications from OC	None	10 Minutes	<i>Receiving Personnel</i> OEC
2. Receive approved ELC application	2.1 Return approved ELC application to Faculty through Unit Head	None	1 Day	<i>University Extension Associate,</i> <i>Director</i> OEC
TOTAL:			11Days, 20 Minutes	



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	10 Minutes	<i>Receiving Personnel OEC</i>
	1.2 Review completeness of proposal	None	1 Day	<i>University Extension Associate, Director OEC</i>
	1.3 Send to external reviewer for Technical Evaluation	None	1 Day	<i>University Extension Associate, Director OEC</i>
	1.4 Technical Evaluation	None	14 Days (paused-clock)	External Reviewers
	1.5 Receive and review	None	1 Day	<i>University Extension Associate,</i>



	technical review results			<i>Director OEC</i>
	1.6 Provide feedback on results of technical review to Requesting Party	None	1 Day	<i>University Extension Associate, Director OEC</i>
2. Receive comments and recommendations from technical review; Revise EG Proposal		None	14 Days (paused-clock)	Requesting Party
3. Submit revised EG proposal	3.1 Receive revised EG proposal	None	10 Minutes	<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	1 Day	<i>University Extension Associate, Director OEC</i>
	3.4 Forward GA to Requesting Party for signature	None	4 Hours	<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	10 Minutes	<i>Receiving Personnel OEC</i>	10 Minutes
	5.2 Endorse GA to DLO for	None	1 Day (paused-clock)	<i>University Extension Associate</i>



	legal review and stamp			OEC
	5.3 Receive and encode GA with DLO stamp	None	10 Minutes	<i>Receiving Personnel</i> OEC
	5.4 Prepare and sign Endorsement Slip to the Office of the Chancellor (OC) for approval/ signature	None	3 Day	<i>University Extension Associate,</i> <i>OEC Director,</i> <i>VCRD</i> <i>OVCRD</i>
	5.5 Sign Grant Agreement	None	5 Days (paused-clock)	<i>Chancellor</i>
	5.6 Receive and encode GA signed by the Chancellor	None	10 Minutes	<i>Receiving Personnel</i> OEC
6. Receive Agreement signed by the Chancellor	6.1 Receive and encode Agreement signed by the Chancellor	None	10 Minutes	<i>Receiving Personnel</i> OEC
	6.2 Forward Agreement with the Chancellor's signature to Requesting Party for Notarization	None	4 Hours	<i>University Extension Associate</i> OEC
7. Notarize signed Agreement	7.1 Receive and encode Notarized Grant Agreement	None	(paused-clock)	<i>Requesting Party</i>
8. Submit original copy of Notarized Grant Agreement		None	10 Minutes	<i>Receiving Personnel</i> OEC
TOTAL:			48 Days	



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	10 Minutes	<i>Receiving Personnel</i> OEC
	Evaluate nature of request	None	1 Day	<i>University Extension Associate, Director</i> OEC



	1.3 Endorse to VCRD for action	None	1 Day	<i>Director OEC</i>
	1.4 Sign request	None	2 Days	<i>Vice Chancellor for Research and Development OVCRD</i>
	1.5 Forward result of request to Project Leader	None	4 Hours	<i>University Extension Associate OEC</i>
TOTAL:			4 Days, 4 Hours, 10 Minutes	



**Office of the Vice Chancellor for Research and
Development
Research Dissemination Office**

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 Government			
Who may avail:	Students, Non-UP walk-in customers, etc.			
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 OR/ Acknowledge-ment Receipt Issue available copy/copies and OR	Depends on the journals bought PHP325.00/issue	30 Minutes	<i>Publication Circulation Officer RDO</i>
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		
List of requirements Subscription Form		Subscription Form can be secured from OVCRD or from the OVCRD Website.		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit OVCRD or mail/email the accomplished Subscription Form to OVCRD	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
Payment to OVCRD (cash/cheque payment)	2.1 Prepare OR OR Send scanned copy of OR to client if cheque was mailed		1 Day	<i>Publication Circulation Officer</i> RDO



Wait for copies	3.1 Mails copy/copies with the Original Receipt (if printed copies are already available)		7 Days upon (paused-clock)	<i>Publication Circulation Officer RDO</i>
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		
List of requirements				
Manuscript		Manuscript from the author		
Manuscript Submission Form (MSF)		From OVCRD or from the OVCRD Website		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email Manuscript/ MSF to OVCRD	1.1 Acknowledge	None	5 Days	<i>Editorial Assistant RDO</i>



	submission, prepare letter; Enter info in the database; Forward to the Editor in Chief			
	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



	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.

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		
List of requirements OVPAA Form 4.1		From OVPAA website		
CLIENT STEPS	AGENCY ACTION	FEE S 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	None	3 Days	<i>RDO Personnel RDO</i>



	<p>Verify journal and publisher's information</p> <p>Verify whether the publisher or journal is either predatory or hijacked</p> <p>Collate findings</p> <p>Deliberate whether to recommend application for endorsement or not</p> <p>Forward verified IPA application to RDO Director</p>			
	<p>Read through findings</p> <p>Deliberate whether to recommend the publication for endorsement or not</p> <p>Return the application to RDO staff</p> <p>Forward to VCRD for endorsement</p>	None	1 Day	<i>RDO Director</i> RDO
	<p>Read through findings and recommendations.</p> <p>Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVPA</p>	None	1 Day	<i>Vice Chancellor for Research and Development</i> OVCRD
	1.15 Transmit endorsed or noted IPA	None	1 Day	<i>Liason Officer, RDO Personnel</i>



	application to the originating unit or department. 1.16 Release document in DTS			Admin Unit, RDO
TOTAL:		None	6 Day	

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.

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Students and Project personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements OVPA Form 4.1		From OVPA 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	None	3 Days	<i>RDO Personnel</i> RDO



	application for 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</i> <i>Personnel Admin Unit, RDO</i>
TOTAL:			5 Days	

6. Request for Certification

Issuance of Certifications

Office or Division:	Research Dissemination Office, OVCRD	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	UP Faculty, 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/VCR D's signature	None	3 Days	<i>RDO Personnel, RDO Director, Vice Chancellor for Research and Development RDO, Admin Unit</i>
TOTAL:		None	3 Days	



**Office of the Vice Chancellor for Research and
Development
Research Dissemination Office
Internal Services**



1. 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.

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	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 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,</i> <i>Extension Personnel,</i> <i>Technology Transfer Personnel</i> RMO, OEC, TTBD0



	Endorse and forward RDG application to OC	None	2 Days	VCRD, Liaison Officer Administrative Unit
TOTAL:		None	3 Days	

2. 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.

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	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit RDG application to HRDO for personnel clearance; HRDO to forward RDG application to OVCRD	Receive RDG application from HRDO 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, TTBD
	Endorse and forward RDG application to OC	None	2 Days	<i>VCRD, Liaison Officer</i> Administrative Unit
TOTAL:		None	3 Days	

3. 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.

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		From OVCRD or from the OVCRD Website		
OVCRD Conference RDG Application Form		Requesting Party		
Conference Proposal		Requesting Party		
Estimated Line Item Budget		Requesting Party		
Tentative Schedule of Activities		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEE S 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/ 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, TTBD
	Endorse and forward RDG	None	2 Days	<i>VCRD, Liaison Officer</i>



	application to OC			Administrative Unit
TOTAL:		None	3 Days	

4. 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 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. Proposed itinerary of travel, endorsed by the immediate supervisor		Requesting Party	



and approved by the unit head, with itemized budget for travel				
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> <i>VCRD</i> RDO, Administrative Unit
	1.6 <i>Application endorsed by the RDF Committee:</i> Forward to the Office of the Chancellor	None	4 Hours	<i>Liaison Officer</i> Administrative Unit



	<i>Application not endorsed by the RDF Committee:</i> Forward to the HRDO			
TOTAL:		None	30 Days	

5. 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> <i>VCRD</i> 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	

6. 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 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> <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>	None	4 Hours	<i>Liaison Officer</i> Administrative Unit



	Forward to the HRDO			
TOTAL:		None	30days	

7. 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 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> <i>VCRD</i> RDO, Administrative Unit
	1.6 <i>Application endorsed by the RDF Committee:</i> Forward to the Office of the Chancellor	None	4 Hours	<i>Liaison Officer</i> Administrative Unit



	<i>Application not endorsed by the RDF Committee:</i> Forward to the HRDO			
TOTAL:		None	30days	

8. 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.

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				
OVPAA-RDG application form		From OVPAA or the OVPAA Website		
Invitation/ Acceptance letter		Requesting Party		
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	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			
	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	

9. 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	Depends on the journals bought PHP325.00/issue	30 Minutes	<i>Publication Circulation Officer</i> RDO



	Issue available copy/copies and OR/AR			
TOTAL:		Depends on the journals bought PHP325.00/issue	30 Minutes	

10. 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.

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UPDiliman Personnel (Faculty members, Research faculty, REPS, Admin staff); UP Affiliated			
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	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	None	3 Days	<i>RDO Personnel</i> RDO



	<p>Verify whether the publisher or journal is either predatory or hijacked</p> <p>Collate findings</p> <p>Deliberate whether to recommend application for endorsement or not</p> <p>Forward verified IPA application to RDO Director</p>			
	<p>Read through findings</p> <p>Deliberate whether to recommend the publication for endorsement or not</p> <p>Return the application to RDO staff</p> <p>Forward to VCRD for endorsement</p>	None	1 Day	<i>RDO Director</i> RDO
	<p>Read through findings and recommendations.</p> <p>Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVPAA</p>	None	1 Day	<i>Vice Chancellor for Research and Development</i> OVCRD
	<p>1.15 Transmit endorsed or noted IPA application to the originating unit or department.</p> <p>1.16 Release document in DTS</p>	None	1 Day	<i>Liason Officer, RDO Personnel</i> Admin Unit, RDO
TOTAL:		None	6 Day	



11. 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.

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Complex			
Type of Transaction:	Government to Government			
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		From OVPA 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. 1.3 Verify publisher's information and WASS-SENSE listing. Collate findings. Deliberate whether to recommend application for endorsement or not. Forward verified IPA application to VCRD	None	3Days	<i>RDO Personnel</i> RDO
	Read through findings and recommendation	None	1 Day	<i>Vice Chancellor for Research and Development</i> OVCRD



	1.8 Deliberate and decide whether to endorse the application or upon, justifiable reason, refrain from endorsing application to OVPAA			
	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 Admin Unit, RDO</i>
TOTAL:			5 Days	

12. 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 UPDiliman Journals Online		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send letter of intent to OVCRD	Receive letter for review of the RDO Director and VCRD	None	2 Days	<i>RDO Director, ice Chancellor for Research and Development RDO, Admin Unit</i>



	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,</i> <i>Vice Chancellor for Research and Development</i> RDO, Admin Unit
TOTAL:		None	4 Days	

13. 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
Bring/send to OVCRD the Individual PDF file of articles and the JPEG file of Journal cover	Accommodate request of upload	None	4 Hours	<i>RDO Personnel</i> RDO



	ing/tutorial Create Account in UPDJ OL (if new journal user) Teach (the Journal representative)/Follow the step-by-step procedure of uploading Publish online			
TOTAL:		None	4 Hours	

14. 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 RDO</i>
	Processing for publication	None	20 Days	<i>Editor in Chief, Editorial Assistant, Layout Artist RDO</i>
TOTAL:		None	165 Days	

15. Request for Certification

Issuance of Certifications

Office or Division:	Research Dissemination Office, OVCRD			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, 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	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Email /send letter of request to OVCRD	Acknowledge request Prepare Certification for the Director's/VCR D's signature	None	3 Days	<i>RDO Personnel, RDO Director, Vice Chancellor for Research and Development RDO, Admin Unit</i>
TOTAL:		None	3 Days	



**Office of the Vice Chancellor for Research and
Development
Research Management Office
External Services**



1. Clearance from the Office of the Vice Chancellor for Research and Development (OVCRD) in compliance with the University Clearance for former faculty members and Research, Extension and Professional Staff (REPS)

The Research Management Office (RMO) uses its database for the purpose of checking former faculty member's and REPS's grants accountability (research/creative work grant, extension grant, technology transfer grant) to be cleared from OVCRD.

Office or Division:	Office of the Vice Chancellor for Research and Development			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Former faculty members and REPS of the University of the Philippines Diliman (UP Diliman)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance Form		Human Resources Development Office (HRDO), University of the Philippines Diliman (UP Diliman)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit University Clearance Form	Receive University Clearance Form	None	4 Hours	<i>Administrative Personnel</i> Research Dissemination Office (RDO) <i>Administrative Personnel</i> RMO
	1.2 Review accountability of faculty member/REPS on RMO, System, Office of Extension Coordination	None	1 Day	<i>Research Personnel</i> RMO <i>Extension Personnel</i> OEC



	(OEC) and Technology Transfer and Business Development Office (TTBDO) Grants			<i>Technology Transfer Personnel</i> TTBDO
	1.3 Sign the University Clearance Form	None	4 Hours	<i>Director</i> RMO
	1.4 Release signed University Clearance Form	None	4 Hours	<i>Administrative Personnel</i> RMO
TOTAL:			2 Days and 3 Hours	

2. Organizing available data on research-/creative work-related activities in the University of the Philippines Diliman (UP Diliman)

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:	Office of the Vice Chancellor for Research and Development	
Classification:	Highly Technical	
Type of Transaction:	Government to Business, Government to Citizen	
Who may avail:	Private academic institutions, students, general public	
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
Submit request letter	Receive request letter	None	4 Hours	<i>Administrative Personnel</i> Research Dissemination Office (RDO) <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:			12 Days	

3. Issuance of Certificate for Technical Reviewer

The Research Management Office (RMO) engages experts outside the University of the Philippines Diliman (UP Diliman) for the technical review of proposals, who provide their assistance pro bono.

Office or Division:	Office of the Vice Chancellor for Research and Development (OVCRD)
Classification:	Simple



Type of Transaction:		Government to Citizen		
Who may avail:		Experts outside UP Diliman		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (email)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit (email) request letter	1.1 Receive request letter	None	5 Minutes	<i>Research Personnel</i> RMO
	1.2 Prepare and sign Certificate	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.3 Transmit Certificate to requesting party	None	4 Hours	<i>Research and Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
	TOTAL:		2 Days, 4 Hours and 5 Minutes	

4. Certification of document by the Grants Management Office (GMO) in connection with the Commission on Higher Education (CHED) K to 12 Scholarship

The GMO certifies 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 (RMO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CHED K to 12 Scholar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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
Submit document to be certified	1.1 Receive document to be certified and check if in order	None	30 Minutes	<i>Research Personnel</i> RMO
	1.2 Sign document	None	2 Days	<i>Research Personnel</i> or <i>Director (Grants Administrator)</i> RMO
	1.3 Notify Client when document is ready for pick-up	None	30 Minutes	<i>Research Personnel</i> RMO
	1.4 Release document to Client	None	5 Minutes	<i>Research Personnel</i> RMO
TOTAL:			2 Days, 1 Hour, 5 Minutes	



5. Endorsement of request in connection with the Commission on Higher Education (CHED) K to 12 Scholarship Program

Being coordinator between the 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, extension, leave of absence, etc.) to CHED.

Office or Division:	Office of the Vice Chancellor for Research and Development (OVCRD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	CHED K to 12 Scholar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter and/or request form (e.g., travel clearance, extension, leave of absence, etc.)		Requesting Party and/or CHED		
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
Submit request letter and/or request form, with supporting documents	1.1 Receive request letter and/or request form, with supporting documents, and check if in order	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 pick-up	None	30 Minutes	<i>Research Personnel</i> RMO
	1.4 Release document to Client or send to CHED, as the case may be	None	4 Hours	<i>Research Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
TOTAL:			2 Days and 5 Hours	



**Office of the Vice Chancellor for Research and
Development
Research Management Office**

Internal Services



1. Processing of Office of the Vice Chancellor for Research and Development-Research Management Office (OVCRD-RMO) Research and Creative Work Grant proposals

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:	Office of the Vice Chancellor for Research and Development		
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
Submit the proposal with complete requirements, online	1.1 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 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	8 Hours	<i>Research and Administrative Personnel</i> RMO
	1.5 Review proposal	None	30 Days (paused-clock)	TRC
	1.6 Prepare notification letter to proponent	None	2 Days	<i>Research Personnel and Director</i> RMO



	regarding result of the review of TRC: (a) approved for funding, (b) for revision (with comments), (c) resubmit next cycle; and sign notification letter			<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	5 Days (paused-clock)	<i>Research Personnel</i> RMO
Submit response to or revised proposal based on comments of TRC	3.1 Receive response to comments or revised proposal	None	4 Hours	<i>Administrative Personnel</i> Research Dissemination Office (RDO) <i>Administrative and Research Personnel</i> RMO
	3.2 Forward response to comments or	None	4 Hours	<i>Research Personnel and Director</i>



	revised proposal to Director for his/her review and acceptance for funding			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 for details of government-issued ID and preferred grant start, for preparation of MOA	None	10 Minutes	<i>Research Personnel</i> RMO
Submit details of government-issued ID and preferred grant start	4.1 Receive details of government-issued ID and preferred	None	4 Hours	<i>Research and Administrative Personnel</i> RMO



	grant start, and prepare MOA and line-item budget (LIB) for grant implementation			<i>Administrative Personnel</i> OVCRD
	4.2 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	5.1 Receive signed MOA with attached LIB	None	4 Hours	<i>Administrative Personnel</i> RDO <i>Administrative Personnel</i> RMO
	5.2 Prepare transmittal slip and sign MOA with attached LIB	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	5.3 Send signed MOA with attached LIB to the Office of the Chancellor (OC) through the Diliman Legal Office (DLO)	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD



	5.4 Review and sign MOA with attached LIB	None	10 Days (paused-clock)	<i>Legal Officer</i> DLO <i>Chancellor</i> OC
	5.5 Receive MOA signed by the Chancellor, with attached LIB	None	4 Hours	<i>Administrative Personnel</i> RDO <i>Administrative Personnel</i> RMO
	5.6 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	6.1 Wait for notarized MOA	None	1 Day (paused-clock)	Grantee
Submit one set of notarized original MOA	7.1 Receive notarized MOA	None	4 Hours	<i>Administrative Personnel</i> RDO <i>Administrative Personnel</i> RMO
TOTAL:			69 Days, 4 Hours and 20 Minutes	



2. Processing of Office of the Vice Chancellor for Research and Development-Research Management Office (OVCRD-RMO) Research and Creative Work Grant-related request (e.g., line-item budget (LIB) realignment, grant extension, change in project leadership, etc.)

RMO monitors the progress and fund utilization of **OVCRD-RMO** 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:	Office of the Vice Chancellor for Research and Development			
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		
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
Submit request letter with complete requirements	1.1 Receive request letter with complete requirements	None	4 Hours	<i>Administrative Personnel</i> Research Dissemination Office (RDO) <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 (VCRD)	None	2 Days	<i>Research Personnel and Director</i> RMO VCRD OVCRD
	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:			3 Days and 2 Hours	



3. Endorsement of Enhanced Creative Work and Research Grant (ECWRG) proposals to 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:	Office of the Vice Chancellor for Research and Development			
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
Submit the proposal with complete requirements, online	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 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	5 Days (paused-clock)	<i>Department Chair/ Institute Director</i> University of the Philippines Diliman (UP Diliman)
	1.5 Search for expert to review non-S&T proposal	None	2 Hours	<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 (internal/external) if can or cannot review proposal	None	6 Days	Expert/Reviewer
	1.8 Prepare and forward (email) proposal to expert	None	30 Minutes	<i>Research Personnel</i> RMO



	1.9 Review proposal	None	14 Days (paused-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 proposal based on comments of expert/reviewer, if applicable	2.1 Wait for response of proponent to expert/reviewer's comments or for the revised proposal	None	7 Days (paused-clock)	<i>Research Personnel</i> RMO
Submit response to comments or	3.1 Receive response to	None	4 Hours	<i>Administrative Personnel</i>



revised proposal	comments or revised proposal			Research Dissemination Office (RDO) <i>Administrative Personnel</i> RMO
	3.2 Organize reviewed proposals and cover letter; and sign cover letter	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	3.3 Send reviewed proposal with cover letter to OVPAA, through the Office of the Chancellor (OC)	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
TOTAL:			38 Days, 7 Hours and 40 minutes	

4. Processing of Application for Research Load Credit/Creative Work Load Credit (RLC/CWLC)

The Research Management Office (**RMO**) processes the RLC/CWLC of faculty members as part of their faculty service.

Office or Division:	Office of the Vice Chancellor for Research and Development
Classification:	Highly Technical
Type of Transaction:	Government to Government



Who may avail:	Faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		OVCRD Website: http://www.ovcrd.upd.edu.ph/grants/rcwlc/ OVCRD Projects Website: http://projects.ovcrd.upd.edu.ph/ovcrd/		
2. Endorsements of Chair/Director and Dean		Requesting Party's Home Unit and College		
Project List		OVCRD Website: http://www.ovcrd.upd.edu.ph/grants/rcwlc/		
4. Contract		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit application form with complete requirements	1.1 Receive application form with complete requirements	None	4 Hours	<i>Administrative Personnel</i> Research Dissemination Office (RDO) <i>Administrative Personnel</i> RMO
	1.2 Review application if in order and requirements complete, and check accountability of faculty member (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 Review, approve and	None	5 Days	<i>Director</i>



	sign ≤ 3-unit RLC/CWLC application			RMO <i>Vice Chancellor</i> OVCRD
	1.4 Prepare endorsement letter to the Office of the Chancellor (OC) for > 3 units RLC/CWLC application and those personally-funded, and organize application for transmittal; and sign application and endorsement letter	None	5 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> Office of the Vice Chancellor for Research and Development (OVCRD)
	1.5 Send application with endorsement letter to OC through the Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	4 Hours	<i>Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
	1.6 Review and sign > 3 units RLC/CWLC application	None	10 Days (paused-clock)	<i>Vice Chancellor</i> OVCAA



	and those personally-funded			Chancellor OC
	1.7 Receive from OC the approved > 3 units RLC/CWLC application and those personally-funded	None	4 Hours	Administrative Personnel RDO Administrative Personnel RMO
	1.8 Prepare transmittal slip and return approved RLC/CWLC application to College	None	1 Day	Research and Administrative Personnel RMO Administrative Personnel OVCRD
TOTAL:			23 Days, 4 Hours	

5. Endorsement of College in-house/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 Chancellor of College in-house contracts, and signing by VCRD as witness of system grant contracts.

Office or Division:	Office of the Vice Chancellor for Research and Development (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



Grant contract signed by the Project Leader and witnesses		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit signed contract	Receive contract signed by the Project Leader	None	4 Hours	<i>Administrative Personnel</i> Research Dissemination Office (RDO) <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 (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 endorsement slip	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD
	1.4 Send contract with endorsement	None	4 Hours	<i>Administrative Personnel</i> RMO



	<p>slip to OC through the Diliman Legal Office (DLO) for College in-house research/creative work grant contract or the Office of the Vice President for Academic Affairs (OVPA) for system research/creative work grant contract</p>			<p><i>Administrative Personnel</i> OVCRD</p>
	<p>1.5 Review and sign contract</p>	<p>None</p>	<p>7 Days (paused-clock)</p>	<p><i>Legal Officer</i> DLO and <i>Chancellor</i> OC or <i>Vice President for Academic Affairs</i> OVPA</p>
	<p>1.6 Receive signed contract from OC/OVPA</p>	<p>None</p>	<p>4 Hours</p>	<p><i>Administrative Personnel</i> RDO <i>Administrative Personnel</i> RMO</p>



	1.7 Prepare transmittal slip and return signed contract to Project Leader/ College	None	4 Hours	<i>Research and Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
TOTAL:			12 Days	

6. Clearance from the Office of the Vice Chancellor for Research and Development (OVCRD) in compliance with the University Clearance for faculty members and Research, Extension and Professional Staff (REPS)

The Research Management Office (**RMO**) uses its database for the purpose of checking faculty member's or REPS's grants accountability (research/creative work grant, extension grant, technology transfer grant) to be cleared from OVCRD.

Office or Division:	Office of the Vice Chancellor for Research and Development			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty members and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance Form		Human Resources Development Office (HRDO), University of the Philippines Diliman (UP Diliman)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit University Clearance Form	Receive University Clearance Form	None	4 Hours	<i>Administrative Personnel</i> Research Dissemination Office (RDO)



				<i>Administrative Personnel</i> RMO
	1.2 Review accountability of faculty member/REPS 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 Sign the University Clearance Form	None	4 Hours	<i>Director</i> RMO
	1.4 Release signed University Clearance Form	None	4 Hours	<i>Administrative Personnel</i> RMO
TOTAL:			2 Days and 4 Hours	



7. Organizing available data on research-/creative work-related activities in the University of the Philippines Diliman (UP Diliman)

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:	Office of the Vice Chancellor for Research and Development			
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
Submit request letter	Receive request letter	None	4 Hours	<i>Administrative Personnel</i> Research Dissemination Office (RDO) <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:			12 Days	

8. Issuance of Certificate for Technical Reviewer

The Research Management Office (**RMO**) engages experts within the University of the Philippines Diliman (UP Diliman) for the technical review of proposals, who provide their assistance pro bono.

Office or Division:	Office of the Vice Chancellor for Research and Development (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 (email)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit (email) request letter	1.1 Receive request letter	None	5 Minutes	<i>Research Personnel</i> RMO
	1.2 Prepare and sign Certificate	None	2 Days	<i>Research Personnel and Director</i> RMO <i>Vice Chancellor</i> OVCRD



	1.3 Transmit Certificate to requesting party	None	4 Hours	<i>Research and Administrative Personnel</i> RMO <i>Administrative Personnel</i> OVCRD
	TOTAL:		2 Days, 4 Hours and 5 Minutes	



**Office of the Vice Chancellor for Research and
Development
Technology Transfer and Business
Development Office Diliman**

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		
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	None	1 Day	<i>Director, TTBDO Diliman</i>



	Application Form enclosed with works to be copyrighted			
	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 with reference/endorsement slip to the Vice Chancellor for Research and Development for signature and endorsement	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and sign reference/ endorsement slip, DoA and Copyright Application Form enclosed with works	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>



	to be copyrighted			
	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 Form enclosed with complete documents signed by	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	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	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>



	National Library			
	File Copyright Application with complete attachment in the National Library	None	1 Day	<i>Technology Transfer Officer or Admin Personnel, TTBD0 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 (TTBD0 Diliman)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Students			
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	None	15 Minutes	<i>Technology Transfer Officer or Admin</i>



	Copyright Registratio n and Deposit documents for CTC			<i>Personnel, TTBDO Diliman</i>
	Review and sign CTC of Copyright Registratio n and Deposit documents	None	1 Day	<i>Director, TTBDO Diliman</i>
	Prepare receiving copy of the CTC of Copyright Registratio n and Deposit	None	5 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
	Log and issue CTC of Copyright Registratio n and Deposit to the Client	None	10 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO 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 (TTBDO Diliman)
Classification:	Highly Technical



Type of Transaction:	Government to Government			
Who may avail:	Students			
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, Mark/s to be Registered	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Forward request letter enclosed with List of Goods/ Services, Mark/s to be Registered to the TTBDO UP Diliman Director for review and	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	recommending approval			
	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>
	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, TTBDO Diliman</i>
	Review, approve, and endorse request letter enclosed with List of Goods/	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>



	Services, 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, TTBDO 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, TTBDO Diliman</i>
	Receive and log request letter enclosed with List of Goods/ Services, Mark/s to be Registered, approved by	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	the Chancellor			
	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 with approved request letter and List of Goods/ Services, Mark/s to be Registered to the TTBD0 Diliman Director for review and approval	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review and approve completely filled-out Trademark Application Form enclosed with approved	None	1 Day	<i>Director, TTBD0 Diliman</i>



	request letter and List of Goods/ Services, Mark/s to be Registered			
	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, TTBD0 Diliman</i>
	Sign the Trademark Application Form enclosed with request letter and List of Goods/ Services,	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>



	Mark/s to be Registered			
	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>
	File Trademark Application Form at IPOPHL	None	2 Days	<i>Technology Transfer Officer or Admin Personnel, TTBDO 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
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	



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 (IPOP HL)

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) 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 Dlliman		
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, TTBD0 Diliman</i>
	Inform Client through email or telephone call the result of the initial assessment	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
2. Respond to initial assessment	Incorporate comments from Client in the report	None	15 Days	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Schedule pre-assessment with TTBD0 Diliman Director	None	15 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Prepare documents for review of the TTBD0 Diliman Director	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Pre-assessment	None	1 Day	<i>Director and Technology Transfer Officer, TTBD0 Diliman</i>
	Inform Client through email or telephone call the result of the pre-assessment	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Prepare and finalize feedback letter, signed by the TTBD0 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, TTBD0 Diliman</i>
	Forward and log feedback letter, signed by the TTBD0 Diliman Director and Vice Chancellor for Research and Development (<i>if the technology is not</i>	None	1 Day	<i>Admin Personnel, TTBD0 Diliman</i>



	<i>approved in the pre-assessment)</i>			
	Schedule Intellectual Property Committee (IPC) meeting (<i>if approved in the pre-assessment)</i>	None	20 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Prepare documents for IPC meeting including NDU	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Hold IPC meeting	None	1 Day	<i>Director, Technology Transfer Officer, TTBD0 Diliman</i>
	Prepare and process letter of the result of the IPC meeting for approval/signature of TTBD0 Diliman Director and Vice Chancellor for Research and Development	None	4 Days	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	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	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>



not, no need to do so.				
	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, TTBD0 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, TTBD0 Diliman</i>
	Review and sign SPA and IP Sharing Agreement, and reference/endorsement slip	None	1 Day	<i>Technology Transfer Officer, TTBD0 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, TTBD0 Diliman</i>
	Wait for the approved/signed IP Sharing Agreement	None	30 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Receive and log approved/signed IP Sharing Agreement	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>



	Review received IP Sharing Agreement	None	15 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Prepare SPA, IP Sharing Agreement, and copies of IDs, for notarization	None	15 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Forward SPA, IP Sharing Agreement, and copies of IDs, to notary	None	1 Day	<i>Admin Personnel, TTBD0 Diliman</i>
	Wait and pick-up notarized SPA, IP Sharing Agreement, and copies of IDs	None	5 Days (paused-clock)	<i>Admin Personnel, TTBD0 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, TTBD0 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, TTBD0 Diliman</i>
	Forward recommendation letter to the TTBD0 Diliman Director for review and approval/signature	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review and approve/sign recommendation letter	None	1 Day	<i>Director, TTBD0 Diliman</i>
	Forward recommendation letter to the Vice Chancellor for R&D for review and approval/signature	None	10 Minutes	<i>Admin Personnel, TTBD0 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	None	1 Day	<i>Admin Personnel, TTBD0 Diliman</i>



	meeting addressed to Chancellor for approval of the IP filing			
	Wait for the approval of the recommendation letter from the Chancellor	None	14 Days (paused-clock)	<i>Technology Transfer Officer, TTBD, Diliman</i>
	Receive and log approved recommendation letter from the Chancellor	None	10 Minutes	<i>Admin Personnel, TTBD, Diliman</i>
	Contact and schedule meeting with patent agent and Client for patent draft	None	10 Days	<i>Technology Transfer Officer, TTBD, Diliman</i>
4. Join scheduled meeting with patent agent	Prepare documents and NDU for the patent agent	None	1 Day	<i>Technology Transfer Officer, TTBD, Diliman</i>
	Assist patent agent in preparing patent draft	None	60 Days	<i>Technology Transfer Officer, TTBD, Diliman</i>
	Prepare patent draft with documentary requirements for filing at IPOPHL	None	1 Days	<i>Technology Transfer Officer, TTBD, Diliman</i>
	Log and submit patent draft with documentary requirements to IPOPHL	None	3 Days	<i>Technology Transfer Officer or Admin Personnel, TTBD, Diliman</i>
TOTAL:		None	250 Days, 3 Hours, 50 Minutes	

7. 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 (TTBD, Diliman)
Classification:	Complex
Type of Transaction:	Government to Government



Who may avail:	Students			
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 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	Receive and log complete requirements	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review received documents	None	1 Day	<i>Team Leader, TTBD0 Diliman</i>
	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>
	Forward to TTBD0 Diliman Director for review and recommending approval	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review documents and	None	1 Day	<i>Director, TTBD0 Diliman</i>



	recommend approval			
	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, TTBD0 Diliman</i>
	Review documents and approve/sign Conforme	None	1 Day	<i>Vice Chancellor for Research and Development, TTBD0 Diliman</i>
	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, TTBD0 Diliman</i>
	Release and log approved Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks to the Client	None	15 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>



TOTAL:	None	4 Days, 1 Hour, 35 Minutes	
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8. 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		
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, TTBDO Diliman</i>
	Approval / comments	None	1 Day	<i>Director, TTBDO Diliman</i>
	Forward proposed terms to client for approval	None	5 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>



Return approved license terms	Receive approved license terms	None	10 Minutes	<i>Admin Personnel or Technology Transfer Officer, TTBDO Diliman</i>
	Review received documents	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare license draft	None	7 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
Return approved license terms	Forward license draft to client for approval	None	5 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Incorporate client's comment	None	2 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Send License Agreement to DLO for review	None	1 Day	<i>Technology Transfer Officer, 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 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, TTBDO 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 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 (paused-clock)	<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 parties for Notary	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	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:			88 Days, 4 Hours, 30 Minutes	

9. 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		
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	

10. 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	1 Day, 30 Minutes	



**Office of the Vice Chancellor for Research and
Development
Technology Transfer and Business
Development Office Diliman**

Internal 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:	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	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	enclosed with works to be copyrighted 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, TTBD0 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, TTBD0 Diliman</i>
	Receive and log Copyright	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>



	Application 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	None	1 Day	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>



	the National Library			
	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:	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 Registration and Deposit	None	5 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBD0 Diliman</i>
	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:	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 TTBD0 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, TTBD0 Diliman</i>



	Review request letter enclosed with List of Goods/ Services, Mark/s to be Registered	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	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>
	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>
	Forward request letter enclosed with List of Goods/ Services, Mark/s to be	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	Registered to the Vice Chancellor for Research and Development for endorsement and approval			
	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>
	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, TTBDO Diliman</i>
	Wait for the request letter enclosed with List of Goods/ Services, Mark/s to be Registered,	None	7 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>



	approved by the Chancellor			
	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, TTBDO Diliman</i>
	Review received documents	None	15 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	Prepare Trademark Application Form	None	30 Minutes	<i>Technology Transfer Officer, 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 TTBDO Diliman Director for review and approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>



	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 Form enclosed with request letter and List of	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>



	Goods/ Services, Mark/s to be Registered			
	Prepare signed Trademark Application Form enclosed List of Goods/ Services, Mark/s to be Registered for filing at IPOP HL	None	30 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	File Trademark Application Form at IPOP HL	None	2 Days	<i>Technology Transfer Officer or Admin Personnel, TTBDO 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:	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 Trademark Certificate of Registration for CTC	None	15 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
	Review and sign CTC of Trademark Certificate of Registration documents	None	1 Day	<i>Director, TTBDO Diliman</i>



	Prepare receiving copy of the Trademark Certificate of Registration	None	5 Minutes	<i>Technology Transfer Officer or Admin Personnel, TTBDO Diliman</i>
	Log and issue CTC of Trademark 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	

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:	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		Requesting party Requesting party Requesting party Requesting party TTBDO Diliman TTBDO Dlliman



Non-Disclosure Undertaking (NDU)				
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</i>



				Officer, TTBDO Diliman
	Inform Client through email or telephone call the result of the pre-assessment	None	1 Day	Technology Transfer Officer, TTBDO Diliman
	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
	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	Admin Personnel, TTBDO Diliman
	Schedule Intellectual Property Committee (IPC) meeting (<i>if approved in the pre-assessment</i>)	None	20 Days (paused-clock)	Technology Transfer Officer, TTBDO Diliman
	Prepare documents for IPC meeting including NDU	None	1 Day	Technology Transfer Officer, TTBDO Diliman
	Hold IPC meeting	None	1 Day	Director, Technology Transfer Officer, TTBDO Diliman
	Prepare and process letter of the result of the IPC meeting for approval/signature of TTBDO Diliman Director and Vice	None	4 Days	Technology Transfer Officer, TTBDO Diliman



	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, TTBDO Diliman</i>
	Wait for the response or comments of Client	None	20 Days (paused-clock)	<i>Technology Transfer Officer, TTBDO Diliman</i>
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.	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, TTBDO 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, TTBDO Diliman</i>
	Forward SPA and IP Sharing Agreement to the TTBDO Diliman Director for review and signature	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	Review and sign SPA and IP Sharing Agreement	None	1 Day	<i>Director, TTBDO 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	

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 (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,</i>



				TTBDO Diliman
	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	



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:	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 the license term / term sheet	None	1 Day	<i>Vice Chancellor for Research and 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 of	None	1 Days	<i>Vice Chancellor for Research and</i>



	signed term sheet			<i>Development, TTBDO Diliman</i>
	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	None	1 Day	<i>Technology Transfer Officer, TTBDO Diliman</i>



	the License Agreement			
	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 reviewed and approved/signed Draft License Agreement	Receive reviewed and approved/signed Draft 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	None	1 Hour	<i>Technology Transfer Officer and Admin</i>



	<p>Forward License Agreement to Vice Chancellor for R&D for review and approval/signature</p>			<p><i>Personnel,</i> TTBDO Diliman</p>
	<p>Review and sign reference/endorsement slip and License Agreement</p>	<p>None</p>	<p>1 Day</p>	<p><i>Vice Chancellor for Research and Development,</i> OVCRD</p>
	<p>Forward License Agreement to the Chancellor for review and approval/signature through DLO</p>	<p>None</p>	<p>1 Day</p>	<p><i>Admin Personnel,</i> TTBDO Diliman</p>
	<p>Wait for the approved/signed License Agreement</p>	<p>None</p>	<p>25 Days</p>	<p><i>Technology Transfer Officer,</i> TTBDO Diliman</p>
	<p>Receive approved/signed License Agreement</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Admin Personnel,</i> TTBDO Diliman</p>
	<p>Prepare License Agreement with copies of IDs of</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Technology Transfer Officer,</i> TTBDO Diliman</p>



	the 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	

8. 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, TTBD0 Diliman</i>
	Review received documents	None	1 Day	<i>Team Leader, TTBD0 Diliman</i>
	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>
	Forward to TTBD0 Diliman Director for review and recommending approval	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
	Review documents and recommend approval	None	1 Day	<i>Director, TTBD0 Diliman</i>
	Forward to Vice Chancellor for R&D for review and approval of Request to Use UP	None	5 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>



	Trademarks, Symbols, Images, Icons and Other Marks			
	Review documents and approve/sign Conformance	None	1 Day	<i>Vice Chancellor for Research and Development, TTBD0 Diliman</i>
	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, TTBD0 Diliman</i>
	Release and log approved Request to Use UP Trademarks, Symbols, Images, Icons and Other Marks to the Client	None	15 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
TOTAL:		None	4 Days, 1 Hour, 35 Minutes	



9. 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		
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	Receive complete requirements	None	10 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	view documents	None	1 Hour	<i>Technology Transfer Officer, TTBDO Diliman</i>
	prepare license terms for approval	None	7 Days	<i>Technology Transfer Officer, TTBDO Diliman</i>
	approval / comments	None	1 Day	<i>Director, TTBDO Diliman</i>
	forward proposed terms to client for approval	None	5 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
Return approved license terms	receive approved license terms	None	10 Minutes	<i>Admin Personnel or Technology Transfer Officer, TTBDO Diliman</i>
	view received documents	None	15 Minutes	<i>Technology Transfer Officer, TTBDO 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>
	Await 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, TTBD0 Diliman</i>
	Await for the approved/signed License Agreement from the Client	None	20 Days (paused-clock)	<i>Technology Transfer Officer, TTBD0 Diliman</i>



Return approved and signed license terms	ceive reviewed and approved/signed License Agreement from the Client	None	10 minutes	<i>Admin Personnel, TTBDO Diliman</i>
	view approved/signed License Agreement from the Client	None	10 Minutes	<i>Technology Transfer Officer, TTBDO Diliman</i>
	ward License Agreement to TTBDO Diliman Director for review and approval	None	5 Minutes	<i>Admin Personnel, TTBDO Diliman</i>
	view 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 approval/signature	None	1 Hour	<i>Technology Transfer Officer and Admin Personnel, TTBDO Diliman</i>
	view and sign reference/endorsement slip and License Agreement	None	1 Day	<i>Vice Chancellor for Research and Development, OVCRD</i>
	ward License Agreement to the Chancellor for review and approval/signature through DLO	None	1 day	<i>Admin Personnel, TTBDO Diliman</i>



	Submit 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>
	Submit and pick-up notarized License Agreement	None	5 Days (paused-clock)	<i>Admin Personnel, TTBD0 Diliman</i>
TOTAL:			88 Days, 4 Hours, 30 Minutes	

10. 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 (TTBD0 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, TTBD0 Diliman</i>
	Review draft MOA	None	1 Day	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Prepare TTBD0 assessment of MOA	None	5 Minutes	<i>Technology Transfer Officer, TTBD0 Diliman</i>
	Release and log reviewed MOA	None	10 Minutes	<i>Admin Personnel, TTBD0 Diliman</i>
TOTAL:		None	1 Day, 20 Minutes	

11. 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 (TTBD0 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)		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, TTBD0 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 Personnel or Technology Transfer Officer, TTBDO Diliman</i>
TOTAL:		None	1 Day, 30 Minutes	



Office of the Vice Chancellor for Student Affairs (OVCSA)

External Service



1. Review Educational Development Fee 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 should submits his/her EDF Form with the endorsement of his/her adviser/ department chair and Dean	1. The receiving personnel will received the form and submit it to the VCSA.	None	2 Minutes	<i>Receiving Personnel</i> OVCSA
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 students then endorses the request as he/she fits.	None	5 Minutes	<i>Staff Assistant</i> OVCSA
3. The students will receive the endorsed EDF forms	3. Upon receiving the endorsed form from VCSA, the releasing personnel will then release it to the student and instruct them to submit it to the	None	1 Day	<i>Releasing Personnel</i> OVCSA



	Office of the Chancellor for approval.			
TOTAL		None	1 Day, 7 Minutes	

2. 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 submit their letter to OVCSA Office	1.1 The receiving personnel receives the letter and submit it to the Executive Secretary for recording	None	2 Minutes	<i>Receiving Personnel</i> OVCSA
	1.2 The executive secretary records the letter and submit it to the VCSA for appropriate action.	None	5 Minutes	<i>Executive Assistant</i> OVCSA
	1.3 The VCSA assess the requests and writes down his/her	None	3 Days	<i>Vice Chancellor for Student Affairs</i> OVCSA



	action to the letter then return it back to the Executive Assistant for recording and releasing			
	1.4 The Executive Assistant records the VCSA's Action and give the letter to the staff assistant for releasing.	None	5 Minutes	<i>Executive Assistant</i> OVCSA
	1.5 The staff (releasing personnel) releases the letter to the requesting party.	None	2 Minutes	<i>Releasing Personnel</i> OVCSA
	TOTAL	None	3 Days, 14 Minutes	



Office of the Vice Chancellor for Student Affairs (OVCSA)

Internal Service



1. Reviews 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 Government			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsed voucher from the unit		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The unit will submit the signed voucher of their student/ graduate assistant to OVCSA Office	1.1 The receiving personnel receives the vouchers and submits it to the Administrative Officer.	None	2 Minutes	<i>Receiving Personnel</i> OVCSA
	1.2 The Administrative Officer checks the vouchers, counter signs it and submit it to VCSA for signature	None	5 Minutes	<i>Administrative Officer</i> OVCSA
	1.3 The VCSA signs the vouchers	None	1 Day	<i>Vice Chancellor for Student Affairs</i> OVCSA
	1.4 The receiving personnel releases the signed vouchers to the unit.	None	2 Minutes	<i>Releasing Personnel</i> OVCSA



TOTAL	None	1 Day, 9 Minutes	
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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 Government			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsed voucher from the unit		OVCSA Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The unit will submit the signed voucher to OVCSA Office	1.1 The receiving personnel receives the vouchers and submits it to the Administrative Officer.	None	2 Minutes	<i>Receiving Personnel</i> OVCSA
	1.2 The Administrative Officer checks the vouchers, counter signs it and submit it to VCSA for signature	None	5 Minutes	<i>Administrative Officer</i> OVCSA
	1.3 The VCSA signs the vouchers	None	1 Day	<i>Vice Chancellor for Student Affairs</i> OVCSA
	1.4 The receiving personnel releases the signed	None	2 Minutes	<i>Releasing Personnel</i> OVCSA



	vouchers to the unit.			
TOTAL		None	1 Day, 9 Minutes	

3. Review: Various letters from OVCSA units

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 Government			
Who may avail:	All			
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 submit their letter to OVCSA Office	1.1 The receiving personnel receives the letter and submit it to the Executive Secretary for recording	None	2 Minutes	<i>Receiving Personnel</i> OVCSA
	1.2 The executive secretary records the letter and submit it to the VCSA for appropriate action.	None	5 Minutes	<i>Executive Assistant</i> OVCSA
	1.3 The VCSA assess the requests and writes down his/her action to the letter	None	3 Days	<i>Vice Chancellor for Student Affairs</i> OVCSA



	then return it back to the Executive Assistant for recording and releasing			
	1.4 The Executive Assistant records the VCSA's Action and give the letter to the staff assistant for releasing.	None	5 Minutes	<i>Executive Assistant</i> OVCSA
	1.5 The staff (releasing personnel) releases the letter to the requesting party.	None	2 Minutes	<i>Releasing Personnel</i> OVCSA
TOTAL		None	3 Days, 14 Minutes	



Diliman Learning Resource Center (DLRC)

External Service



1. Borrowing of Sample Exams

Sample exams are available for photocopying by UP students.

Office or Division:	Diliman Learning Resource Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP I.D or Form 5A		University of the Philippines, Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your I.D. or form 5A at the counter	1.Receive and list names of borrowers	None	3 Minutes	<i>Receiving Personnel</i> DLRC
TOTAL		None	3 Minutes	

2. Reading of Books and Modules

Students can read books and modules to aid difficult topics in their study.

Office or Division:	Diliman Learning Resource Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP I.D or Form 5A		University of the Philippines, Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Present your I.D. or form 5A at the counter	1. Receive and encode data of students	None	3 Minutes	<i>Receiving Personnel</i> DLRC
TOTAL		None	3 Minutes	

3.Computer Rental

Enrolled UP Diliman students can rent computers for their research and academics.

Office or Division:	Diliman Learning Resource Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.UP I.D or Form 5A		University of the Philippines, Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present your I.D. or form 5A at the counter	1.Receive and encode data of students	PHP15.00/ Hour	3 Minutes	<i>Receiving Personnel</i> DLRC
TOTAL		PHP15.00/ Hour	3 Minutes	

4 Document Printing

Enrolled UP Diliman students can avail of printing services at a minimum cost.

Office or Division:	Diliman Learning Resource Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1.Document or Flash Drive		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Give your flash drive or download your file at the counter	1. Receive and print the document	PHP 3.00/page, black and white	3 Minutes	Receiving Personnel DLRC
TOTAL		PHP 3.00/ page	3 Minutes	

PRINTING RATES	
Graphics with minimal color	PHP 5.00
Graphics with half page color	PHP 10.00
Graphics with full page color	PHP20.00

5 Scanning

UP students can avail of scanning services at a minimum cost.

Office or Division:	Diliman Learning Resource Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Give your document at the counter	1. Receive and scan the document	PHP 5.00/page	3 Minutes	Receiving Personnel DLRC



TOTAL	PHP 5.00/Page	3 Minutes	
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6 CD Burning

UP students can avail of CD burning services at a minimum cost.

Office or Division:	Diliman Learning Resource Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CD and File		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give your CD and file at the counter	1.Receive and burn the file	PHP 25.00/CD	5 Minutes	<i>Receiving Personnel</i> DLRC
TOTAL		PHP 25.00/CD	5 Minutes	

7 Request for Tutorial

Request for tutorials are free for all students who have difficulties in their study.

Office or Division:	Diliman Learning Resource Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. UP I.D or Form 5A		University of the Philippines, Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire tutorial services at the counter	1. Give them the tutors schedule	None	5 Minutes	<i>Receiving Personnel</i> DLRC
TOTAL		None	5 Minutes	



DOST Core Group (DOST Core)

External Service



1. Request of 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 (F5) 2. True Copy of Grades (TCG)		1. Office of University Registrar (OUR), UP Diliman 2. College Secretary Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit F5 with TCG	1. Receive F5 and TCG	None	1 Day	<i>Receiving Personnel</i> DOST Core Group
	1.1 Evaluate the academic performance of DOST Scholar	None	2 Days	<i>Analyst</i> DOST Core Group
	1.2 Forward Budget Request of DOST Scholar stipend to DOST-SEI, Bicutan	None	Paused Clock ⁽¹⁾	<i>Analyst</i> DOST Core Group
	1.3 Prepare Budget Utilization Request relative to the disbursement of scholarship funds	None	4 Days upon Receiving Budget Approval from DOST-SEI, Bicutan	<i>Science Specialist II</i> DOST Core Group



	with the signature of Vice-Chancellor for Student Affairs			
	1.4 Forward BUR to Accounting Office	None	Paused Clock ⁽²⁾	<i>Releasing Personnel</i> DOST Core Group
	1.5 Deposit check to Landbank, UP Diliman	None	1 Day	<i>Project Assistant II</i> DOST Core Group
	1.6 Prepare and Disburse the scholarship funds in accordance with the approved sub-line-item budget	None	2 Days	<i>Science Specialist II</i> DOST Core Group
	1.7 Submit Pay-Slip to Landbank, UP Diliman	None	1 Day	<i>Releasing Personnel</i> DOST Core Group
2. Received Stipend	2. Transferring of amount to DOST scholar's Bank Account through Financial Data Entry System (Individually)	None	4 Days	<i>Releasing Personnel</i> DOST Core Group
TOTAL		None	15 Days *	

* Request of Stipend is qualified for Multi-stage processing

Note: ⁽¹⁾ Upon the availability of Budget from DOST Main Office, Bicutan.

⁽²⁾ Upon the release of CHECK from Cash office.



DOST Core Group (DOST Core)

Internal Service



1. Request for Academic Performance of UP 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		
1. Letter of request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request regarding of Academic Performance report of UP DOST Scholars	1. Receive letter of request with the approval of DOST Director.	None	5 Minutes	<i>Receiving Personnel</i> DOST Core Group
	1.1 Monitor and evaluate the academic performance of UP DOST scholars using the prescribed guidelines from SEI	None	2 Days	<i>Analyst</i> DOST Core Group
2. Receive academic performance Report of UP DOST Scholars	2. Reply of the request will be submitted to DOST Main Office, Bicutan.	None	4 Days, 7 Hours, 55 Minutes	<i>Releasing Personnel</i> DOST Core Group
TOTAL		None	7 Days	



Office of Counseling and Guidance (OCG)

External Service



1. 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			Front Desk	
Letter of Request addressed to the Director for group counselling and guidance with endorsement of Adviser			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Log Book	1. Give logbook to client.	None	5 Minutes	<i>Receiving Personnel</i> OCG
2. Fill-out the Basic Information Sheet	2. Instruct the client to fill-out the Basic Information Sheet	None	30 Minutes	<i>Receiving Personnel</i> OCG
3. Report to the Guidance Services Specialist	3. Refers to the Guidance Services Specialist	None	2 Minutes	<i>Receiving Personnel</i> OCG
4. Go to the cubicle of the Guidance Services Specialist for counselling.	4. Counsel client	None	2 Hours	<i>Guidance Services Specialist</i> OCG
TOTAL		None	2 Hours, 37 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			Front Desk	
Referral Letter			College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Log Book and Fill-out the BIS	Give Log Book to the Client	None	5 Minutes	<i>Receiving Personnel</i> OCG
2. Fill-out the Basic Information Sheet	Instruct the client to fill-out the Basic Information Sheet	None	30 Minutes	<i>Receiving Personnel</i> OCG
3. Report to the Guidance Services Specialist	Refers to the Guidance Services Specialist	None	2 Minutes	<i>Receiving Personnel</i> OCG
4. Go to the cubicle of the Guidance Services Specialist for counselling.	Counsel Client	None	30 Minutes	<i>Guidance Services Specialist</i> OCG
5. Take the tests	Administer tests	None	2 Hours and 30 Minutes	<i>Guidance Services Specialist</i> OCG



6. Wait for the test results	Scores and evaluates test results	None	3 Days	Guidance Services Specialist OCG
7. Report to the Guidance Services Specialist	Interpret test results	None	1 Hour	Guidance Services Specialist OCG
8. Get Evaluation Report	Write and prepare Evaluation Report	None	10 Days	Guidance Services Specialist and Director OCG
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			WHERE TO SECURE	
Duly accomplished Basic Information Sheet (BIS) for Individual client			Front Desk	
Referral Letter			College Secretary/Dean/Professor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Log Book	1. Give Log Book to the client.	None	5 Minutes	<i>Receiving Personnel</i> OCG
2. Fill-out the Basic Information Sheet		None	30 Minutes	<i>Receiving Personnel</i> OCG



	2. Instruct the client to fill-out the Basic Information Sheet			
3. Report to the Guidance Services Specialist	3. Refers to the Guidance Services Specialist	None	2 Minutes	Receiving Personnel OCG
4. Go to the cubicle of the Guidance Services Specialist for counselling.	4. Counsel the client.	None	2 Hours	Guidance Services Specialist OCG
TOTAL		None	2 Hours, 37 Minutes	

4. Seminars and Workshops, Career Orientation

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 <i>- 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.</i>	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/e-mail letter request.	1. Give letter to the Director	None	2 Minutes	Receiving Personnel OCG
2. Wait for the action of the Director	2. Assign the letter request to the	None	1 Day	Director OCG



	Guidance Services Specialist			
3. Talk to the Resource Person/ Speaker assigned once notified by the Receiving personnel on the action of the Director.	3. Guidance Services Specialist attends the request.	None	30 Minutes	Guidance Services Specialist OCG
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 RESPONSIBLE
1. Submit/e-mail letter of request.	1. Submit Letter Request to the Director	None	2 minutes	<i>Receiving Personnel</i> OCG
2. Pay the testing fee at the UP Cashier's Office	2. Issue Order of Payment Form	Clerical- P3,000 Technical- P6,000 Supervisory and Managerial - P9,000	5 minutes	<i>Receiving Personnel</i> OCG
3. Ask for the Testing Schedule	3. Inform schedule of test	None	2 Minutes	<i>Receiving Personnel</i> OCG



4. Report for testing on a scheduled date.	4. Administer tests	None	4 Hours	Guidance Services Specialist OCG
5. Wait for the test results.	5. Scores, evaluates and prepares Test/Evaluation Report	None	10 Days	Guidance Services Specialist and Director OCG
6. Pick-up sealed Test/Evaluation Results	6. Release of Test/Evaluation Report addressed to the requesting unit	None	2 Minutes	Releasing Personnel OCG
TOTAL		None	10 Days, 4 Hours, 11 Minutes	

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. Submit/e-mail letter request.	1. Give Letter Request to the Director	None	2 Minutes	Receiving Personnel OCG
2. Wait for the Action of the Director	2. Director assign Guidance Services Specialist	None	1 Day	Director OCG



3. Attend the Parent Conference on a scheduled date at a designated venue.	3. Facilitate the Parent Conference	None	2 Hours	Guidance Services Specialist OCG
TOTAL		None	1 Day, 2 Hours, 2 Minutes	

6. 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 request addressed to the Director			UP Diliman graduating students	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/e-mail letter request.	1. Submit letter request to the Director	None	2 Minutes	Receiving Personnel OCG
2. Wait for the Action of the Director	2. Director assign Guidance Services Specialist	None	1 Day	Director OCG
3. Attend the Career Exploration and Job Search Event	3. Facilitate the Career Exploration and Job Search Event	None	1 Hour	Guidance Services Specialists OCG



TOTAL	None	1 Day, 1 Hour, 2 Minutes	
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8. Processing of Participation in University Job Fair (For 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 REQUIREMENTS			WHERE TO SECURE	
University Job Fair Invites/Packages			Office of Counseling and Guidance	
Reply Slip or 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. Submits/e-mail Reply Slip or Confirmation Form	1. Assist and attend the client.	None	5 Minutes	<i>Receiving Personnel</i> OCG
2. Choose the package. 2.1 Secure the Order of Payment that will be issued	2. Give the packages 2.1 Issue Order of Payment	Co-Presenter PHP 85,000.00 Corporate PHP 60,000.00 Major Sponsor PHP 40,000.00 Minor Sponsor PHP 25,000.00	15 Minutes	<i>Receiving Personnel</i> OCG



		3-Day Participation PHP 20,000.00 2-Day Participation PHP 15,000.00 1-Day Participation PHP 12,000.00		
3. Pay the participation fee at the UP Cashier's Office	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	None	15 Minutes	<i>Cashier</i> Diliman Cash Office
4 Submit the Official Receipt to the OCG	Confirms Participation and give the booth assignment	None	15 Minutes	<i>Receiving Personnel</i> OCG
5 Proceed to the Job Fair venue and install materials and equipment at the designated booth. 5.1 Man the booth assigned	Supervises, Mans and facilitates the Event	None	4 Days	<i>Director, Guidance Services Specialists, Staff</i> OCG <i>Partner Student Organizations</i> UP Diliman
TOTAL		Depends on the package chosen. Refer to the fees above	4 Days, 50 Minutes	



Office of Counseling and Guidance (OCG)

Internal Service



1. 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 Government
Who may avail:	All UP Diliman Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Basic Information Sheet (BIS) for Individual client	Front Desk
Letter of Request addressed to the Director for group counselling with endorsement of the Dean and or the Unit Head.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Log Book	1. Give logbook to client.	None	5 Minutes	<i>Receiving Personnel</i> OCG
2. Fill-out the Basic Information Sheet	2. Instruct the client to fill-out the Basic Information Sheet	None	30 Minutes	<i>Receiving Personnel</i> OCG
3. Report to the Guidance Services Specialist	3. Refers to the Guidance Services Specialist	None	2 Minutes	<i>Receiving Personnel</i> OCG
4. Go to the cubicle of the Guidance Services Specialist for counselling.	4. Counsel client	None	2 Hours	<i>Guidance Services Specialist</i> OCG
TOTAL		None	2 Hours, 37 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 Government
Who may avail:	All UP Diliman Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Basic Information Sheet (BIS) for Individual client	Front Desk
Referral Letter	College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Log Book and Fill-out the BIS	1. Give Log Book to the Client	None	5 Minutes	<i>Receiving Personnel</i> OCG
2. Fill-out the Basic Information Sheet	2. Instruct the client to fill-out the Basic Information Sheet	None	30 Minutes	<i>Receiving Personnel</i> OCG
3. Report to the Guidance Services Specialist	3. Refers to the Guidance Services Specialist	None	2 Minutes	<i>Receiving Personnel</i> OCG
4. Pay attention to the Counseling Session	4. Counsel Client	None	30 Minutes	<i>Guidance Services Specialist</i> OCG
5. Take the tests	5. Administer tests	None	2 Hours and 30 Minutes	<i>Guidance Services Specialist</i> OCG



6. Wait for the test results	Scores and evaluates test results	None	3 Days	Guidance Services Specialist OCG
7. Report to the Guidance Services Specialist	Interpret test results	None	1 Hour	Guidance Services Specialist OCG
8. Get Evaluation Report	Write and prepare Evaluation Report	None	10 Days	Guidance Services Specialist and Director OCG
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 Government			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished Basic Information Sheet (BIS) for Individual client			Front Desk	
Referral Letter			College Secretary/Dean/Professor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Log Book	1. Give Log Book to the client.	None	5 Minutes	Receiving Personnel OCG



2. Fill-out the Basic Information Sheet	2. Instruct the client to fill-out the Basic Information Sheet	None	30 Minutes	Receiving Personnel OCG
3. Report to the Guidance Services Specialist	3. Refers to the Guidance Services Specialist	None	2 Minutes	Receiving Personnel OCG
4. Go to the cubicle of the Guidance Services Specialist for counselling.	4. Counsel the client.	None	2 Hours	Guidance Services Specialist OCG
TOTAL		None	2 Hours, 37 Minutes	

4. Seminars and Workshops, Career Orientation

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 Government			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request addressed to the Director <i>- 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.</i>			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/e-mail letter request.	1. Give letter to the Director	None	2 Minutes	Receiving Personnel OCG



2. Wait for the action of the Director	2. Assign the letter request to the Guidance Services Specialist	None	1 Day	Director OCG
3. Talk to the Resource Person/ Speaker assigned once notified by the Receiving personnel on the action of the Director.	3. Guidance Services Specialist attends the request.	None	30 Minutes	Guidance Services Specialist OCG
TOTAL		None	1 Day, 32 Minutes	

5. Assistance on Personnel Assessment and Evaluation Assessment

Assessment services are provided to UP Diliman units 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 Government			
Who may avail:	All UP Diliman Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Director		UP and Non-UP Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/e-mail letter of request.	1. Submit Letter Request to the Director	None	2 minutes	Receiving Personnel OCG
2. Pay the testing fee at the UP Cashier's Office	2. Issue Order of Payment Form	PHP 500 for Salary Grade 11 and above; Free for Salary Grade 10 and below	5 minutes	Receiving Personnel OCG



3. Ask for the Testing Schedule	3. Inform schedule of test	None	2 Minutes	Receiving Personnel OCG
4. Report for testing on a scheduled date.	4. Administer tests	None	4 Hours	Guidance Services Specialist OCG
5. Wait for the test results.	5. Scores, evaluates and prepares Test/Evaluation Report	None	10 Days	Guidance Services Specialist and Director OCG
6. Pick-up sealed Test/Evaluation Results	6. Release of Test/Evaluation Report addressed to the requesting unit	None	2 Minutes	Releasing Personnel OCG
TOTAL		P500.00	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 Government (for UP employees)			
Who may avail:	UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request addressed to the Director			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/e-mail letter request.	1. Give letter request to the Director	None	2 Minutes	Receiving Personnel OCG



2. Wait for the Action of the Director	2. Director assign Guidance Services Specialist	None	1 Day	<i>Director</i> OCG
3. Attend the Training	3. Facilitate the Training	None	4 Hours	<i>Guidance Services Specialists</i> OCG
TOTAL		None	1 Day, 4 Hours, 2 Minutes	



Office for Student Ethics (OSE)

External Service



1. Issuance of OSE Clearance

Issuance of certification that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	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> <ul style="list-style-type: none"> a. Email address b. Student Number c. College d. Name e. Gender f. Purpose of clearance <p>* Incomplete details might cause delay in processing the clearance.</p> <p>2. 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>OSE Online Clearance Application: https://bit.ly/sdcclearance</p>		
<p>3. For Representatives, provide the following:</p> <ul style="list-style-type: none"> a. authorization letter b. ID of the representative c. photocopy of ID of the student 		<p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the OSE Online Clearance Application Form.	1. Wait for online applications to be queued in database until 12:00nn cut-off time.	None	1 Day	<i>Administrative Assistant V OSE</i>
2. Students may email the OSE to confirm if	2. Request received within the 12nn cut-off time will be	None	4 Hours	<i>Administrative Assistant V OSE</i>



the application was received.	checked using the CRS and databases of student cases and other official files on records. Also, SDC Officer will reply to the email updating the status of online application.			
	2.1. Remove the names of students with pending disciplinary cases.	None	1 Hour	<i>Administrative Assistant V OSE</i>
3. Students excluded in the list will visit the OSE Office.	3.1 Notify excluded students to visit OSE Office.	None	1 Hour	<i>Administrative Assistant V OSE</i>
	3.2 Printing of OSE Clearances of students without pending cases.	None	2 Hours	<i>Administrative Assistant V OSE</i>
	3.3 Print out of clearance for checking the accuracy of names and student numbers then SDC Officer affixes her initials.	None	1 Hour	<i>Administrative Assistant V OSE</i>
	3.4 OSE Chair signs clearances.	None	2 Hours	<i>Chair OSE</i>
	3.5 Authorize staff affixes dry seal in the clearance.	None	1 Hour	<i>Administrative Assistant II OSE</i>
4. Students or representatives receive clearances.	4. Wait for students or representatives to claim clearances and release it to them as they sign in the receiving database.	None	4 Hours	<i>Releasing Personnel OSE</i>



TOTAL	None	3 Days	
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2. Signing of waiver of pre-requisite, university clearance, property clearance & certificate of candidacy

Certifying that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	UP Diliman Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Leave the following forms in the OSE Office:		The following forms can be secured from:	
a. waiver of pre-requisite		a. waiver of pre-requisite – Colleges	
b. property clearance		b. property clearance – Colleges	
c. certificate of candidacy		c. certificate of candidacy – Colleges and Office of Student Projects and Activities (OSPA) (formerly Office of Student Activities)	
d. university clearance		d. university clearance – Office of the University Registrar (OUR)	
* Incomplete details might cause delay in signing the request forms.			
2. 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.			
3. For Representatives, provide the following:		Requesting Party	
a. authorization letter			
b. ID of the representative			
c. photocopy of ID of the student			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following forms in the OSE Office: a. waiver of pre-requisite b. property clearance c. certificate of candidacy d. university clearance	1. Collect request forms received within the 12nn cut-off time.	None	1 Day	<i>Receiving Personnel</i> OSE
2. Students may email to OSE for status update.	2. Request received within the 12nn cut-off time will be checked using the CRS and databases of student cases and official files on record. Also, SDC Officer will reply to the email updating the status of the request forms.	None	4 Hours	<i>Administrative Assistant V</i> OSE
	2.1. Remove the names of students with pending disciplinary cases.	None	1 Hour	<i>Administrative Assistant V</i> OSE
3. Students excluded will visit the OSE Office.	3. Notify excluded students to visit the OSE Office.	None	1 Hour	<i>Administrative Assistant V</i> OSE
	3.1. SDC Officer affixes her initials in the request forms of students without pending case.	None	1 Hour	<i>Administrative Assistant V</i> OSE
	3.2. OSE Chair signs the request forms.	None	1 Hour	<i>Chair</i> OSE



4. Students or representatives will receive the forms.	4. Wait for students or representatives to claim the forms and release it to them as they sign in the receiving database.	None	4 Hour	<i>Releasing Personnel</i> OSE
TOTAL		None	2 Days, 4 Hours	

3. Issuance of Certified True Copy of OSE Clearance

Students needing multiple copies of OSE Clearance.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present original and provide photocopy (multiple copies) of OSE Clearance. 2. For Representatives, provide the following: a. authorization letter b. ID of the representative c. photocopy of ID of the student		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original and provide photocopy (multiple copies) of OSE Clearance.	1. OSE Staff will verify from records if the copies are from the original	None	1 Hour	<i>Receiving Personnel</i> OSE



	issued OSE Clearance.			
	1.1. Stamp "certified true copy" & date.	None	5 Minutes	<i>Administrative Assistant II OSE</i>
	1.2. Authorized staff signs.	None	5 Minutes	<i>Administrative Assistant V OSE</i>
2. Students and representatives receive the documents.	2. Authorized staff affixes dry seal in clearance. Clearance is ready for releasing.	None	15 Minutes	<i>Releasing Personnel OSE</i>
TOTAL		None	1 Hour, 25 Minutes	

4. Issuance of Certified True Copy of Case Documents

Certified True Copy of Case Documents as requested by Student-respondents.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
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 and list of documents needed e.g. notices, transcripts, decisions		Student-respondents		
2. For Representatives, provide the following: a. authorization letter b. ID of the representative c. photocopy of ID of the student		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of request and list of	1. Receipt letter of request.	None	5 Minutes	<i>Receiving Personnel</i>



documents needed e.g. notices, transcripts, decisions.				OSE
2. Student-respondent may send an email to the OSE for status update of request.	2. Check the name of the student-respondent using the CRS, databases of student cases and other official files on records. Also, SDC Officer will reply to the email regarding status update of request.	None	4 Hours	<i>Administrative Assistant V</i> OSE
	2.1. For approval of the OSE Chair.	None	1 Day	<i>OSE Chair</i> OSE
	2.2. Retrieve the case folder.	None	1 Day	<i>Administrative Assistant V</i> OSE
	2.3. Retrieve the documents requested, verify, photocopy, stamp "certified true copy" and signed by authorized staff.	None	1 Day	<i>Administrative Assistant V</i> OSE
3. Student-respondents or representatives receive the documents and sign in the acknowledgement receipt.	3. Prepare acknowledgement receipt and inform the student-respondent that documents requested are ready for pick-up.	None	15 Minutes	<i>Administrative Assistant V</i> OSE
TOTAL		None	3 Days, 4 Hours, 20 Minutes	



5. Receipt of Complaints Against Students

Initial step in handling student disciplinary case.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
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. Complainant/s will submit the following to the OSE Office: a. signed letter of complaint b. incident report c. evidence		Complainant/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant/s will submit the following to the OSE Office: a. signed letter of complaint b. incident report c. evidence	1. OSE Staff will receive the documents submitted by the complainant/s.	None	5 Minutes	<i>Receiving Personnel</i> OSE
	1.1. Recorded in the incoming database of case-related communication.	None	5 Minutes	<i>Administrative Assistant V</i> OSE
	1.2. Will be forwarded to the OSE Chair and Members	None	5 Minutes	<i>Administrative Assistant V</i> OSE
TOTAL		None	15 Minutes	



6. Determination of Jurisdiction and Probable Cause

Second step in handling student disciplinary case.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents submitted by the complainant/s: <ol style="list-style-type: none"> signed letter of complaint incident report evidence 		Office for Student Ethics (OSE)		
2. UP Diliman Code of Student Conduct				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant/s may email OSE for status update of the complaint.	1. OSE Chair will convene the Members for an emergency meeting to determine whether: <ol style="list-style-type: none"> the act subject of the complaint is serious or less serious misconduct; the misconduct occurred in more than one college; the students involved belong to more than one college; and, there is probable cause. 	None	3 Days (from receipt of complaint)	<i>Chair and Four (4) Members OSE</i>



	1.1. OSE Chair will call parties for Preliminary Investigation.	None	5 Days (from receipt of complaint)	<i>Chair</i> OSE
	1.2. OSE Chair or Member will issue a memorandum re determination of jurisdiction and probable cause.	None	5 Days (from last Preliminary Investigation Hearing)	<i>Chair and Four (4) Members</i> OSE
	1.3. OSE Chair or Member will constitute an Ad Hoc Disciplinary Hearing Committee (AHDHC) composed two (2) tenured faculty members and one (1) student representative that will hear and recommend corrective measures if the misconduct is found to be committed.	None	6 Days (from determination of probable cause)	<i>Chair and Four (4) Members</i> OSE
	1.4. Both memorandums will be served to the following: a. Complainant/s b. Respondent/s c. AHDHC Members d. Office of the Chancellor e. Deans of the Respondent/s f. Parents of the Respondents	None	1 Day	<i>Recording Secretary and Process Server</i> OSE
	1.5. OSE Chair or Member will recommend a tenured faculty	None	1 Day	<i>Chair and Four (4) Members</i> OSE



	member to be appointed as the University Representative of the case.			
TOTAL		None	21 Days	

7. Conduct of Alternative Dispute Resolution

ADR can be employed to less serious cases.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Documents submitted by the complainant/s: <ol style="list-style-type: none"> a. signed letter of complaint b. incident report c. evidence 2. UP Diliman Code of Student Conduct 3. ADR Agreement (Community Service Agreement) between the complainant and respondent/s. 4. Report of Alternative Dispute Resolution 5. Certification of Completion of Community Service 6. Notice of Compliance to ADR 		Office for Student Ethics (OSE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant/s may agree to resolve the complaint/conflict through Alternative Dispute Resolution (ADR).	1. For less serious cases the OSE Chair may employ Alternative Dispute	None	1 Day	<i>Chair or Four (4) Members</i> OSE



	Resolution (ADR) in resolving the complaint/conflict.			
2. Complainant/s will confirm his/her attendance in the ADR Meeting.	2. Notice of ADR will be sent to the complainant/s and respondent/s. Included in the Notice is the invitation for meeting.	None	1 Day	Chair or Four (4) Members OSE
3. Attend the ADR Meetings	3. During the ADR Meeting the following will be discussed: a. agreement of both parties to employ ADR instead of prospering into case; b. willingness of the respondent/s to engage in community service; c. type and duration of community service based on the misconduct. d. if necessary, set another meeting and/or submit additional documents.	None	1 Day	Chair or Four (4) Members OSE
4. Review, approve and sign the ADR Report.	4. Prepare ADR Report to be signed by the OSE Chair or Member, Complainant/s, Respondents.	None	7 Days (from last ADR Meeting)	Chair or Four (4) Members OSE



	4.1. Upon receipt of Certification of Completion of Community Service from the Respondent/s, the OSE Chair or Member will issue a Notice of Compliance to ADR.	None	7 Days (from receipt of certification of complaint)	Chair or Four (4) Members OSE
	4.2. In case the Respondent/s failed to comply with the ADR Agreement, the OSE Chair or Member will prepare a report on failure of ADR thus a case will be filed against the Respondent/s.	None	3 Days (from report of failure to comply with ADR agreements)	Chair or Four (4) Members OSE
TOTAL		None	20 Days	

8. Issuance of Summons

Summons with attached complaints, OSE Memorandums, and other pertinent documents will be served to the Respondent/s to formally inform them that a case was filed against them.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	UP Diliman Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Documents submitted by the complainant/s: a. signed letter of complaint b. incident report c. evidence		Office for Student Ethics (OSE)



2. Memorandum on the Determination of Jurisdiction and Probable Cause 3. Memorandum on the Constitution of the Ad Hoc Disciplinary Hearing Committee 4. Summons 5. UP Diliman Code of Student Conduct				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Respondents shall answer in writing within a non-extendible period of five (5) days from the receipt of the Summons and its attachments.	1. The constituted AHDHC will issue Summons with attached complaints, OSE Memorandums and other pertinent documents to the Respondent/s to formally inform them that a case was filed against them.	None	4 Days (from constitution of AHDHC)	<i>Ad Hoc Disciplinary Hearing Committee Members</i> OSE
	1.2. The Summons and its attachments will be served to the Respondent/s through the following: a. Department Chair, Institute Director and/or College Secretary; b. Electronic mail to the Respondent/s' Webmail account; c. Registered mail to the respondent/s'	None	1 Day	<i>Recording Secretary and Process Server</i> OSE



	residence address; and d. To the minor respondent/s' parents or guardians.			
TOTAL		NONE	5 Days	

9. Conduct of Preliminary Meeting/Hearing

Preliminary Meeting shall be mandatory, the University Representative and Respondents are required to attend.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents submitted by the complainant/s: d. signed letter of complaint e. incident report f. evidence 2. Memorandum on the Determination of Jurisdiction and Probable Cause 3. Memorandum on the Constitution of the Ad Hoc Disciplinary Hearing Committee (AHDHC) 4. Summons 5. Written-answers of the Respondent/s 6. UP Diliman Code of Student Conduct		Office for Student Ethics (OSE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The Respondents will confirm his attendance in the Preliminary Meeting.</p>	<p>1. The AHDHC shall set the Preliminary Meeting date not later than one (1) week after receipt of the respondent's answer or after the expiration of the period within which the respondent should answer.</p>	<p>None</p>	<p>5 Days</p>	<p><i>Ad Hoc Disciplinary Hearing Committee Members</i> OSE</p>
	<p>1.2. The AHDHC will issue a Notice of Preliminary Meeting to the Respondent/s, University Representative, private-complainant. Copy furnished the Dean/s of the Respondent/s. The Notice of Preliminary Meeting</p>	<p>None</p>	<p>1 Day</p>	<p><i>Recording Secretary and Process Server</i> OSE</p>
<p>3. Attend the Preliminary Meeting and if necessary submit additional documents</p>	<p>3. During the preliminary meeting, the parties shall consider all matters that will aid in the prompt disposition of the case, such as any facts admitted, marking of documents to be presented, dates of hearings, identity of witnesses and</p>	<p>None</p>	<p>1 Day</p>	<p><i>Ad Hoc Disciplinary Hearing Committee Members</i> OSE</p>



	the gist of their testimony; and, in less serious cases, an amicable settlement.			
	3.1 If no resolution was made during the Preliminary Meeting, the AHDHC will proceed to Hearing. The initial hearing must be set not later than one (1) week after the receipt by the parties of the preliminary meeting report. Hearings must be completed within two (2) months after the initial hearing after which the Ad Hoc Disciplinary Hearing Committee shall decide the case.			<i>Ad Hoc Disciplinary Hearing Committee Members OSE</i>
TOTAL		None	7 Days	

10. Preparation of Preliminary Meeting Report, Hearing Report and Final Committee Report

Matters taken and agreed upon during meetings shall be reduced in writing and attested to by the members of the Ad Hoc Disciplinary Hearing Committee present, the University representative and/or the private complainant, and the respondent.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)
Classification:	Highly Technical



Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Documents submitted by the complainant/s: <ol style="list-style-type: none"> a. signed letter of complaint b. incident report c. evidence 2. Memorandum on the Determination of Jurisdiction and Probable Cause 3. Memorandum on the Constitution of the Ad Hoc Disciplinary Hearing Committee (AHDHC) 4. Summons 5. Written-answers of the Respondent/s 6. Minutes of meeting/hearings 7. UP Diliman Code of Student Conduct 		Office for Student Ethics (OSE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Review and approve the Preliminary Meeting Report. 	<ol style="list-style-type: none"> 2. The Preliminary Meeting Report will include the following: <ol style="list-style-type: none"> a. attendance b. facts admitted, c. marking of documents to be presented, d. dates of hearings, if any; and e. identity of witnesses and the gist of their testimony 	None	6 Days (from the conduct of Preliminary Meeting)	<i>AHDHC Members and Recording Secretary</i> OSE



<p>2. Review, and approve the Hearing Reports.</p>	<p>2. The Hearing Report will include the following: a. attendance b. testimony of the Respondent/s and witness c. answer to clarificatory questions d. dates of hearings, if any</p>	<p>None</p>	<p>6 Days</p>	<p><i>AHDHC Members and Recording Secretary OSE</i></p>
<p>3. Sign the reports.</p>	<p>3. Preliminary Meeting Report and Hearing Report/s will be signed by the AHDHC, University Representative, Respondents, Private-complainant and other attendees.</p>	<p>None</p>	<p>2 Days</p>	<p><i>Recording Secretary OSE</i></p>
	<p>3.1. The Final Committee Report will include the following: a. attendance of the Preliminary Meeting and Hearings b. summary of Preliminary Meeting Report and Hearing Report/s c. decision of the AHDHC, if the Respondent/s committed or</p>	<p>None</p>	<p>15 Days (from final hearing of the AHDHC)</p>	<p><i>AHDHC Members and Recording Secretary OSE</i></p>



	did not commit the misconduct d. recommended corrective measure/s e. additional corrective measure/s f. justification/s on the AHDHC decision and corrective measure/s.			
TOTAL		None	29 Days	

11. Issuance of OSE Decision and Finality

The OSE Chair or Member shall issue OSE Decision within seven (7) days of receipt of Final Committee Report. If no appeal is filed by either party of the case, the Decision shall be final and executory.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	UP Diliman Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Documents submitted by the complainant/s: a. signed letter of complaint b. incident report c. evidence 2. Memorandum on the Determination of Jurisdiction and Probable Cause 3. Memorandum on the Constitution of the Ad Hoc Disciplinary Hearing Committee (AHDHC)		Office for Student Ethics (OSE)	



<p>4. Summons</p> <p>5. Written-answer of the Respondent/s</p> <p>6. Preliminary Meeting Report and Hearing Report</p> <p>7. Final Committee Report</p> <p>8. UP Diliman Code of Student Conduct</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The Respondent/s may file an appeal to the Office of the Chancellor within seven (7) working days upon receipt of the OSE Decision.</p>	<p>1. The OSE Chair or Member/s shall adopt the resolution and shall affirm or modify the recommended corrective measures within prescribed range, if any, within seven (7) days after the submission of the Final Committee Report of the AHDHC.</p>	<p>None</p>	<p>7 Days (from receipt of the AHDHC recommendation)</p>	<p><i>Chair or Four (4) Members</i> OSE</p>
	<p>1.2. The OSE Decision shall be served to the Respondent/s, University Representative and Private-complainant/s, copy furnished the following:</p> <p>a. Office of the Chancellor</p> <p>b. Office of the Vice Chancellor for</p>	<p>None</p>	<p>3 Days (from receipt of OSE Decision)</p>	<p><i>Recording Secretary and Process Server</i> OSE</p>



	Student Affairs c. Dean/s of the Respondent/s d. Members of the AHDHC e. Office of the University Registrar f. Parent/s of the Respondents			
	1.3. The parties shall each be served a copy of the OSE Decision and Finality of Decision in the same manner as the Summons and other notices is being served.	None	2 Days	<i>Recording Secretary and Process Server OSE</i>
TOTAL		None	12 Days	

12. Consultation regarding the provisions on the Code of Student Conduct

The OSE accommodate consultations regarding the provisions on the Code of Student Conduct.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
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 that can be made in written or through phone call.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client may request appointment which can be in written or through phone call.	1. The OSE staff will stamp the date and time upon receipt of the written request. Request made through phone call, a request a slip will be prepared. Forwarded to OSE Chair for approval.	None	1 Day	Receiving Personnel OSE
	1.2. Request approved by OSE Chair.	None	1 Day	Chair OSE
	1.3. OSE Staff will confirm the appointment to the Client.	None	1 Day	Staff OSE
	1.4. Consultation will be held.	None	1 Day	Chair and/or Member OSE
TOTAL		None	4 Days	

13. 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 (OSE) formerly Student Disciplinary Council (SDC)	
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. Letter of request with the following details: <ul style="list-style-type: none"> 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 will prepare letter of request with the following details: a. date and time of orientation b. attendees of the orientation (students, faculty members or administrative staff).	1. The OSE staff will stamp the date and time upon receipt of the letter of request. Then forwarded to OSE Chair for approval.	None	1 Day	<i>Receiving Personnel</i> OSE
	1.1. Request approved by OSE Chair	None	1 Day	<i>Chair</i> OSE
	1.2. OSE Staff will confirm the appointment.	None	1 Day	<i>Administrative Assistant V</i> OSE
	1.3. Orientation will be held.	None	1 Day	<i>Chair and/or Member and Staff</i> OSE
TOTAL		None	4 Days	



Office for Student Ethics (OSE)

Internal Service



1. Receipt of Complaints Against Students

Initial step in handling student disciplinary case.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Officials, Faculty Members, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Complainant/s will submit the following to the OSE Office: d. signed letter of complaint e. incident report f. evidence		Complainant/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Complainant/s will submit the following to the OSE Office: d. signed letter of complaint e. incident report f. evidence	2. OSE Staff will receive the documents submitted by the complainant/s.	None	5 Minutes	<i>Receiving Personnel</i> OSE
	2.1. Recorded in the incoming database of case-related communication.	None	5 Minutes	<i>Administrative Assistant V</i> OSE
	2.2. Will be forwarded to the OSE Chair and Members	None	5 Minutes	<i>Administrative Assistant V</i> OSE
TOTAL		None	15 Minutes	



2. Consultation regarding the provisions on the Code of Student Conduct

The OSE accommodate consultations regarding the provisions on the Code of Student Conduct.

Office or Division:	Office for Student Ethics (OSE) formerly Student Disciplinary Council (SDC)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Officials, Faculty, and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for appointment that can be made in written or through phone call.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may request appointment which can be in written or through phone call.	1. The OSE staff will stamp the date and time upon receipt of the written request. Request made through phone call, a request slip will be prepared. Forwarded to OSE Chair for approval.	None	1 Day	<i>Receiving Personnel OSE</i>
	1.2. Request approved by OSE Chair.	None	1 Day	<i>Chair OSE</i>
	1.3. OSE Staff will confirm the appointment to the Client.	None	1 Day	<i>Staff OSE</i>
	1.4. Consultation will be held.	None	1 Day	<i>Chair and/or Member OSE</i>
TOTAL		None	4 Days	



3. 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 (OSE) formerly Student Disciplinary Council (SDC)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Diliman Officials, Faculty, and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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 will prepare letter of request with the following details: a. date and time of orientation b. attendees of the orientation (students, faculty members or administrative staff).	1. The OSE staff will stamp the date and time upon receipt of the letter of request. Then forwarded to OSE Chair for approval.	None	1 Day	<i>Receiving Personnel</i> OSE
	1.1. Request approved by OSE Chair	None	1 Day	<i>Chair</i> OSE
	1.2. OSE Staff will confirm the appointment.	None	1 Day	<i>Administrative Assistant V</i> OSE
	1.3. Orientation will be held.	None	1 Day	<i>Chair and/or Member and Staff</i> OSE
TOTAL		None	4 Days	



Office of Scholarships and Grants (OSG)

External Service



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	None	3 Days (for local) 60 Days (for foreign)	Accounting Clerk UPD Cash Office



	UP System 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.

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
1. Duly accomplished pledge of donation; and				STFAP Section OSG
2. 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
1. Submit duly accomplished pledge of donation.	1. Check the completeness of the form and donation.	None	30 Minutes	<i>Scholarship Affairs Officer and/or STFAP Section Head OSG</i>
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		<i>Scholarship Affairs Officer OSG</i>
	2.1 Donations will be deposited to the UP Diliman Cash	None	3 Days (for local)	<i>Receiving Staff UPD Cash Office</i>



	Office for Diliman Scholarships and UP System Accounting for Systemwide Scholarships.		60 Days (for foreign)	
	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	6 Days and 30 Minutes (for local via email) 48 Days and 30 Minutes (for local via mail) 63 Days and 30 minutes (for foreign via email) 105 Days and 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 full support package of Php 70,000.00 per semester/ Php28,000.00 per midyear term.

Option 2 - Giving a partial support package of Php 39,000.00 per semester/ Php16,000.00 per midyear term.



Option 3 - 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 4 - 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.

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 certify SAGA slots.	None	4 Days	STFAP Head, and OSG Officer-in-Charge
	1.3 Approval of budget of SAGA slots.	None	4 Days	Receiving Staff UPD Budget Office
	1.4 The official receipt shall be sent to the donor's mailing address.	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	

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
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	
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	Scholarship Affairs Officer 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:	<p>For tuition fee loan: Simple</p> <p>For Short-term cash loan: Complex</p>
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 UPAASV 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>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>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.</p> <p>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).</p> <p>For UPAAC 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).</p> <p>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).</p> <p>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).</p>	<p>Student Loan, STFAP Section OSG</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Twenty (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	Scholarship Affairs Officer OSG



	1.1. Processing of short term application.	None	3 Days	Scholarship Affairs Officer 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	Scholarship Affairs Officer 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	Cashier 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 UPAASV 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 Student Contingencies Program)

Accepts and processes claims for medical reimbursement for injuries sustained from on/off campus activities, academic or otherwise.

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	
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 OSG
		None	5 Days	



	1.1 Route the claim form for signature.			<i>Scholarship Affairs Officer, OSG Liaison Officer, OSG Head, College Dean, Vice Chancellor for Student Affairs</i>
	1.2 Present the claim to DCSFA for approval.	None	21 Days (depending on the scheduled DCSFA meeting)	DCSFA Meeting
	1.3 Preparation of disbursement voucher for reimbursement	None	30 Minutes	<i>Scholarship Affairs Officer OSG</i>
	1.4 Check, evaluate, certify and approve the preparation of disbursement voucher for reimbursement	None	5 Days	<i>Officer-in-Charge OSG and Office of the Vice Chancellor for Student Affairs</i>
	1.5 Approval of budget and payment.	None	8 Days	<i>UPD Accounting Office and Cash Office UP Diliman</i>
2. Receives the claim.	2. Prepare the check for reimbursement	None	2 Days	<i>Receiving Staff Cash Office</i>
TOTAL:		None	41 Days, 45 Minutes	



7. 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	FEES 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
	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)	Scholarships Affairs Officer OSG
	1.2 Check, evaluate, certify and	None	4 Days	Scholarships Section Head, Officer-in-Charge, OSG



	approve the preparation of benefits.			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 and 5 Minutes (For the first release of stipend) 19 Days, 20 Minutes (For the succeeding months of benefits or stipend.)	

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.

8. Processing of Benefits for Full Discount Plus Stipend (FDS)

Accepts requirements and processes benefits for Full Discount plus Stipend (FDS) recipients.

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; 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 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	<i>STFAP Head, OSG Officer-in-Charge , and Office of the Vice Chancellor for Student Affairs</i>
	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 and 5 Minutes (For the first release of stipend) 19 Days, and 20 Minutes (For the succeeding months of benefits or stipend)
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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.

9. Processing of Benefits for Adopt-a-Student Program

Accepts requirements and processes assistance for the recipient of Adopt-a-Student Program.

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. 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		



		<p>15 Days, 4 Hours and 5 Minutes (For the first release of stipend)</p> <p>15 Days and 40 Minutes (For the succeeding months of benefits or stipend)</p>
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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.

10. 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.

Office or Division:	Simple			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Valid ID/Official Form 5; and Official receipt. 			Office of Scholarships and Grants	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a payment slip for the certification.	1. Provide payment slip.	None	5 Minutes	<i>Frontline Staff OSG</i>
2. Pay the certification fee at the Cash Office.	2. Process the payment and issue Official Receipt.	None	10 Minutes	<i>Cashier UPD Cash Office</i>
3. Present UP ID, UP Form	3. Prepare the certification.	None	10 Minutes	<i>Scholarships Affairs Officer</i>



5 and official receipt.				OSG
	3.1 Check and Sign the certification.	None	5 Minutes	<i>STFAP Head; OSG Officer-in-Charge</i>
4. Receive the certification	4. Release the certification	None	2 Minutes	<i>Scholarships Affairs Officer OSG</i>
TOTAL:		None	32 Minutes	

11. 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.

Office or Division:	Office of Scholarships and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	To All the Recipients of Financial Assistance			
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 OSG</i>
	1.1 Check and Sign the certification.	None	10 Minutes	<i>STFAP Head; OSG Officer-in-Charge OSG</i>



2. Receive the certification	2. Release the certification.		2 Minutes	Scholarships Affairs Officer OSG
TOTAL:		None	17 Minutes	

12. 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.

Office or Division:	Office of Scholarships and Grants			
Classification:	Highly Technical			
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. Check loan balance.	None	5 Minutes	



1. Present the requirements.				<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 receive official receipt	3. Check the billing statement, count the payment and issue an official receipt.	None	15 Minutes	<i>Receiving Staff UP Cash Office</i>
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	<i>Scholarships Affairs Officer OSG</i>
TOTAL:		None	35 Minutes	

13. 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	
WHERE TO SECURE	



<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; 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	<p>Requesting Party</p>
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certificate of Good Moral form the unit where he/she is currently employee.				
CLIENT STEPS	AGENCY ACTION	FEEES 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.

14.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	

15. Tagging and Untagging of Scholarship Assignment for Socialized Tuition (ST) Bracket

Tagging and Untagging scholarship assignment: ST brackets in the CRS module.

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://sfaonline.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	



16. 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 Scholarships and Grants (OSG)

Internal Service



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 Accounting for Systemwide Scholarships.	None	3 Days (for local) 60 Days (for foreign)	Accounting Clerk 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	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.

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	
1. Duly accomplished pledge of donation; and			STFAP Section OSG	
2. 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
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
				Receiving Staff



	2.1 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)	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	6 Days and 30 Minutes (for local via email) 48 Days and 30 Minutes (for local via mail) 63 Days and 30 minutes (for foreign via email) 105 Days and 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 full support package of Php 70,000.00 per semester/ Php28,000.00 per midyear term.



Option 2 - Giving a partial support package of Php 39,000.00 per semester/ Php16,000.00 per midyear term.

Option 3 - 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 4 - 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
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 Housing (OSH)

External Service



1. Attends to inquiry letters

Answers inquiries pertaining to dormitory application and other OSH services.

Office or Division:	Office of Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submits inquiry letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits inquiry letter to the front desk officer	1. Receives inquiry letter 1.1 Forwards letter to OIC/Director for evaluation and appropriate action 1.2 Returns letter to requesting client with appropriate action	None	1 Day	<i>Front Desk Personnel / OIC Director (OSH / Residence Hall)</i>
TOTAL:		None	1 Day	



2. Processing of Online Dorm Application

Processing of Students' request for dorm application.

Office or Division:	Office of Student Housing			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submission of PDF (soft) copy of the ff. requirements: a. ITR b. Printed Application Form c. Copy of Grades d. Admission Slip e. Form 5 2. CRS / Dilnet Account		1. Website: dormapplication.up.edu.ph 2. Computer Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student (client) should sign-up online at dormapplication.up.edu.ph using his/her CRS/Dilnet Account and upload PDF copy of requirements	1. Checks/validates online application & requirements	None	5 Minutes	<i>DAC Member/Secretariat (OVCSA)</i>
2. Logging-in of students for updates on dorm application	2. Evaluates & Computes points of dorm applicants	None	20 Days	<i>Dorm Application Comm (DAC)</i>
	2.1. Notify students on result of dorm application		1 Day	<i>DAC Secretariat (OVCSA)</i>
TOTAL:		None	21 Days, 5 Minutes	



3. Submission of appeal letter for disapproved / late applicants

Processing of appeal letter of disapproved & late dorm applicants

Office or Division:	Office of Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appeal letter (for disapproved dorm applicants) 2. Intent letter (for late dorm applicants) with the ff. requirements: a. Annual Income Tax Return (BIR Form No. 1701) b. Form 5 / Admission Slip c. Copy of Grades		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits appeal / intent letter	1. Receives appeal letter	None	1 Minute	<i>Receiving/Releasing Personnel (OSH)</i>
	1.1. Records appeal / intent letter	None	1 Minute	<i>Receiving/Releasing Personnel (OSH)</i>
	1.2. Forwards the appeal / intent letter to the OIC / Director for evaluation and appropriate action (approval/dis approval, etc.)	None	2 Days	<i>Officer-In-Charge / Director (OSH)</i>
		None	3 Minutes	<i>Receiving/Releasing Personnel</i>



	1.3 Returns letter to concerned student			(OSH)
2. Student receives letter with decision: - For Approved: 2.1. Student may check-in on the given date - For Disapproved: 2.2. Re-appeal / alternative action might be recommended	2. Records and release/ returns letter	None	3 Minutes	<i>Receiving/Releasing Personnel (OSH)</i>
TOTAL:		None	2 Days, 8 Minutes	

4. Processing of Approved Dorm Application and Checking-in (dorm assignment)

Processing of approved dorm application in preparation / during check-in period

Office or Division:	Office of Student Housing		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approved online dorm application 2. Fills-out and submit the following forms during check-in period: <ul style="list-style-type: none"> a. Residence hall agreement b. Parent's instruction sheet c. Appliance declaration form 		<ul style="list-style-type: none"> a. Dorm application website (dormapplication.upd.edu.ph) b. Concerned residence hall / dormitory 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirms the slot through the dorm application website (slot allocated is forfeited if not confirmed within 3 days). 1.5. Upon confirmation, student should check-in within the period announced at the dorm application website	1.Monitors confirmed dorm slot	None	1 Minute	<i>DAC Member/Secretariat (OVCSA)</i>
2. (During check-in period) Student must submit requirements needed by the residence hall/dormitory	2.Receives and checks required forms	None	10 Minutes	<i>Houseparent (Dormitory/Residence Hall)</i>
3. (Upon submission of requirements) Student receives dorm/room key	3.Issues dorm / room key	None	1 Minute	<i>Houseparent (Dormitory/Residence Hall)</i>
4. Student checks-in to his/her assigned room	4. Assist students in his/her assigned room	None	10 Minutes	<i>Household Attendant (Dormitory/Residence Hall)</i>
TOTAL:		None	32 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 of Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Residents' dorm ID 2. Residents' record of payment 3. Late Payment Appeal Form		Assigned dormitory/residence hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Resident checks and accepts issued dorm billing (surcharge of 1% per month is charged on late acceptance of billing)	1.Issuance of billing form (every 7 th day of the month)	*depending on the outstanding balance due for payment	2 Minutes	<i>Houseparent</i> Dormitory/Residence Hall
2. Resident pays dorm fee's to the Cashier's Office (and accepts official receipt)	2.Received payment and issues Official Receipt	*depending on the outstanding balance due for payment	3 Minutes	<i>Cashier Officer</i> Diliman Cash Office
3. Resident submits copy of the official receipt	3.Receives official receipt of payment	None	1 Minute	<i>Houseparent</i> Dormitory/Residence Hall
	3.1Encodes the official receipt to the record of payment, excel file and	None	2 Minutes	<i>Houseparent</i> Dormitory/Residence Hall



	dorm database 3.2 Secure and file copy			
TOTAL:		*depending on the outstanding balance due for payment	8 Minutes	

6. Checking out of the residents

Preparation for the checking-out period

Office or Division:	Office of 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 dormitory/residence hall and resident		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Resident receives and fills-out check-out form (for permanent or temporary check-out)	1. Issues check-out form	None	3 Minutes	<i>Houseparent</i> (Dormitory/Residence Hall)
2. Resident awaits approval of check-out form (clearance from accountabilities)	2. Checks residents record of payment	None	5 Minutes	<i>Houseparent</i> (Dormitory/Residence Hall)



	<p>2.1. If cleared, ready for checking-out</p> <p>2.2. If with accountability, the resident is tagged in the CRS</p>			
3. Tagged residents must settle and secure clearance from accountabilities / deficiencies	<p>3. Receives clearance form</p> <p>3.1 For Dorm Accountability: settle payment at cashier's office</p> <p>3.2 Form Dorm violation: advise and dialogue with the Dorm Manager</p>	<p>1.1. None</p> <p>1.2. *depending if with outstanding balance due for payment</p> <p>1.3. None</p>	1 Day	<i>Houseparent</i> (Dormitory/Residence Hall)
4. Approved check-out form, resident may get his/her personal things and may check-out from the dormitory	4. Assist residents during check-out	None	15 Minutes	<i>Household Attendant</i> (Dormitory/Residence Hall)
5. Surrenders dorm key	5. Receives dorm key	None	1 Minute	<i>Houseparent/Household Attendant/Security Guard</i> (Dormitory/Residence Hall)
TOTAL:		None	1 Day, 24 Minutes	

7. Online tagging and untagging of residents during enrollment period

Online tagging and untagging of residents' accountabilities (long overdue bills, dorm violation, broken or lost dorm property) during enrollment period.

Office or Division:	Office of 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. Students' CRS Account		UP Office of Student Housing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. During enrollment period, residents with dorm accountability(ies) request for untagging	1. Dorm Manager sends letter to OIC / Director (provided with students information) 1.2. OIC / Director recommends/instructs staff in-charge to untag resident(s) 1.3. Staff in charge untags resident(s)	None	5 Minutes	<i>Dormitory Manager / Officer-in-Charge / OSH Staff (OSH)</i>
2. Resident student is notified on CRS untagging, and ready for enrollment	2. Informs student via CRS account	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 complaints

Office or Division:	Office of Student Housing
Classification:	Simple
Type of Transaction:	Government to Citizen



Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal / intent letter		UP Office of Student Housing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits appeal letter (endorsed by the Dormitory Manager)	1. Receives and records appeal letter 1.1. Letter is forwarded to the OIC / Director 1.2. OIC / Director recommends necessary action on students concern	None	1 Minute a. 2 Days	<i>Receiving / Releasing Personnel (OSH)</i> a. <i>OIC / Director (OSH)</i>
2. Student resident receives letter with recommendation	2. Releases letter to concerned student resident	None	1 Minute	<i>Receiving / Releasing Personnel (OSH)</i>
TOTAL:		None	2 Days, 2 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 of Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UP Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submits inquiry letter		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits inquiry letter to the front desk officer	1. Receives inquiry letter 1.1 Forwards letter to OIC/Director for evaluation and appropriate action 1.2 Returns letter to requesting client with appropriate action	None	1 Day	Front Desk Personnel / OIC Director (OSH / Residence Hall)
TOTAL:		None	1 Day	



Office of Student Projects and Activities (OSPA)

External Service



1. Request of Student Organization for 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 Org., College – Registered Org., Individual Student / Class Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Approval Form (AAF)	Office of Student Projects and Activities (OSPA)
2. Letter of Intent addressed to VCSA	Requesting Party
3. Letter of request addressed to VCCA	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. Submit duly accomplished AAF with complete attachments	1. Receive and accept completely filled up AAF	None	1 Day	Receiving Personnel OSPA
2. Receive tracking number	2. Process AAF and give the tracking number to the applicant	None	1 Day	Receiving Personnel OSPA
	2.1 Secure endorsement of OSPA Coordinator	None	1 Day	Coordinator OSPA
	2.2 Secure approval of VCSA	None	1 Day	Vice Chancellor for Student Affairs OVCSA
	2.3 Secure approval of VCCA	None	5 Days	Vice Chancellor for Community Affairs OVCCA
3. Track the status of your AAF	3. Return AAF to OSPA for releasing	None	1 Day	Releasing Personnel OSPA



TOTAL	None	10 Days	
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2. Request of Student Organization for Police Assistance

Request for Police Assistance 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 Org., College – Registered Org., 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 VCSA		Requesting Party		
3. Letter of request addressed to VCCA		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished AAF with complete attachments	1. Receive and accept completely filled up AAF	None	1 Day	<i>Receiving Personnel</i> OSPA
2. Receive tracking number	2. Process AAF and give the tracking number to the applicant	None	1 Day	<i>Receiving Personnel</i> OSPA
	2.1 Secure endorsement of OSPA Coordinator	None	1 Day	<i>Coordinator</i> OSPA
	2.2 Secure approval of VCSA	None	1 Day	<i>Vice Chancellor for Student Affairs</i> OVCSA
	2.3 Secure approval of VCCA	None	5 Days	<i>Vice Chancellor for Community Affairs</i> OVCCA
3. Track the status of your AAF	3. Return AAF to OSPA for releasing	None	1 Day	<i>Releasing Personnel</i> OSPA
TOTAL		None	10 Days	



3. Request of Student Organization for Posting of Posters

Request for Posting of Posters of Student Organization's Activity

Office or Division:		Office of Student Projects and Activities (OSPA)		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		University – Registered Student Org., College – Registered Org., 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 VCSA		Requesting Party		
3. Sample poster		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished AAF with complete attachments	1. Receive and accept completely filled up AAF	None	1 Day	<i>Receiving Personnel</i> OSPA
2. Receive tracking number	2. Process AAF and give the tracking number to the applicant	None	1 Day	<i>Receiving Personnel</i> OSPA
	2.1 Secure endorsement of OSPA Coordinator	None	1 Day	<i>Coordinator</i> OSPA
	2.2 Secure approval of VCSA	None	1 Day	<i>Vice Chancellor for Student Affairs</i> OVCSA
3. Track the status of your AAF	Return AAF to OSPA for releasing	None	1 Day	<i>Releasing Personnel</i> OSPA
TOTAL		None	5 Days	



4. Request of Student Organization for Tarpaulin Posting

Request for Tarpaulin Posting 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 Org., College – Registered Org., 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 VCSA		Requesting Party		
3. Letter of request addressed to VCCA		Requesting Party		
4. Sample tarpaulin with dimensions		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished AAF with complete attachments	1. Receive and accept completely filled up AAF	None	1 Day	<i>Receiving Personnel</i> OSPA
2. Receive tracking number	2. Process AAF and give the tracking number to the applicant	None	1 Day	<i>Receiving Personnel</i> OSPA
	2.1 Secure endorsement of OSPA Coordinator	None	1 Day	<i>Coordinator</i> OSPA
	2.2 Secure approval of VCSA	None	1 Day	<i>Vice Chancellor for Student Affairs</i> OVCSA
	2.3 Secure approval of VCCA	None	5 Days	<i>Vice Chancellor for Community Affairs</i> OVCCA
3. Track the status of your AAF	3. Return AAF to OSPA for releasing	None	1 Day	<i>Releasing Personnel</i> OSPA
TOTAL		None	10 Days	



5. Request of Student Organization for using UP Trademarks

Request for using UP Trademarks 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 Org., College – Registered Org., 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 VCSA		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. Submit duly accomplished AAF with complete attachments	1. Receive and accept completely filled up AAF	None	1 Day	<i>Receiving Personnel</i> OSPA
2. Receive tracking number	2. Process AAF and give the tracking number to the applicant	None	1 Day	<i>Receiving Personnel</i> OSPA
	2.1 Secure endorsement of OSPA Coordinator	None	1 Day	<i>Coordinator</i> OSPA
	2.2 Secure approval of VCSA	None	1 Day	<i>Vice Chancellor for Student Affairs</i> OVCSA
3. Track the status of your AAF	3. Return AAF to OSPA for releasing	None	1 Day	<i>Releasing Personnel</i> OSPA
TOTAL		None	5 Days	



6. Request of Student Organization for use of College Venue

Request for using College Venue of Student Organization's Activity

Office or Division:		Office of Student Projects and Activities		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		University – Registered Student Org., College – Registered Org., 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 VCSA		Requesting Party		
3. Letter of request to the College Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished AAF with complete attachments	1. Receive and accept completely filled up AAF	None	1 Day	<i>Receiving Personnel</i> OSPA
2. Receive tracking number	2. Process AAF and give the tracking number to the applicant	None	1 Day	<i>Receiving Personnel</i> OSPA
	2.1 Secure endorsement of OSPA Coordinator	None	1 Day	<i>Coordinator</i> OSPA
	2.2 Secure approval of VCSA	None	1 Day	<i>Vice Chancellor for Student Affairs</i> OVCSA
3. Track the status of your AAF	3. Return AAF to OSPA for releasing	None	1 Day	<i>Releasing Personnel</i> OSPA
TOTAL		None	5 Days	



7. Request of Student Organization for Vehicle Entry

Request for vehicle entry

Office or Division:	Office of Student Projects and Activities			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	University – Registered Student Org., College – Registered Org., 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 VCSA		Requesting Party		
3. Letter of request addressed to Vice Chancellor for Community Affairs		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished AAF with complete attachments	1. Receive and accept completely filled up AAF	None	1 Day	<i>Receiving Personnel</i> OSPA
2. Receive tracking number	2. Process AAF and give the tracking number to the applicant	None	1 Day	<i>Receiving Personnel</i> OSPA
	2.1 Secure endorsement of OSPA Coordinator	None	1 Day	<i>Coordinator</i> OSPA
	2.2 Secure approval of VCSA	None	1 Day	<i>Vice Chancellor for Student Affairs</i> OVCSA
	2.3 Secure approval of VCCA	None	5 Days	<i>Vice Chancellor for Community Affairs</i> OVCCA
3. Track the status of your AAF	3. Return AAF to OSPA for releasing	None	1 Day	<i>Releasing Personnel</i> OSPA
TOTAL		None	10 Days	



8. Request of Student Organization for Dry-Goods Sale / Brand Sale

Request for Dry-Goods Sale / Brand Sale 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 Org., College – Registered Org., 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 VCSA		Requesting Party		
3. Letter of request addressed to BCO Director		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. Submit duly accomplished AAF with complete attachments	1. Receive and accept completely filled up AAF	None	1 Day	<i>Receiving Personnel</i> OSPA
2. Receive tracking number	2. Process AAF and give the tracking number to the applicant	None	1 Day	<i>Receiving Personnel</i> OSPA
	2.1 Secure endorsement of OSPA Coordinator	None	1 Day	<i>Coordinator</i> OSPA
	2.2 Secure approval of VCSA	None	1 Day	<i>Vice Chancellor for Student Affairs</i> OVCSA
3. Track the status of your AAF	3. Return AAF to OSPA for releasing	None	1 Day	<i>Releasing Personnel</i> OSPA
TOTAL		None	5 Days	



University Food Service (UFS)

External Service



1. Provision of meals for student-athletes

Request of student-athletes for provision of meals

Office or Division:	UFS Cafeteria			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD student-athletes			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved letter of request from the Chancellor			1. Approved letter of request from UPD Varsity Sports Office	
2. Budget Clearance			2. Budget Office	
3. List of student-athletes			3. UPD Varsity Sports Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved request to UFS	1.1 Receive duly approved request	PHP 150/day/athlete	5 Minutes	<i>Supervisor-in-Charge</i> UFS Cafeteria
TOTAL		PHP 150/day/athlete	5 Minutes	

2. Preparation of payment for suppliers/dealers

Request of suppliers/dealers for payment of goods

Office or Division:	UFS Administrative Office			
Classification:	Complex			
Type of Transaction:	Government to Business			
Who may avail:	Suppliers/dealers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sales Invoice			Suppliers/dealers	
2. Price quotation			Quotation form from UFS or quotation prepared by suppliers/dealers	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit sales invoice and price quotation	1.1 Receive sales invoice and price quotation	None	10 Minutes	Receiving Personnel UFS Administrative Office
	1.2 Prepare DV, BUR, PR, PO and IER	None	10 Minutes	UFS Accountant UFS Administrative Office
	1.3 Attach APP, ICS, PAR, Stock Position Sheet, Waste Material, Pre-repair, Trip ticket Reports	None	10 Minutes	UFS Accountant UFS Administrative Office
TOTAL		None	30 Minutes	

3. Preparation of billing

For payment of food orders by requesting parties

Office or Division:	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	
Delivery receipt			UFS Bakeshop, Catering, Cafeteria or Law Canteen	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery receipt acknowledged by the clients	1.1 Receive acknowledged delivery receipt	None	1 Minute	Administrative Officer UFS
	1.2 Prepare billing	None	3 Minutes	Administrative Officer UFS
TOTAL		None	4 Minutes	



4. Issuance of Official Receipt

For acknowledgment of payment received.

Office or Division:	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		
Delivery receipt/order slip/billing		UFS Bakeshop/ Catering/ Cafeteria/Law Canteen; Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit delivery receipt/order slip/billing; cash or check	1. Issue official receipt	None	1 Minute	<i>Special Collecting Officer</i> UFS
TOTAL		None	1 Minute	

5. Practical training for students

Processing of request for practical training for students of Food and Nutrition-related courses and business and entrepreneur courses.

Office or Division:	UFS			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UPD students of Food and Nutrition-related courses and business and entrepreneur courses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official letter to be submitted one month prior to actual training		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Acknowledge request	None	5 Minutes	<i>Supervisor-in-Charge</i> UFS



	1.2 Discuss the content of training	None	1 Hour	<i>Food Supervisor</i> UFS
	TOTAL	None	1 Hour, 5 Minutes	



University Food Service (UFS)

Internal Service



1. Provision of catering services i.e. sit-down and big volume orders

Request of UPD offices and colleges for provision of catering orders.

Office or Division:	UFS Catering			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UPD offices and colleges			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished request form/letter/email at least two (2) weeks prior to actual service			Request form from UFS; letter/email from requesting party	
2. Duly signed conforme			UFS Catering	
3. Budget clearance			Budget Office	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form or request letter/email to UFS	1.1 Receive duly accomplished request form or request letter/email	Refer to table of fees	5 Minutes	<i>Receiving Personnel</i> UFS Catering
	1.2. Discuss with clients i.e. food preferences, number of guests etc.	None	30 Minutes	<i>Reservation-in-Charge</i> UFS Catering
2. Submit signed conforme and budget clearance to UFS	2.1 Receive the signed conforme and budget clearance	None	5 Minutes	<i>Reservation-in-Charge</i> UFS Catering
TOTAL		None	40 Minutes	



UNIVERSITY FOOD SERVICE

**BUFFET BREAKFAST with Waiter Service
@ 175 .00/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
Egg Omelet
Rice
Fruit
Bottled water

SET E

SET F



Ham Steak
 Swedish Hotdog
 Sunny Side Up
 Rice
 Fruit
 Bottled water

Fried Tinapa
 Ham Steak
 Red Egg+ tomatoes
 Rice
 Fruit
 Bottled water



UNIVERSITY FOOD SERVICE

**PACKAGE OF P 450.00/COVER
 BUFFET LUNCH W/ WAITER SERVICE AND 2 PACKED SNACKS**

MENU

Set	Am Snack	Buffet Lunch	Pm Snack
A	<ul style="list-style-type: none"> Banana Cake Bottled Juice 	<ul style="list-style-type: none"> Creamy Beef Stroganoff Parmesan Crusted Chicken Pinakbet Tagalog Rice Coffee Jelly Cucumber Juice Bottled Water 	<ul style="list-style-type: none"> Baked Mac Garlic Bread Bottled Juice
B	<ul style="list-style-type: none"> Ube Ensaymada Bottled Juice 	<ul style="list-style-type: none"> Beef Mechado Daing Na Bangus Chopsuey W/ Chicken Liver Rice Brazo De Mercedes Iced Tea W/ Lemon Juice Bottled Water 	<ul style="list-style-type: none"> Pancit Bihon Guisdo Garlic Bread Bottled Juice
C	<ul style="list-style-type: none"> Pande Espania Bottled Juice 	<ul style="list-style-type: none"> Spicy Buffalo Wings Grilled Fish W/ Leek Sauce 	<ul style="list-style-type: none"> Blueberry Muffin Bottled Juice



		<ul style="list-style-type: none"> • Fried Vegetable Lumpia W/ Vinegar Dip • Rice • Buko Pandan Salad • Pineapple Juice • Bottled Water 	
D	<ul style="list-style-type: none"> • Adobo Pandesal • Bottled Juice 	<ul style="list-style-type: none"> • Chicken Caldereta • Pinaputok Na Tilapia • Sitaw At Kalabasa Guisado • Rice • Cream Puff • Cucumber Juice • Bottled Water 	<ul style="list-style-type: none"> • Ham And Cheese Baguette W/ TLC • Bottled Water
E	<ul style="list-style-type: none"> • Taisan Cake • Bottled Juice 	<ul style="list-style-type: none"> • Beef Steak W/ Onion Rings • Roasted Chicken • Chopsuey W/ Chicken Liver • Rice • Baked Cheesecake • Iced Tea W/ Lemon Juice • Bottled Water 	<ul style="list-style-type: none"> • Siopao Asado • Bottled Juice

SET: PACKED SNACKS @ 60.00/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 with 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 Espania with Ham and Cheese+ bottled Juice (350 ml)
- ❖ Choco vanilla mammon + bottled Juice (350 ml)
- ❖ Mocha vanilla mammon + bottled Juice (350 ml)



SET: PACKED SNACKS @85.00/COVER

- ❖ Chicken Sotanghon With Garlic Bread + Bottled Juice (350 MI)
- ❖ Golden Pansit With Garlic Bread + Bottled Juice (350 MI)
- ❖ Pansit Canton Guisado With Garlic Bread + Bottled Juice (350 MI)
- ❖ Pansit Bijon With Garlic Bread + Bottled Juice (350 MI)
- ❖ Miki Bijon With Garlic Bread + Bottled Juice (350 MI)
- ❖ Bam-I With Garlic Bread + Bottled Juice (350 MI)
- ❖ Pansit Lomi With Garlic Bread + Bottled Juice (350 MI)
- ❖ Baked Mac With Garlic Bread + Bottled Juice (350 MI)
- ❖ Meaty Spaghetti With Garlic Bread + Bottled Juice (350 MI)
- ❖ Chicken Baguette Sandwich W/ TLC+ Bottled Juice
- ❖ Tuna Baguette Sandwich W/ TLC + Bottled Juice
- ❖ Ham And Cheese Baguette Sandwich W/ TLC + Bottled Juice

SET: PACKED SNACKS @ 100.00/COVER

- ❖ Penne Putanesca with garlic Bread
- ❖ Tuna Arabiatta with garlic Bread + bottled Juice (350 ml)
- ❖ Tuna Carbonara with garlic Bread + bottled Juice (350 ml)
- ❖ Tuna Linguine with garlic Bread + bottled Juice (350 ml)
- ❖ Fresh Tomato with Mango Salsa Pasta with garlic Bread + bottled Juice (350 ml)
- ❖ Fettucine Alfredo with garlic Bread + bottled Juice (350 ml)
- ❖ Pasta Marinara with garlic Bread + bottled Juice (350 ml) (vegetarian)
- ❖ Italian Pasta with garlic Bread + bottled Juice (350 ml)

OTHER SNACKS	PER COVER
<ul style="list-style-type: none"> • Roast Beef Wheat Bread Sandwich + Bottled Juice (350ml) • Lasagna W/ Garlic Bread + Bottled Juice (350ml) 	P 150.00
<ul style="list-style-type: none"> • Cheese Burger+ Bottled Juice (350ml) 	P 115.00
<ul style="list-style-type: none"> • Burger + Bottled Juice (350ml) • Clubhouse Sandwich + Bottled Juice (350ml) 	P 105.00



<p>MUFFINS with Bottled Juice</p> <ul style="list-style-type: none"> • CHOCOLATE MUFFIN • BLUEBERRY MUFFIN • CARROT MUFFIN • BANANA MUFFIN • CHEESE MUFFIN • STRAWBERRY MUFFIN <p>Note: Available only in the afternoon.</p>	<p>P 85.00</p>
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2. Provision of meals/snacks for walk-in customers

Request of UPD offices and colleges for provision of meals/snacks in small volume

Office or Division:	UFS Cafeteria; Law Canteen; Bakeshop and Cafê			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	UPD offices and colleges			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished form/letter/email if to be paid on credit			Request form from UFS; letter/email from requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form or request letter/email to UFS	1.1 Receive duly accomplished request form or request letter/email	Refer to table of fees	5 Minutes	<i>Supervisor-in-Charge</i> UFS Cafeteria; Law Canteen; Bakeshop and Cafê
	1.2. Discuss with the clients i.e. food preferences, number of guests etc.	None	10 Minutes	<i>Supervisor-in-Charge</i> UFS Cafeteria; Law Canteen; Bakeshop and Cafê



TOTAL	None	15 Minutes	
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UNIVERSITY FOOD SERVICE

MENU

Breakfast	Price (Php)
Beef Tapa w/ Rice	75
Cheesedog w/ Rice	40
Chicken Hotdog w/ Rice	40
Chicken Longganisa w/ Rice	40
Chicken Tocino w/ Rice	40
Corned Beef w/ Rice	40
Fried Eggplant w/ Rice	42
Garlic Longganisa w/ Rice	40
Ham Roll w/ Rice	40
Ham Steak w/ Rice	40
Hungarian Sausage w/ Rice	40
Jumbo Hotdog w/ Rice	40
Omelette	25
Pork Tapa w/ Rice	65
Pork Tocino w/ Rice	40
Regular Hotdog w/ Rice	40
Salted Egg w/ Tomatoes	25
Salted Egg w/ Tomatoes and Rice	40
Sauteed Tuna w/ Rice	40
Scrambled Egg	25
Scrambled Egg w/ Rice	40
Skinless Longganisa w/ Rice	40
Sunny Side Up Egg	12
Swedish Sausage w/ Rice	40
Tinapa w/ Rice	40
Tortang Talong w/ Rice	50
Tuyo w/ Rice	40
Arrozcaldo	25
Arrozcaldo w/ Egg	30



Bihon Guisado	40
Canton Guisado	40
Chamorado	30
Chicken Sopas	30
Chicken Sotanghon Soup	35
Golden Pancit	40
Lomi Soup	40
Lomi Guisado	40
Lugaw, plain	25
Lugaw w/ Boiled Egg	30
Sotanghon Guisado	40
Boiled Saba	10
Boiled Camote	15
Boiled Egg	12

Snacks	Price (Php)
Baked Mac	50
Carbonara	50
Chicken Pesto Pasta	50
Palabok	45
Pasta Alfredo	50
Pasta Marinara	50
Spaghetti	45
Bananacue	20
Biko	15
Camote Fritters	15
Cassava Cake	15
Ginataang Bilo-Bilo	25
Maja de Mais	15
Maruya	15
Palitaw	8
Pichi-pichi	15
Puto, plain	6
Puto w/ Cheese	8
Sweetened Saba	15
Sweetened Camote	15
Turon	15
Nilagang Mais	30
Clubhouse Sandwich	75
Plain Sandwich	45
Baguette w/ TLC	55

Lunch	Price (Php)
Vegetable Dish (ala carte)	Note: Add Php 12 (with rice)
Ampalaya con Carne	30



Ampalaya w/ Egg	30
Buttered Vegetables	30
Cabbage Guisado w/ Chicken	30
Cabbage Guisado w/ Tuna	30
Baguio Beans Guisado	30
Chopsuey	30
Corn and Carrots Guisado	30
Ensaladang Labanos	30
Ensaladang Talong	30
Fresh Lumpia Ubod	35
Ginataang Kalabasa	30
Ginataang Langka	30
Ginataang Puso ng Saging	30
Ginataang Sitaw at Kalabasa	30
Ginataang Papaya	30
Ginisang Sitaw at Kalabasa	30
Gising Gising	30
Kilawing Puso ng Saging	30
Labong	30
Laing	30
Lumpia Togue, fried	15
Mongo Guisado	30
Pakbet Ilocano	30
Pakbet Tagalog	30
Papaya w/ Sardines	30
Patola con Misua	30
Pechay Guisado w/ Tofu	30
Sayote and Carrots Guisado	30
Sayote Guisado	30
Steamed Vegetables w/ Bagoong	30
Stir-fried Kangkong w/ Tofu	30



Suam na Mais	30
Togue Guisado	30
Upo Guisado	30
Upo Picadillo	30
Sayote Picadillo	30
Stir-fried Vegetables	30
Pork Dishes (ala Carte)	Note: Add Php 10 (with rice)
Batchoy	55
Bicol Express	55
Breaded Porkchop	55
Lechon Kawali	55
Lechon Paksiw	55
Embutido	55
Lumpia Shanghai	55
Pork Giniling	55
Grilled Liempo	65 (55 for small cut)
Grilled Porkchop	65 (55 for small cut)
Pork Pochoero	55
Pork Adobado	55
Pork Adobo	55
Pork Afritada	55
Pork ala Cubana	55
Pork ala Pobre	55
Pork Asado	55
Pork Barbecue	55
Pork Binagoongan	55
Pork Caldereta	55
Pork Curry	55
Pork Estofado	55
Pork Hamonado	55
Pork Hawaiian	55
Pork Humba	55
Pork Igado	55
Pork Kare-Kare	55
Pork Mechado	55
Pork Menudo	55



Pork Nilaga	55
Pork Sinigang	55
Pork Sisig	55
Pork Steak	55
Pork Tokwa con Tausi	55
Pork w/ Oyster Sauce	55
Roast Pork	55
Sweet and Sour Pork Meatballs	55
Sweet and Sour Pork Strips	55
Tokwa't Baboy	55
Chicken Dishes (ala Carte)	Note: Add Php 10 (with rice)
Buffalo Chicken Wings	55
Chicken Adobo	55
Chicken Adobo sa Gata	55
Chicken Afritada	55
Chicken Asado	55
Chicken Barbecue	55
Chicken ala King	55
Chicken Caldereta	55
Chicken Casserole	55
Chicken Cordon Bleu	55
Chicken con Cassi	55
Chicken Curry	55
Chicken Estofado	55
Chicken Hamonado	55
Chicken Inasal	65 (55 for small cut)
Chicken Liver Adobo	55
Chicken Lollipop	55
Chicken Mechado	55
Chicken Pochero	55
Chicken Teriyaki	55
Chicken Tinola	55
Chicken w/ Cashew	55
Chicken w/ Mushroom	55
Chicken w/ Pineapple	55
Chicken w/ tausi and tokwa	55
Chicken in Oyster Sauce	55
Crusted Chicken Parmesan	55
Fried Chicken	55
Garlic Chicken	55
Honey Lemon Chicken	55
Roasted Chicken	55
Rosemary Chicken	55
Sinampalukang Manok	55
Chicken Tinola sa Gata	55
Beef Dishes (ala Carte)	Note: Add Php 10 (with rice)
Beef ala Cuabana	65
Beef w/ Broccoli	65
Beef Caldereta	65



Beef Nilaga	65
Beef Salpicao	65
Beef Kare-Kare	65
Beef Mechado	65
Beef Steak	65
Beef Stroganoff	65
Beef Teriyaki	65
Beef w/ Mushroom	65
Beef w/ Oyster Sauce	65
Burger Steak	65
Roast Beef	65
Beef Sinigang	65
Korean Beef Stew	65
Beef ala Pobre	65

Fish Dishes (ala Carte)	Note: Add Php 10 (with rice)
Bangus Sisig	55
Daing na Bangus	55
Bangus ala Pobre	55
Bangus Steak	55
Fish Sarciado	55
Fish Fillet w/ Garlic Mayo Dip	55
Fried Tilapia	55
Fish Fillet in Leek Sauce	55
Fish Fillet w/ Tofu in Tausi Sauce	55
Fish Fingers	55
Paksiw na Bangus	55
Pinais na Bangus	55
Relleno Bangus	65
Bangus Sardines	65
Sweet and Sour Fish Fillet	55
Fried Tanigue	65
Sinigang na Bangus	55
Fish Shanghai	55
Dessert	Price (Php)
Banana, Lacatan (depends on size)	10/ 12/ 15
Mixed Fresh Fruits	35
Mango Tapioca	25
Buco Pandan	25
Fruit Salad	25
Coffee Jelly	25
Fancy Cake Bars	Price (Php)
Decadent Caramel Bar	20
Brownies	15
Cream Puff	15
Yema Cake	15
Russian Tart	15
Carrot Cake	15



Macaroons	6
Avocado Cake	15
Yema Tart	12
Baked Cheesecake	20
Brazo de Mercedes	15
Butterscotch	15
Revel Bar	20
Beverages	Price (Php)
Bottled Water	12
Brewed Coffee (Law)	15
3-in-1 Coffee	12
Sola in Can (Law)	25
Calamansi Soda in can (Law)	25
Dalandan Soda in can (Law)	25
Smart C	20
Yakult	10
Chuckie	30
Milo (tetra)	30
Milo (sachet)	12
Bear Brand (Tetra)	35
Bear Brand (sachet)	15
Gatorade	36
Cookies	Price (Php)
Oatmeal Raisin	75
Chocolate Crinkles	75
Choco Chip Cookies	75
Camachile Cookies	50
Cornstarch Cookies	50
Butter Cookies	35
Peanut Butter Cookies	40
Sesame Seed Cookies	40
Assorted Biscuits	10
Cake Roll (per slice)	Price (Php)
Strawberry Roll	40
Ube Roll	40
Yema Roll	40
Chocolate Roll	40
Brazo de Mercedes	40
Mocha	40
Double Dutch	45
Cake Roll (half)	Price (Php)
Strawberry Roll	250
Ube Roll	250
Yema Roll	250
Chocolate Roll	250
Brazo de Mercedes	225
Cake Roll (whole)	Price (Php)
Strawberry Roll	450
Ube Roll	450



Yema Roll	450
Chocolate Roll	450
Brazo de Mercedes	450
Mocha	450
Double Dutch	480
Cake Round (per slice)	Price (Php)
Choco Moist	65
Black Forest	65
Tiramisu	65
Coffee Crumble	65
Choco Mousse	65
Ube Cake	65
Mango Torte	75
Strawberry Cheesecake	75
Blueberry Cheesecake	75
Oreo Cheesecake	75
Sans Rival	75
Choco Bomb	85
Cake Round (whole)	Price (Php)
Choco Moist	750
Black Forest	750
Tiramisu	750
Coffee Crumble	750
Choco Mousse	750
Ube Cake	750
Mango Torte	750
Strawberry Cheesecake	850
Blueberry Cheesecake	850
Oreo Cheesecake	850
Sans Rival	850
Choco Bomb	950
Others	Price (Php)
Garden Salad w/ Dressing	35

3. Preparation of billing

For payment of food orders by requesting parties

Office or Division:	UFS Administrative Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UPD offices and colleges



CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Delivery receipt				UFS Bakeshop, Catering, Cafeteria or Law Canteen
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery receipt acknowledged by the clients	1.1 Receive acknowledged delivery receipt	None	1 Minute	<i>Administrative Officer</i> UFS
	1.2 Prepare billing	None	3 Minutes	<i>Administrative Officer</i> UFS
TOTAL		None	4 Minutes	



All Academic Units / Colleges

External Services



1. Request for Certifications / Documents

- a. Diploma
- b. Candidacy for Graduation
- c. Candidacy for Graduation with General Weighted Average (GWA)/
Course Weighted Average (CWA)
- d. Credited Subjects
- e. Course Weighted Average (CWA)
- f. Course Weighted Average (CWA with rank)
- g. Eligible for Readmission
- h. Enrolled in Residency
- i. Enrollment
- j. Good Standing
- k. Graduate courses not credited for undergraduate
- l. General Weighted Average (GWA)
- m. General Weighted Average (GWA with Percentage)
- n. General Weighted Average (GWA with Rank)
- o. No Pending Case / Good Moral Character
- p. Non-Contract
- q. Remaining Units
- r. Scholastic Standing
- s. 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 2. Payment Order Form		Office of the College Secretary (OCS)		
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	1. Receive Request form and issue Payment Order Form	PHP 20.00	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		10 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
3. Submit OR to OCS	3.1. Receive OR 3.2. Evaluate status of student 3.3. Prepare certificate. 3.4. Forward to the College Secretary for signature. 3.5. Sign Certificate / Documents		2 Days	<i>Receiving Personnel</i> Office of the College Secretary College Secretary
4. Claim requested Certificate / Documents	4. Release Certificate / Documents		5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL		PHP 20.00	2 Days and 20 Minutes	

2. 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	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) 2. Photocopy of valid ID of the representative 3. Photocopy of graduate's valid ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request Form	1. Check status of student in the Computerized Registration System (CRS)	None	15 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Receive diploma	2. Release diploma	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL		None	20 Minutes	

3. 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		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Permit to Enroll Form	1. Receive Permit to	None	15 Minutes	<i>Receiving Personnel Office of</i>



and accomplish Application for Non-Major/Non-Degree Form	Enroll Form and accomplish Application for Non-Major/Non-Degree Form			the College Secretary
2. Go to College Secretary / Program Adviser (Graduate Director / Undergraduate Committee Chair) for Consultation	2.1. College Secretary / Program Adviser advises student	None	1 Day	<i>College Secretary / Program Adviser</i>
	2.2. Check and change status of student through Computerized Registration System (CRS) and Prepare the College Admission Form	None	1 Day	<i>Receiving Personnel Office of the University Registrar</i>
4. Receive College Admission Slip	4. Release College Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL		None	2 Days and 20 Minutes	

4. 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		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 signed by instructor	1.1 Received copy of accomplished form	None *Subject to fines if exceeds deadline of filing	4 Hours	<i>Receiving Personnel Office of the College Secretary</i>
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 Office of the College Secretary</i>
TOTAL		None	4 Hours and 5 Minutes	

5. 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:	Highly Technical
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);	
Office of the College Secretary	



1. Change of Program Form; Application Form (S1 from one Department to another) 2. Student Directory Form (2 copies)	
4. True Copy of Grades (TCG)	Office of the University Registrar
For S2 (Undergraduate Students within UP Diliman): 1. Application Form 2. Student Directory Form (2 copies)	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)	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. Payment Order Form 3. Student Directory Form (2 copies)	Office of the College Secretary
4. Original and photocopy of OTR / TCG (Grade of 2.25 within Diliman, depends on program applied for, Completed 30 units)	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 T2 (Transfer from other universities) 1. Student Directory Form (2 copies)	Office of the College Secretary
2. Original and photocopy of OTR / TCG (Grade of 2.00, depends	Office of the University Registrar



on program applied for, Completed 33 units)				
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)		University Health Service (UHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Payment Order Form (For S1, S2, and T1) and pay at the UP Cashier's Office	1. Issue Payment Order Form	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary <i>Special Collecting Officer</i> UP Cashier's Office
2. Submit properly accomplished Application Form (For S1, S2, and T1), Official Receipt (OR), and other requirements (OTR, Student Directory, Certifications)	2.1. Receive Application Form with Official Receipt (OR) and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
	2.2. Evaluate and process application.	None	1 Day	
3. Receive College Admission Slip.	3. Issue College Admission Slip.	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
5. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the University Registrar (OUR)	5. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of College	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary



to receive the University Admission Slip.	Admission Slip			
6. Submit University Admission Slip from OUR	6. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL		None	1 Day and 1 Hour	

6. Process Application for Admission of New Graduate Students

Process Application for Admission of New Graduate Students

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
2. Certificate of Good Moral Character 3. Two (2) pieces of 2x2 picture 4. Employment Certificate (if applicable)		Requesting Party
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	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	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel Office</i> 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 Office</i> of the College Secretary
5. Submit all original documents and receive College Admission Slip	5. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>
6. 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.	6. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of College Admission Slip	None	10 Minutes	<i>Receiving Personnel Office</i> of the College Secretary
7. Submit University Admission Slip from OUR	7. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office</i> of the College Secretary



TOTAL	PHP 500.00	21 Days and 1 Hour	
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7. 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	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	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
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 Graduate and Fellowships Office</i>
	3.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	<i>Receiving Personnel Office of the College Secretary</i>
5. Submit all original documents and receive College Admission Slip	5. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>
6. 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.	6. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of College Admission Slip	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
7. Submit requirements to the Office of International Linkages Diliman	7. Receive requirements and issue Study Permit	None	1 Hour (Paused-clock)	<i>Receiving Personnel Office of International Linkages Diliman</i>



(OILD) to receive Study Permit				
8. Submit Study Permit and requirements to OUR	8. Receive requirements	None	1 Hour (Paused-clock)	<i>Receiving Personnel Office of the University Registrar</i>
9. Submit University Admission Slip from OUR	9. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL		PHP 500.00	21 Days and 3 Hours	

8. 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		
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 Office of the Dean	1.1 Receiving Personnel acknowledges receipt of document with Receiving	None	1 Day	<i>Receiving Personnel Office of the Dean</i> <i>Dean</i>



	stamp and signature. 1.2 Receiving Personnel forwards document to the Dean for evaluation. 1.3 Dean decides whether to accept or decline the request			
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, etc.) to inform client that the Dean's response is ready for pick-up	None	30 Minutes	<i>Receiving Personnel Office of the Dean</i>
TOTAL		None	1 Day and 30 Minutes	

9. 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:	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			Office of the Dean	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Client submits Letter of Request to the Office of the Dean	1.1 Receiving Personnel acknowledges receipt of document with Receiving stamp and signature. 1.2 Receiving Personnel forwards document to the Dean for evaluation. 1.3 Dean decides whether to accept or decline the request	None	1 Day	<i>Receiving Personnel</i> Office of the Dean <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, etc.) to inform client that the Recommendation/Endorsement Letter is ready for pick-up	None	30 Minutes	<i>Receiving Personnel</i> Office of the Dean
TOTAL		None	1 Day and 30 Minutes	



10. 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 2. Permit to Enroll		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Permit to Overload / Underload Form	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	<i>Receiving Personnel Office of the College Secretary</i>
2. Consult with the College Secretary	2. Receive and approve Permit to Overload / Underload Form	None	1 Day	<i>College Secretary</i>
TOTAL		None	1 Day and 10 Minutes	



11. 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	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	None	3 Days	<i>Department Chairman</i> <i>Receiving Personnel Office of the Dean</i>



	1.5. Forward to the Office of the Dean for approval 1.6. Approve / Disapprove request for substitution form			<i>Dean</i>
2. Claim request for substitution form	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 and 5 Minutes	

12. 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 3. Adviser's certification re: remaining deficiencies (for graduating students only) 4. Certificate of Scholastic Standing		Office of the College Secretary		
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	1.1. Receive properly accomplished Request to Cross-Register Form and other	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>



	required documents			
	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</i> <i>Dean</i>
2. Claim request for Permission to Cross-Register to another UP unit	2. Release approved request for Permission to Cross-Register to Another UP Unit	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL		None	2 Days and 5 Minutes	

13. 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 2. Letter Addressed to University Registrar 3. Two (2) pieces 2x2 picture		Requesting Party
4. Appeal for Readmission Form 5. Program of Study (for graduate students) 6. Student Directory (2 copies)		Office of the College Secretary



7. True Copy of Grades (TCG) 8. College Admission Slip				
9. Medical Certificate (for 1 year and above from AWOL)		University Health Service		
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	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	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	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 the College Secretary	4. Release endorsement letter	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
5. Submit properly accomplished Program of Study, Appeal for Readmission	5. Receive properly accomplished Program of Study, Appeal for	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office or



Form, for approval / disapproval of Graduate Director / Undergraduate Committee Chairman and Student Directory Form	Readmission Form, and Student Directory Form			<i>Undergraduate Committee Chairman</i>
6. Pay AWOL fee at the Cashier's Office	6. Receive payment	PHP 225.00	1 Day	<i>Special Collecting Officer UP Cashier's Office</i>
7. Present Official Receipt to receive College Admission Slip	7. Issue College Admission Slip	None	10 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
8. Secure Medical Certificate from the University Health Service (for 1 year and above AWOL)	8. Release Medical Certificate	None	1 Day (Paused-clock)	<i>Releasing Personnel University Health Service</i>
9. Secure Study Permit from OILD (for international students)	9. Issue Study Permit	None	30 Minutes (Paused-clock)	<i>Releasing Personnel Office of the International Linkages Diliman</i>
10. Submit photocopy of all documents to the Office of the College Secretary	10. Receive photocopy of all documents	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
11. Submit all original documents to the Office of the University Registrar to receive the University Admission Slip	11. Receive original documents and issue University Admission Slip	None	5 Minutes (Paused-clock)	<i>Receiving Personnel Office of the University Registrar</i>
12. Submit University	12. Receive University	None	5 Minutes	<i>Receiving Personnel Office of</i>



Admission Slip to the Office of the College Secretary	Admission Slip			the College Secretary
TOTAL		PHP 225.00	6 Days, 1 Hour and 15 Minutes	

14. Request for Return 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 2. Two (2) pieces of 2x2 picture		Requesting Party		
3. Return from Leave of Absence (LOA) Form 4. Program of Study (for graduate students) 5. Student Directory Form (2 copies) 6. True Copy of Grades		Office of the College Secretary		
7. Medical Certificate (1 year and above)		University Health Service		
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	1. Issue Program of Study Form, Return from LOA Form, and Student Directory Form	None	15 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Submit Letter addressed to	2. Receive Letter for	None	1 Day	<i>Receiving Personnel</i>



the Graduate Director / Undergraduate Committee Chairman	approval / disapproval of the Graduate Director / Undergraduate Committee Chairman			Graduate and Fellowships Office or <i>Undergraduate Committee Chairman</i>
4. Submit properly accomplished Program of Study Form (graduate students only), Return from LOA Form, and other requirements	4.1. 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>
	4.2. Sign and forward to the Graduate Director the Program of Study, properly accomplished Return from LOA Form for approval / disapproval	None	2 Days	<i>Graduate Director / Undergraduate Committee Chairman</i>
5. Receive signed Program of Study, properly accomplished Return from LOA Form	5. Release Receive signed Program of Study and Return from LOA Form	None	15 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
6. Present Official Receipt (OR) of LOA fee to receive College Admission Slip	6. Issue College Admission Slip	None	1 Day	<i>Releasing Personnel Office of the College Secretary</i>
7. Secure Medical Certificate from the University	7. Release Medical Certificate	None	1 Day	<i>Releasing Personnel University Health Service</i>



Health Service (for 1 year and above from LOA)				
8. Submit all original documents to the Office of the University Registrar (OUR) to receive University Admission Slip	8. Issue University Admission Slip	None	1 Day	Receiving Personnel Office of the University Registrar
9. Submit University Admission Slip to the Office of the College Secretary	9. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
TOTAL		PHP 125.00	6 Days and 40 Minutes	

15. 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) 2. Photocopy of Course Syllabus 3. Official Transcript of Records (OTR) / True Copy of Grades (TCG)		Office of the College Secretary		
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	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	None	4 Days	<i>Receiving Personnel College / Institute / Department</i>
	2.2. Action of the Department / College offering the course			
	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 Office of the Dean</i>
3. Claim request for Validation of Courses	3. Release request for	None	5 Minutes	<i>Releasing Personnel Office</i>



	Validation of Courses			of the College Secretary
	TOTAL	None	8 Days and 5 Minutes	

16. 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:	Complex			
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 4. Course Syllabus of Subjects to be taken		Office of the College Secretary		
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	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
	1.2. Approve / Disapprove request for Endorsement of Exchange	None	2 Days	<i>Dean</i>



	Program or Study Abroad			
2. Claim request for Endorsement of Exchange Program or Study Abroad	2. Release Endorsement Letter for Exchange Program or Study Abroad	None	5 Minutes	<i>Releasing Personnel Office of the Dean</i>
TOTAL		None	2 Days and 10 Minutes	

17. 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		
Letter addressed to the Dean through the College Secretary		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	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 and 10 Minutes	

18. 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		
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	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. Approve / Disapprove Endorsement of Appeal for Late Registration and Payment then return to the Office of the College	None	1 Day	<i>Dean</i>



	Secretary for releasing			
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 and 5 Minutes	

19. 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:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
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 College Secretary	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			
	1.2. Approve / Disapprove Endorsement of Appeal for Late Application for	None	1 Day	<i>Dean</i>



	Dropping or Change Matriculation then return to the Office of the College Secretary for releasing			
2. Claim Endorsement of Appeal for Late Application for Dropping or Change Matriculation then go to the OUR	2. Release Endorsement of Appeal for Late Application for Dropping or Change Matriculation	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL		None	2 Days and 5 Minutes	

20. 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		
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)	1.1. Receive Letter addressed to the OUR	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary



to the Office of the College Secretary	1.2. Forward to the Dean for endorsement			<i>College Secretary</i>
	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	None	1 Day	<i>Dean</i>
2. Claim Endorsement of Appeal for Late Application for Leave of Absence (LOA) then go to the OUR	2. Release Endorsement of Appeal for Late Application for Leave of Absence (LOA)	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL		None	2 Days and 5 Minutes	

21. 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



Computerized Registration System (CRS)				
2. Dropping or Change of Matriculation Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For advising status in the CRS , present UP ID or write down Student Number and Name	1.1. Receive UP ID or Student Information	Dropping – PHP 10.00/unit Change Matriculation - None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Process Dropping or Change Matriculation	None	10 Minutes	
3. Receive Dropping Form or Change Matriculation Form and go to the UP Cashier’s Office	3. Print and release Dropping Form or Change Matriculation Form	None	15 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL		Dropping – PHP 10.00/unit Change Matriculation - None	30 Minutes	

22. 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		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 Write down Student Number and Name	1.1. Receive UP Student ID or student information	PHP 125.00	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Process LOA Application	None	5 Minutes	
2. Receive LOA Form and sign 4 copies; if minor affix parent's signature	2. Print and release LOA Form	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
3. Return signed LOA Form	3.1. Receive LOA Form	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i> <i>College Secretary</i> <i>Undergraduate Chairman</i>
	3.2. Sign LOA Form and forward to the Undergraduate Chairman			
	3.3. Sign LOA Form and forward to the Dean			
	3.4. Sign LOA Form	None	1 Day	<i>Dean</i>
4. Receive signed LOA Form then pay at the UP Cashier's Office	4. Release signed LOA Form	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>



TOTAL	PHP 125.00	2 Days and 20 Minutes	
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23. 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 3. True Copy of Grades (TCG)		Office of the College Secretary (OCS)		
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	1.1. Receive copy of Acceptance Letter from Other Colleges/UP Unit, College Clearance and TCG 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	None	20 Minutes	<i>Receiving Personnel Office of the College Secretary</i> <i>College Secretary</i>



	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 and 30 Minutes	

24. Reservation Request (Room, Equipment, etc.)

Processing of reservation request for facilities, venues, equipment and assisting manpower for events and activities

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 addressed to respective office head *UPIS additional Requirement: Payment upon approval (please get FEES-UPIS worksheet)		Specific Office or Department in-charge of target venue or equipment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Client submits Letter of Request to the target office</p>	<p>1.1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature.</p> <p>1.2. Receiving Personnel forwards document to the head for evaluation.</p> <p>1.3 Head of target office decides whether to accept or decline the request</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel</i> Target Office</p> <p><i>Head</i> Target Office</p>
<p>2. Client receives response for the request.</p>	<p>2.1. Receiving Staff of the target office may choose among provided means (ex. via phone call, text message, etc.) to inform client that the response is ready for pick-up</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Receiving Personnel</i> Target Office</p>
<p>3. If approved, client proceeds to designated collecting officer to process applicable fees</p>	<p>3.1 Designated collecting offer receives payment and issues official receipt</p>	<p>As defined by target office</p>	<p>20 Minutes</p>	
<p style="text-align: right;">TOTAL</p>		<p>As defined by</p>	<p>1 Day and 30 Minutes</p>	



	target office		
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25. 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		
TCG Request Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Student fill-up the Form	1.1. Give Form to the Student 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	2.Receiving Personnel accepts payment and issues official receipt	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 Official Receipt (OR) to the OCS Personnel	3.1. OCS-Staff accepts the request Form and the Official Receipt (OR) 3.2. TCG copies are prepared	None	3 days	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL		PHP 20.00 per copy	3 Days	



All Academic Units / Colleges

Internal Service



1. Reservation Request (Room, Equipment, etc.)

Processing of reservation request for facilities, venues, equipment and assisting manpower for events and activities

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 addressed to respective office head *UPIS additional Requirement: Payment upon approval (please get FEES-UPIS worksheet)		Specific Office or Department in-charge of target venue or equipment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the target office	1.1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature. 1.2. Receiving Personnel forwards document to the head for evaluation. 1.3 Head of target office decides whether to accept	None	1 Day	<i>Receiving Personnel</i> Target Office <i>Head</i> Target Office



	or decline the request			
2. Client receives response for the request.	2.1. Receiving Staff of the target office may choose among provided means (ex. via phone call, text message, etc.) to inform client that the response is ready for pick-up	None	30 Minutes	<i>Receiving Personnel Target Office</i>
4. If approved, client proceeds to designated collecting officer to process applicable fees	3.1 Designated collecting offer receives payment and issues official receipt	As defined by target office	20 Minutes	
TOTAL		As defined by target office	1 Day and 30 Minutes	



Arts and Letters Cluster
College of Arts and Letters (CAL)
External Services



1. Application for Password Reset

Request for Permit to Transfer for Shifting Out (Good Standing and Non-Major)

Office or Division:	CAL 101 (Student Records)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
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 Ask at CAL 101 for CRS certification via online application Submit filled out form	1.1. Release blank online application of CRS certification	None	9 Minutes	Receiving Personnel Office of the College Secretary College Secretary
	1.2. Receive accomplished application form			
	1.3. Check student status			
	1.4. Sign Application Form	None	30 Minutes	College Secretary



Wait for the form to be processed and signed				
1. Claim form Submit to CRS OUR	2.1 Release the form 2.2 Receive certification	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary CRS OUR
TOTAL:		None	44 Minutes	

2. Akdang Buhay

A comprehensive video documentation of National Artists for Literature and leading Filipino Authors

Office or Division:	UP ICW			
Classification:	Highly Technical			
Type of Transaction:	Documentation of the Lives and Works of National Artists for Literature and leading Filipino authors			
Who may avail:	National Artists for Literature and leading Filipino 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. Featured author/writer availability	1.1 Select from list of writers 1.2 Orient chosen interviewees	None	35 Minutes	<i>Member-writers</i>
2. Wait for air/land transpo provision	2.1 Reserve via govt fares		10 Minutes	<i>Admin/Project Staff</i>



	Agreement for Air Travel 2.2 Contact 3 transpo service		30 Minutes	
3. Get ready for interview	3.1 Write a report on Akdang Buhay interview 3.2 Prepare necessary documents for transpo, service fee, honoraria payment		1 Day 30 Minutes	<i>Admin/Project Staff</i>
TOTAL:		None	1 Day, 3 Hours and 5 Minutes	

3. Amelia Lapena-Bonifacio Writers Workshop

Workshop for incoming Certificate in Theatre Arts Freshmen

Office or Division:	UP ICW			
Classification:	Complex/Highly Technical			
Type of Transaction:	College to student-writers			
Who may avail:	UP Student-Writers			
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	Post at the ICW website and FB page; send email to newspapers	None	5 Minutes	<i>Project Staff</i>
2. Forward submissions	Screen submissions and farm out to ICW member-writers		15 Days	<i>Member-writers</i>
3. Check notice of acceptance	3.1 Email notice of acceptance 3.2 Email invitations to panelists and guest writers 3.3 Secure quotations for venue rental with 3 hotels 3.4 Secure quotations for transpo rental with 3 transpo providers 3.5 Prepare bidding documents for venue and transpo rental 3.6 Prepare documents for stipend, honoraria and service fee payments 3.7 Secure contract and billing statement for payment		30 Minutes 5 Minutes 30 Minutes 30 Minutes 1 Hour 30 Minutes 5 Minutes	<i>Admin/Project Staff</i>
4. Completely sign attendance sheets	4.1 Prepare participants and panelists' attendance sheets and		2 Hours	<i>Admin/Project Staff</i>



	certificates for signature			
5. Get copy of program	5.1 Set up program/schedule of activities 5.2 Write/prepare output report		1 Day and 30 Minutes	<i>Project Staff and Deputy Director</i>
TOTAL:			16 Days, 5 Hours and 50 Minutes	

4. Education

Provide guided tours to groups and walk-in viewers

Office or Division:	UP Vargas Museum
Classification:	Simple
Type of Transaction:	College to students
Who may avail:	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Letter of Intent	College to be Transferred to
2. Referral-Recommendation	UP Vargas Museum

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send/submit letter request	Receive letter request and acknowledge receipt	None	15 Minutes	<i>Museum Staff</i>
2. Wait for letter request to be approved	Inform Curator of request, Curator to approve or disapprove request		2 Days	<i>Curator and Museum Staff</i>



3. Specify details of vehicle to be used by the group	Get the details of vehicle and inform the guard on post		1 Hour	<i>Museum Staff</i>
4. Guide tour	Assist the group for the guided tour			
TOTAL:		None	2 Days, 1 Hour and 15 Minutes	

5. Educational Events as Artist Talks, Lectures, Forums, Workshops, Booklaunches, etc

Office or Division:	UP Vargas Museum			
Classification:	Complex to Highly Technical			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
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	Receive letter request and forward to the Curator	None	15 Minutes	<i>Museum Assistant</i>
2. Wait for Curator approval	Review the request		1 Day	<i>Curator</i>



3. Submit/send details re venue, manpower, equipment listing, floor plan, etc	Coordinate with the Client		2 Days	<i>Museum Assistant</i>
4. Pay rental fee if applicable	Collect rental fee	Case to case	5 Minutes	<i>Collecting Officer</i>
TOTAL:			3 Days, 20 Minutes	

6. Exhibition

Hosting modern and contemporary art exhibitions

Office or Division:	UP Vargas Museum
Classification:	Highly Technical
Type of Transaction:	College to exhibit artists
Who may avail:	UP Student-artists

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	College to be Transferred to
2. Referral-Recommendation	UP Vargas Museum

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit exhibition proposal based on museum guidelines	Receive exhibition proposal	PHP20.00	Variable, until 31 October of each year	<i>Museum Staff</i>
2. Wait for Curator feedback re proposal / provide additional information to Curator	2.1 Inform Curator of proposal, Curator to give feedback on proposal.		2 Weeks	<i>Curator and Museum Staff</i>



	2.2 Inform interested exhibitor about Curator's feedback			
3. If approved: Sign exhibition agreement	Provide exhibition agreement and explain terms of the agreement		10 Minutes	<i>Curator and Museum Staff</i>
4. Provide exhibition design/layout and object list	Receive exhibition planning materials and proved feedback		2 Weeks	<i>Museum Staff</i>
TOTAL:		None	4 Weeks and 10 Minutes	

7. Gemino H. Abad Seminar-Workshop on Teaching Literature

Junior and high school teachers' training-workshop on teaching Literature

Office or Division:	UP ICW			
Classification:	Complex/Highly Technical			
Type of Transaction:	Workshop on Teaching Literature			
Who may avail:	High School and College Teachers			
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 press release, tarpaulin, posters	Post at the ICW website and FB page; send email to newspapers	None	5 Minutes	<i>Project Staff</i>
2. Register/Signify attendance	Email invitations or contact numbers		5 Minutes	<i>Project Staff</i>
3. Secure DepEd and CHED endorsement for teacher participants	3.1 Send request for DepEd and CHED endorsement		5 Minutes	<i>Admin/Project Staff</i>
	3.2 Email invitations to panelists and guest writers		5 Minutes	
	3.3 Secure quotations for venue rental with 3 hotels		30 Minutes	
	3.4 Secure quotations for transpo rental with 3 transpo providers		30 Minutes	
	3.5 Prepare bidding documents for venue and transpo rental		1 Hour	
	3.6 Prepare documents for stipend, honoraria and service fee payments		1 Hour	
	3.7 Secure contract and billing statement		30 Minutes	
4. Completely sign attendance sheets	4.1 Prepare participants and panelists' attendance sheets and		2 Hours	<i>Admin/Project Staff and Deputy Director</i>



	certificates for signature			
5. Have a copy of the program	5.1 Set up program/schedule of activities 5.2 Write/prepare output report		1 Day and 30 Minutes	<i>Project Staff and Deputy Director</i>
TOTAL:		None	16 Days, 5 Hours and 50 Minutes	

8. Interdisciplinary Book Forum

A bi-annual event for multi-disciplinal scholars in partnership with UP Press

Office or Division:	UP ICW			
Classification:	Complex/Highly Technical			
Type of Transaction:	Open invitation to public			
Who may avail:	UP Professors, 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. Recommend a book to be featured in the discussion	1.1 Choose a book for discussion 1.2 draft and send letter request for venue	None	35 Minutes	<i>Member-Writers and Deputy Director</i>
2. Check press release, tarpaulin and posters	Send and post press release, setup/print		5 Minutes	<i>Project Staff</i>



	tarpaulin at ICW website and FB page; send email to newspapers			
3. Wait for schedule	Email invitations to author and reactors		5 Minutes	<i>Project Staff</i>
4. Confirm attendance	Secure quotations for food order, contact 3 caterers		30 Minutes	<i>Admin/Project Staff</i>
5. Sign attendance sheet	Prepare certificates for author and reactors, have certificates signed		1 Hour	<i>Admin/Project Staff and Deputy Director</i>
6. Ask for a copy of the program	6.1 Setup/prepare program 6.2 Prepare necessary documents for honoraria and service fees payment		1 Hour	<i>Project Staff</i>
TOTAL:			1 Day and 50 Minutes	

9. International Writers Conference

A cultural convergence of artists and cultural workers around the world

Office or Division:	UP ICW
Classification:	Complex/Highly Technical
Type of Transaction:	International Conference for Writers and Translators
Who may avail:	UP Students



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. Wait for invitation from host	1.1 Email invitations	None	5 Minutes	<i>Writer</i>
2. Request for cash advance	2.1 Send letter to Chancellor		5 Minutes	<i>Deputy Director</i>
3. Wait air transport fare for writers	3.1 Reserve via govt Fares Agreement for Air Travel		10 Minutes	<i>Admin/Project Staff</i>
	3.2 Prepare narrative report re conference		1 Day	<i>Writer-attendee</i>
	3.3 Prepare necessary documents for reimbursement/et tlement		30 Minutes	<i>Project Staff</i>
TOTAL:		None	1 Day and 50 Minutes	

10. 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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check call for submissions	Post call for submissions and send to book publishers	None	5 Minutes	<i>Project Staff</i>
2. Forward submissions	Screen submissions and invite writer-judges	Service Fee	15 Days	<i>Writer-judges (outsourced)</i>
3. Vie for award	Award winning author		5 Minutes	<i>Donor</i>
TOTAL:		None	15 Days and 10 Minutes	

11. panitikan.ph

Interactive online website

Office or Division:	UP ICW
Classification:	Highly Technical
Type of Transaction:	Online Information Dissemination
Who may avail:	General Public



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 literary articles, press releases, etc	1.1 Accept and post literary articles on website	Service Fees	5 Minutes	<i>Webmaster (outsourced)</i>
TOTAL:		None	5 Minutes	

12. Previous and Current Museum Activities

Entertain inquiries on previous and current museum activities

Office or Division:	UP Vargas Museum			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		UP Vargas Museum		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request	Receive accomplished request form and	None	15 Minutes	<i>Museum Assistant</i>



addressed to the curator stating purpose of inquiry with attached letter of recommendation / endorsement of class professor.	forward to the Curator			
2. Wait for the approval.	Review the request		2 Days	<i>Curator</i>
3. Wait for the requested information either via email or hard copy / schedule approved to visit the museum.	Email or give hard copy of approved schedule to visit the museum		1 Day	<i>Museum Assistant</i>
TOTAL:		None	3 Days and 15 Minutes	

13. Photo Reproduction Services

Office or Division:	UPVM Library		
Classification:	Complex to Highly Technical		
Type of Transaction:	College to students		
Who may avail:	UP Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent	College to be Transferred to		
2. Referral-Recommendation	UPVM Library		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send letter request stating materials to be reproduced	Receive letter request and acknowledge receipt	None	15 Minutes	<i>Librarian</i>
2. Wait for request to be approved by Curator	Inform Curator to approve or disapprove request		2 Days	<i>Curator, Librarian</i>
3. Sign reproduction policy agreement	Provide reproduction policy agreement and explain terms of agreement		5 Minutes	<i>Librarian</i>
4. Accomplish photo reproduction form and pay fees for reproduction	Provide photo reproduction form and process payment	Refer to photo repro form for fees	10 Minutes	<i>Librarian</i>
TOTAL:			2 Days, 30 Minutes	

Venue Rental Rates as at January 2017			
	UP-CAL	UP-NON CAL	NON UP
Lobby or West Wing	PHP500.00 per Hour	PHP1,000.00 per Hour	PHP3,000.00 per Hour
Basement A or B (30-50 persons)	PHP500.00 per Hour	PHP750.00 per Hour	PHP2,000.00 per Hour
Porch/Outside Areas	PHP250.00 per Hour	PHP500.00 per Hour	PHP1,000.00 per Hour

Conditions of Use

This form must be accomplished and submitted together with a letter of request describing the event and specifying all equipment to be used (sound and lighting system, if any). A physical layout of the venue set-up must also be submitted for approval. The user promises to use the UPVM in accordance with the following rules:

- To pay the full amount of rental charges upon reservation
- Strictly observe the time allotted for the activity
- Compensate UP Vargas Museum for losses or damages to the facilities
- Provide overtime pay (PHP200 per Hour each) of the two (2) UPVM staff members who will render service beyond regular working hours
- Maintain cleanliness and order in all parts of the Museum building and/or its facilities



- Ensure that all equipment, materials and supplies brought in will be withdrawn immediately after the program/activity
- Food and drinks are not allowed inside the Museum
- Use of equipment other than the ones specified and approved as per letter request will not be allowed.

14. Publish and disseminate Educational Guides

Publish and disseminate educational guides

Office or Division:	UP Vargas Museum			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		UP Vargas Museum		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check social media pages for post regarding educational guide	Post educational guide	None	10 Minutes	<i>Museum Staff</i>
2. Click the link available for the educational guide	Links make available		10 Minutes	<i>Museum Staff</i>
3. Check PDF file available for printing	PDF File available for printing		5 Minutes	<i>Museum Staff</i>
TOTAL:		None	25 Minutes	



15. Publications (Likhaan Journal)

Showcasing/promoting of best new Philippine writing

Office or Division:	UP ICW			
Classification:	Highly Technical			
Type of Transaction:	Book publishing			
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	Post at the ICW website and FB page; send email to newspapers	None	5 Minutes	<i>Project Staff</i>
2. Forward submissions	Screen/farm out submissions to ICW member-writers		15 Days	<i>Member-Writers</i>
3. Wait for Notice of acceptance	3.1 Email notice of acceptance	Service Fee	5 Minutes	<i>Admin/Project Staff</i>
	3.2 Layout and design book, give to design artist		5 Minutes	
	3.3 Copy/edit book, give to copy editors		1 Hour	
	3.4 Contact 3 printing press and secure quotations, wait		1 Hour	



	for printing press quotations		30 Minutes 5 Minutes 5 Minutes	
4. Submit PDF copy of manuscript	4.1 email to printing press		30 Minutes	<i>Admin/Project Staff</i>
5. Wait for payment advise	5.1 Prepare necessary documents for printing, stipend, honoraria and professional services payment		30 Minutes	<i>Project Staff and</i>
TOTAL:		None	1 Day and 50 Minutes	

16. 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:	Complex/Highly Technical			
Type of Transaction:	Translation Seminar-Workshop			
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 press release, tarpaulin and posters	Send and post press release, setup/print tarpaulin at ICW website and FB page; send email to newspapers	None	5 Minutes	<i>Project Staff</i>
2. Expect translators, public/private high school and college teachers, lecturers and panelists	Email invitations to translators, teachers, lecturers, panelists	None	30 Minutes	<i>Project Staff</i>
3. Secure DepEd and CHED endorsement for teacher participants	Send request for DepEd and CHED endorsement	None	5 Minutes	<i>Project Staff</i>
4. Check venue and confirm attendance	4.1 Secure quotations with 3 hotels for venue rental 4.2 Secure quotations with 3 transpo providers for transpo rental	None	30 Minutes	<i>Admin/Project Staff</i>
5. Completely sign attendance	Prepare certificates for translators, panelists and participants, have certificates signed	None	1 Hour	<i>Project Staff and Deputy Director</i>
6. Have a copy of the program	6.1 Setup/prepare program 6.2 Prepare necessary documents for honoraria and service fees payment 6.3 Secure contract and billing statement for payment 6.4 Write/prepare output report	None	1 Hour and 5 Minutes	<i>Project Staff and Deputy Director</i>
TOTAL:		None	1 Day and 50 Minutes	



17. UP Writers' Night

An annual occasion for the country's up and coming writers

Office or Division:	UP ICW			
Classification:	Complex			
Type of Transaction:	Reunion of Writers			
Who may avail:	Writers and 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 press release, tarpaulin, posters	Post at the ICW website and FB page; send email to newspapers	None	5 Minutes	<i>Project Staff</i>
2. Register/Signify attendance	2.1 Email invitations or contact numbers 2.2 Email invitations to panelists and writers		5 Minutes	<i>Project Staff</i>
3. Signify attendance	3.1 Secure quotations with 3 catering services 3.2 Secure quotations for venue rental with 3 hotels 3.4 Secure quotations for		30 Minutes 30 Minutes 30 Minutes	<i>Admin/Project Staff</i>



	<p>transpo rental with 3 transpo providers</p> <p>3.5 Prepare bidding documents for catering service, venue and transpo rental</p> <p>3.6 Prepare documents for stipend, honoraria and service fee payments</p> <p>3.7 Secure contract and billing statement for payment</p>		<p>1 Hour</p> <p>30 Minutes</p> <p>5 Minutes</p>	
4. Completely sign attendance sheets	4.1 Prepare participants and panelists', secretariat attendance sheets and certificates for signature		2 Hours	<i>Admin/Project Staff and Deputy Director</i>
5. Have a copy of the program	<p>5.1 Set up program/schedule of activities</p> <p>5.2 Write/prepare output report</p>		1 Day and 30 Minutes	<i>Project Staff and Deputy Director</i>
TOTAL:		None	16 Days, 5 Hours, 50 Minutes	



18. Research

Provide reference materials for art researchers and exhibitions

Office or Division:	UP Vargas Museum			
Classification:	Complex			
Type of Transaction:	College to art researchers and exhibitors			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		UP Vargas Museum		
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.	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		2 Days	<i>Curator and Museum Researcher</i>



	feedback of request.			
3. View / peruse requested material for reference.	Staff to provide requested materials and other significant information to researcher.		1 Hour	<i>Museum Researcher</i>
TOTAL:		None	2 Days, 1 Hour, 15 Minutes	



**Arts and Letters Cluster
College of Arts and Letters (CAL)
Internal Services**



1. Comprehensive Examination Honorarium of Faculty

Disbursement Vouchers and BUR preparation for Oral Defense and Comprehensive Exams Honorarium

Office or 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)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty to submit the Comprehensive Exam results	1.1. Receive the results and attach the following: a) approved BOR memo, b) memo with finalized Compre Exam schedule, and c) certified true copy (CTC) of the Compre Exam (CE) results	None	1Day 20 Minutes	Receiving Personnel Graduate Studies Office



	<p>1.2. Print DV and ObR</p> <p>1.3. Check and sign DV, ObR and all necessary attachments</p>	<p>None</p> <p>PhP1,500 for the Chair</p> <p>PhP1,000 each examiner</p>	<p>1 Day</p>	<p><i>Coordinator</i></p>
	<p>1.4. Assign and attach tracking number on DV, ObR and all necessary attachments</p>	<p>None</p>	<p>1 Day</p>	<p><i>Admin Officer</i> Dean's Ofc</p>
	<p>1.5 Submit DV, ObR, and all necessary attachments re Compre Examiners honorarium to OVCAA</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Processing Personnel</i> Graduate Studies Office</p>
	<p>1.6 Validate and endorse request to UPD Budget Office</p>	<p>None</p>	<p>3 Days</p>	<p>OVCAA</p>
	<p>1.7 Validate and endorse request to UPD Accounting Office</p>	<p>None</p>	<p>3 Days</p>	<p><i>UPD Budget Office</i></p>



	1.8 Validate and endorse request to UPD Cashier's Office	None	3 Days	<i>UPD Accounting Office</i>
19. Claim CE honorarium at the UP Cashier's Ofc	2.1 Release the honorarium to Examiners	None	2 Days	<i>Special Collecting Officer UP Cashier's Office</i>
TOTAL:		None	14 Days, 50 Minutes	

2. Foreign Students' Writing Skills Assessment for Class Placement

Request of Foreign Students' Writing Skills Assessment for Class Placement

Office or Division:	CAL-DECL			
Classification:	Highly Technical			
Type of Transaction:	College to students			
Who may avail:	UP Foreign Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		CAL-DECL		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take diagnostic exam at the Office of International Linkages (OIL)	1.1. With student's expressed intention, process	None	1 Hour	<i>Receiving Personnel Dept/Admin Ofc DECL Chair/ Asst Chair</i>



Wait for diagnostic exam result and bring to DECL	enrolment to English 1 or higher English subject/s at DECL			<i>DECL Registration Staff</i>
	1.2. Evaluate diagnostic exam result –		1 Hour (paused lock)	<i>DECL Registration Staff</i>
	1.2.1 Enrol to higher English subject/s, if passed		10 Minutes	
	1.2.2 Enrol to English 1 subject only, if failed		10 Minutes	
TOTAL:		None	2 Hours, 20 Minutes	

3. Intensive English Program (IEP)

English language training for Filipinos and International Students

Office or Division:	CAL-DECL		
Classification:	Highly Technical		
Type of Transaction:	College to students		
Who may avail:	Foreign/Local Students and Professionals		
<table border="1" style="width: 100%; background-color: #d9e1f2;"> <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. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		CAL-DECL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1-a) Foreign school/s under MOA with UP to write letter of intent to study English at DECL</p> <p>1-b) Local ofc to write letter request for technical writing class</p>	Receive intent/request letter	As stated in the MOA	<p>1 Day</p> <p>1 Hour (paused lock)</p> <p>10 Minutes</p> <p>10 Minutes</p>	<p><i>IEP Coordinator</i> <i>Dept/Admin Ofc</i></p> <p><i>DECL Chair/ Asst Chair</i></p> <p><i>DECL Registration Staff</i></p> <p><i>DECL Registration Staff</i></p>
2. Wait for the request to be processed	Check faculty availability and schedule	As stated in the MOA	3 Days	<i>IEP Coordinator</i> <i>Dept/Admin Ofc</i>
3. if considered	Plan schedule of classes and activities	As stated in the MOA	5 Days	<i>IEP Coordinator</i> <i>Dept/Admin Ofc</i>
4. for walk-in students: Check posted announcement of IEP class schedules for Filipinos	Receive email, SMS or calls of intent to enrol	P4,500.00	2 Months	<i>Frontline Office Staff</i> <i>(Dept/Admin Ofc)</i>
5. Deposit payment to IEP account at UP Cashier's Ofc	Process payment and issue		1 Day	<i>Frontline Office Staff</i> <i>(Dept/Admin Ofc)</i>



	Acknowledgment Receipt			
6. Check when classes will begin				
	TOTAL:	None	2 Months, 10 Days, 5 Minutes	

4. Preparation for Disbursement Vouchers and BUR

Disbursement Vouchers and BUR preparation for Oral Defense and Comprehensive Exams Honorarium

Office or Division:	CAL Graduate Studies Office			
Classification:	Complex			
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)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty to submit the Comprehensive Exam results	1.1. Receive the results and attach the following: a) approved BOR memo, b) memo with finalized Compre Exam schedule, and c)	None	1Day	<i>Receiving Personnel</i> Graduate Studies Office



	<p>certified true copy (CTC) of the Compre Exam (CE) results</p> <p>1.2. Print DV and ObR</p> <p>1.3. Check and sign DV, ObR and all necessary attachments</p>	<p>None</p> <p>PhP1,500 for the Chair</p> <p>PhP1,000 each examiner</p>	<p>20 Minutes</p> <p>1Day</p>	<p><i>Coordinator</i></p>
	<p>1.4. Assign and attach tracking number on DV, ObR and all necessary attachments</p>	<p>None</p>	<p>1 Day</p>	<p><i>Admin Officer</i> <i>Dean's Ofc</i></p>
	<p>1.5 Submit DV, ObR, and all necessary attachments re Compre Examiners honorarium to OVCAA</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Processing Personnel</i> <i>Graduate Studies Office</i></p>
	<p>1.6 Validate and endorse request to UPD Budget Office</p>	<p>None</p>	<p>3 Days</p>	<p>OVCAA</p>



	1.7 Validate and endorse request to UPD Accounting Office	None	3 Days	UPD Budget Office
	1.8 Validate and endorse request to UPD Cashier's Office	None	3 Days	UPD Accounting Office
5. Claim CE honorarium at the UP Cashier's Ofc	2.1 Release the honorarium to Examiners	None	2 Days	Special Collecting Officer UP Cashier's Office
TOTAL:		None	1 Month	

5. Language Proficiency Exam

Office or Division:	CAL-DEL			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		CAL-DEL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check registration and exam date	1.1 Announceme nt of registration and exam date	None	1 Hour	Asst Chair Dept/Admin Ofc



announcement 2 months prior to LPE	(2 months before April and November each year)			
2. HRIM Students: confirm their name on the endorsement list given by College of Home Economics Graduate Students: submit recommendation letter from home college	Get ID of the student to countercheck against name on endorsement list Countercheck all signatures		2 Minutes	<i>Frontline Office Staff (Dept/Admin Ofc)</i>
3. Pay at DEL Admin Ofc	Process payment and issue Acknowledgment Receipt	P300.00	5 Minutes	<i>Frontline Office Staff (Dept/Admin Ofc)</i>
TOTAL:		None	1 Hour, 7 Minutes	

6. Extramural Language Courses

Office or Division:	CAL-DEL		
Classification:	Simple		
Type of Transaction:	College to Students		
Who may avail:	UP Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent		College to be Transferred to	
2. Referral-Recommendation		CAL-DEL	



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)	Receive and evaluate registration form	None	2 Minutes	<i>Frontline Office Staff Dept/Admin Ofc</i>
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	Issue payment slip		1 Day	<i>Frontline Office Staff Dept/Admin Ofc</i>
3. With payment slip, pay registration fee at the UP Cashier's Ofc and submit requirements within 24 hours via addresses at #4	Process payment, refer to UP Cashier's Ofc	P3,640.00	5 Minutes	<i>Special Collecting Officer</i>
4. Send the Official Receipt with a scanned copy of a 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	Upon receipt of the requirements, 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)		1 Day	<i>Frontline Office Staff Dept/Admin Ofc</i>



<delextramuralspanish@gmail.com>				
5. Send filled up information sheet	Email enrolment confirmation		5 Minutes	Frontline Office Staff Dept/Admin Ofc
TOTAL:		None	2 Days, 12 Minutes	

7. Certificate Course Application, Evaluation and Admission

Office or Division:	CAL-DFPL			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		CAL-DFPL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled up application form and required documents	Receive accomplished form and complete required documents	None	5 Minutes	Frontline Office Staff Dept/Admin Ofc
2. Wait for status of application	Inform the applicants of the status of the application	None	14 Days	Frontline Office Staff Dept/Admin Ofc
3. Take qualifying written test	Prepare, print and proctor the exam	None	3 Hours	Committee in Charge



4. Take an interview	Give questions, assess and evaluate the applicants	None	10 Minutes	<i>Committee in Charge</i>
5. Wait for the application result	Check and compute the exams and evaluation of the interview	None	14 Days	<i>Committee in Charge</i>
6. Wait for the official result	Inform the applicants of the result	None	1 Day	<i>Committee in Charge</i>
7. Check admission process at the department	Give instructions on admission process	None	30 Minutes	<i>Frontline Office Staff Dept/Admin Ofc</i>
TOTAL:		None	29 Days, 3 Hours, 45 Minutes	

8. Room Reservations

Handling room reservations for classes, theater rehearsals, etc

Office or Division:	CAL-DSCTA	
Classification:	Simple	
Type of Transaction:	College to students	
Who may avail:	UP Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent	College to be Transferred to	
2. Referral-Recommendation	CAL-DSCTA	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up reservation form	Provide reservation form	Rental rates apply for reservation beyond 5:00PM and weekends Rates per hour: Venue P300.00 Aircon P775.00/unit	5 Minutes	<i>Frontline Office Staff Dept/Admin Ofc</i>
2. Submit reservation form or letter request w/ purpose by org	Receive and check room schedule for availability		5 Minutes	<i>Frontline Office Staff Dept/Admin Ofc</i>
3. Wait for the Coordinator's approval	Reservation approval only in the afternoon to give priority to thesis production, and class final production		1 Day	<i>Room Coordinator</i>
4. Pay to the UP Cashier's Office (if rental rates apply)	Provide billing statement with THY trust account no.		5 Minutes	<i>Frontline Office Staff Dept/Admin Ofc</i>
5. Claim the approved reservation form and copy of receipt from UP Cashier's Office	Release approved reservation form		5 Minutes	<i>Frontline Office Staff Dept/Admin Ofc</i>
TOTAL:		None	1 Day, 20 Minutes	

9. Voice Over Narration and Radio Productions

Recording of voice over narrations and radio productions

Office or Division:	CAL-DSCTA
Classification:	Simple
Type of Transaction:	College to students



Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		CAL-DSCTA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make reservation with Radio Lab Technician	Confirm and approve reserved schedule availability	None	5 Minutes	<i>Radio Lab Technician Dept/Admin Ofc</i>
2. Use radio booth	2.1 Set up equipment for production 2.2 Operate recording equipment		1 Hour and 30 Minutes	<i>Radio Lab Technician Dept/Admin Ofc</i>
3. Provide USB for production copy	Render recorded material		30 Minutes	<i>Radio Lab Technician Dept/Admin Ofc</i>
4. Claim USB	Return USB		2 Minutes	<i>Radio Lab Technician Dept/Admin Ofc</i>
TOTAL:		None	2 Hours, 7 Minutes	

10. Certificate Course Application

Certificate in Theater Arts application, evaluation and admission

Office or Division:	CAL-DSCTA
Classification:	Simple
Type of Transaction:	College to students



Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		CAL-DSCTA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get list of requirements	Give list of requirements and answer inquiries re program	None	5 Minutes	<i>Frontline Office Staff (Dept/Admin Ofc)</i>
2. Submit complete requirements	Receive and check completeness of requirements		15 Minutes	<i>Frontline Office Staff (Dept/Admin Ofc)</i>
3. Get Schedule for Interview and Audition	Inform applicant of interview schedule and audition		5 Minutes	<i>Frontline Office Staff (Dept/Admin Ofc)</i>
4. Attend Interview and Audition Schedule	4.1 Conduct applicants' Interview and Audition 4.2 Evaluate and rank applicants		2 Days	<i>Theatre Faculty Dept/Admin Ofc</i>
5. Check audition result	Announce audition result		5 Minutes	<i>Frontline Office Staff (Dept/Admin Ofc)</i>
TOTAL:		None	2 Days, 30 Minutes	

11. Shiftees and Transferees Interview and Exam

Interview and Exam Schedule of Shiftees and Transferees

Office or Division:	CAL-DSCTA
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Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		CAL-DSCTA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Non-UP students submit application to OUR; UP students to CAL Secretary's Office	1.1 Receive transfer/shifting applications 1.2 Inform applicant of interview schedule	None	20 Minutes	<i>Frontline Office Staff (Dept/Admin Ofc)</i>
2. Attend interview schedule	2.1 Conduct applicants' interview		4 Hours	<i>DSCTA Faculty</i>
	2.2 Announce interview result and exam schedule		5 Minutes	<i>Frontline Office Staff (Dept/Admin Ofc)</i>
3. Attend exam schedule	3.1 Administer exam		1 Hour	<i>DSCTA Faculty</i>
	3.2 Announce/inform exam result		5 Minutes	<i>Frontline Office Staff (Dept/Admin Ofc)</i>
	3.3 Turn over application forms to CAL Secretary's ofc w/ noted admitted applicants		1 Hour	
TOTAL:		None	6 Hour, 30 Minutes	



12. Speech Communication and Theater Workshop Enrolment

Workshop for incoming Certificate in Theatre Arts Freshmen

Office or Division:	CAL-DSCTA			
Classification:	Simple			
Type of Transaction:	College to students			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		CAL-DSCTA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm intent to continue enrolment to CTA program	Enlist students to workshop and announce schedule of activities	P6,500.00	5 Minutes	<i>Frontline Office Staff Dept/Admin Ofc</i>
2. Attend workshop	Conduct workshop		5 Days	<i>Theatre Faculty</i>
TOTAL:			1 Week, 5 Minutes	

13. UP National Writers' Workshop

Submission of manuscript for screening as a requirement

Office or Division:	UP ICW
Classification:	Complex/Highly Technical



Type of Transaction:	College to writers			
Who may avail:	UP Writers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		College to be Transferred to		
2. Referral-Recommendation		UP ICW		
3.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check call for submissions	Post at the ICW website and FB page; send email to newspapers	None	5 Minutes	<i>Project Staff</i>
2. Forward submissions	Screen submissions and farm out to ICW member-writers		15 Days	<i>Member-Writers</i>
3. Check notice of acceptance	3.1 Email notice of acceptance		5 Minutes	<i>Admin/Project Staff</i>
	3.2 Email invitations to panelists and guest writers		5 Minutes	
	3.3 Secure quotations for venue rental with 3 hotels		30 Minutes	
	3.4 Secure quotations for transpo rental with 3 transpo providers		30 Minutes	
	3.5 Prepare bidding documents for		1 Hour	
			30 Minutes	



	venue and transpo rental 3.6 Prepare documents for stipend, honoraria and service fee payments 3.7 Secure contract and billing statement		5 Minutes	
4. Completely sign attendance sheets	4.1 Prepare participants and panelists' attendance sheets and certificates for signature		1 Hour	<i>Admin/Project Staff</i>
5. Get copy of program	5.1 Set up program/schedule of activities 5.2 Write/prepare output report		1 Day and 30 Minutes	<i>Project Staff and Deputy Director</i>
TOTAL:		None	16 Days, 5 Hours, 50 Minutes	

14. Amelia Lapena-Bonifacio Writers Workshop

Workshop for incoming Certificate in Theatre Arts Freshmen

Office or Division:	UP ICW
Classification:	Complex/Highly Technical
Type of Transaction:	College to student-writers
Who may avail:	UP Student-Writers



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	Post at the ICW website and FB page; send email to newspapers	None	5 Minutes	<i>Project Staff</i>
2. Forward submissions	Screen submissions and farm out to ICW member-writers		15 Days	<i>Member-writers</i>
3. Check notice of acceptance	3.1 Email notice of acceptance 3.2 Email invitations to panelists and guest writers 3.3 Secure quotations for venue rental with 3 hotels 3.4 Secure quotations for transpo rental with 3 transpo providers 3.5 Prepare bidding documents for venue and transpo rental 3.6 Prepare documents for stipend, honoraria		30 Minutes 5 Minutes 30 Minutes 30 Minutes 1 Hour 30 Minutes 5 Minutes	<i>Admin/Project Staff</i>



	and service fee payments 3.7 Secure contract and billing statement for payment			
4. Completely sign attendance sheets	4.1 Prepare participants and panelists' attendance sheets and certificates for signature		2 Hours	<i>Admin/Project Staff</i>
5. Get copy of program	5.1 Set up program/schedule of activities 5.2 Write/prepare output report		1 Day and 30 Minutes	<i>Project Staff and Deputy Director</i>
TOTAL:			16 Days, 5 Hours, 50 Minutes	



Arts and Letters Cluster College of Fine Arts (CFA)

External Service



1. Process Request: 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/equipments 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	5 Minutes	<i>Special Collecting Officer</i>



		Fees Below		
TOTAL		None	1 Day, 25 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	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 100.00	PHP 1,000.00	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 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:

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
PHP 100.00	PHP 100.00	PHP 150.00

2. Process Request: 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</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	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 Hand building	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

3. Process Request: Pen Tab and Laptop

Process Request for the use of Pen Tab

Office or Division:	College of Fine Arts (CFA) – 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 (CFA) - Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Form	1. Receiving Personnel checking of the Validated ID or Form 5	None	5 Minutes	<i>Receiving Library Personnel</i>
TOTAL		None	5 Minutes	

4. 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 Personnel Fabrication Laboratory</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>Special Collecting Officer College of Fine Arts (CFA)</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
Vaccum 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 - Filament -ABS	PHP 3.00/Minute PHP 3.00/Gram PHP 3.00/Gram	PHP 2.00/Minute PHP 2.00/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.

5. Process Request: Rental and Services of Ceramics Studio

Process Request for the Rental and Services of Ceramics Studio

Office or Division:	College of Fine Arts (CFA) – 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>Receiving Ceramics Studio Personnel</i>
	1.2 Checking of facilities/services availability and issuance of Payment Order Form	None	5 Minutes	<i>Fabrication Ceramics Studio Personnel</i>
	1.3 Action of the Ceramics Studio Coordinator (Approved / Disapproved)	Refer to the Schedule of Fees below	1 Day	<i>Fabrication Ceramics Studio 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 and 15 Minutes	

Type of Service: External

TABLE OF RATES: Ceramics Studio		
Materials/Services	NON-UP Rate	UP Students/Faculty Rate
Clay	PHP 70.00/Kilogram	PHP 66.00/Kilogram
Firing	(LxWxH) (2.00) = total fee	(LxWxH) (2.00) = total fee
Studio Fee	(not applicable)	400.00/day (8am-5pm)

6. Process Application: Talent Determination Test – UPCAT Qualifier

Office or Division:	College of Fine Arts (CFA)		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	UPCAT Qualifier		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE	
1. Application Form		Official Website of College / Official Facebook account of College / Office of the College Secretary	
2. 3 pieces of 2x2 pictures		Requesting Party	



3. Admission Slip 4.Portfolio (15 Original Artworks)		Office of the University Registrar 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	<i>Receiving Personnel</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</i>
	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</i>
	TOTAL	None	20 Days and 45 Minutes	

7. Process Application: Talent Determination Test – Non UPCAT Qualifier and Alternative School Passer

Office or Division:	College of Fine Arts (CFA)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Grade 12 graduating/graduated (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	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</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</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</i>
	TOTAL	None	20 Days and 45 Minutes	

8. Process Application: Talent Determination Test – Transferees from Other Schools

Office or Division:	College of Fine Arts (CFA)
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</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</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</i>
	TOTAL	None	20 Days, 45 Minutes	



9. Process Application: Talent Determination Test – Shiftees from other College and Transferee from Other UP Units

Office or Division:	College of Fine Arts (CFA)			
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	<i>Receiving Personnel</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</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</i>
	TOTAL	None	20 Days, 45 Minutes	

10. Process Application: Talent Determination Test – 2nd Degree Applicants

Office or Division:	College of Fine Arts (CFA)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Second Degree Applicants			
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	None	10 Minutes	<i>Receiving Personnel</i>
2. Pay the Application Fee	2. Receive payment and issuance of Test Permit for Pre-Qualifying Examination 1	P 700.00	10 Minutes	<i>Special Collecting Officer</i> College of Fine Arts (CFA)
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</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>Releasing Personnel</i>
	TOTAL	None	20 Days, 45 Minutes	

11. 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	2.1 Facilities Coordinator of the	None	5 Minutes	<i>Facilities Coordinator</i>



response for the request	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.			
	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	
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:

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
PHP 100.00	PHP 100.00	PHP 150.00

12. 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	Receiving Personnel CFA	



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	Special Collecting Officer College of Fine Arts (CFA)
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	

13. 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	PHP10.00/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.



**Arts and Letters Cluster
College of Fine Arts (CFA)**

Internal Service



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	5 Minutes	<i>Special Collecting Officer</i>



		Fees Below	
TOTAL		None	1 Day, 25 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	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:

4. College based organization may use the room free once a week only (Monday to Friday)
5. 2nd use of room within the week will be charged 20% of the rental fee
6. 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.



**Arts and Letters Cluster
College of Human Kinetics (CHK)**

External Service



1. 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:	College of Human Kinetics (CHK) Varsity Sports Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Student – Athletes with VAAS Contract			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		CHK Varsity Office		
2. True Copy of Grades (TCG)		CHK Office of College Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up the Application Form	1.Accept and check the completeness of information in the Application Form	None	5 Minutes	<i>Receiving Personnel</i> CHK Varsity Office
	1.1. Check for any delinquencies and grades from the previous semester. If the athlete is in good standing, the Clearance Form will be printed, then will be signed by the Varsity Director	None	1 Day	<i>Receiving Personnel</i> CHK Varsity Office
2. Claim the VAAS Clearance	2. Release the VAAS Clearance	None	5 Minutes	<i>Releasing Personnel</i> CHK Varsity Office
	TOTAL	None	1 Day, 10 Minutes	

2. 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:	College of Human Kinetics (CHK) Varsity Sports Office
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	Student – Athletes with VAAS Contract			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved list of Student-Athlete with scholarship 2. Request Form		CHK Varsity Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Request Form	1. Accept and check the completeness of information in the Request Form	None	5 Minutes	<i>Receiving Personnel</i> CHK Varsity Office
	1.1. 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>Receiving Personnel</i> CHK Varsity Office
2. Claim the Athletics Scholarship slip	2. Release the Athletic scholarship to the Student - Athlete	None	5 Minutes	<i>Releasing Personnel</i> Varsity Office
	TOTAL	None	1 Day, 10 Minutes	

3. Physical Therapy Evaluation

The P.T. Evaluation is given to requesting clients with doctor's referral slip needing Physical Therapy session.

Office or Division:	College of Human Kinetics (CHK) Physical Therapy Clinic (P.T.)	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Students and Non-U.P. clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Doctor's referral slip		Requesting Party
2. Appointment Form		CHK P.T. Clinic



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Appointment Form	1. Accept and check the completeness of information	None	5 Minutes	<i>Receiving Personnel</i> CHK P.T. Clinic
2. Submit the doctor's referral slip	2. Review the referral slip	None	5 Minutes	<i>Receiving Personnel</i> CHK P.T. Clinic
3. Choose the preferred day and time for P.T. evaluation	3. Confirm the schedule for P.T. evaluation	None	10 Minutes	<i>Clinical Supervisor</i> CHK P.T. Clinic
4. Arrive on the scheduled day of P.T. session	4. Evaluate the condition of the patient	None	1 Hour and 30 Minutes	<i>Licensed P.T.</i> CHK P.T. Clinic
5. Pay the corresponding fee	5. Accepts payment and issue the Official Receipt	Refer to the Table of Rates below	5 Minutes	<i>Special Collecting Officer</i> CHK Administrative Office
	TOTAL	None	1 Hour, 55 Minutes	

TABLE OF RATES			
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

4. Physical Therapy Treatment

The P.T. treatment is given to clients with doctor's referral slip to start the scheduled Physical Therapy session.

Office or Division:	College of Human Kinetics (CHK) Physical Therapy Clinic (P.T.)
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	Students and Non-U.P. clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Doctor's referral slip		Requesting Party		
2.Appointment Form		CHK P.T. Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up Appointment Form	1.Accept and check the completeness of information	None	5 Minutes	<i>Receiving Personnel</i> CHK P.T. Clinic
2.Submit doctor's referral slip	2.Review the referral slip	None	5 Minutes	<i>Receiving Personnel</i> CHK P.T. Clinic
3.Choose the preferred day and time for P.T. sessions	3.Confirm the schedule for P.T. sessions	None	10 Minutes	<i>Receiving Personnel</i> CHK P.T. Clinic
4.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> CHK P.T. Clinic
5.Pay the corresponding fee	5. Accepts payment and issue the Official Receipt	None	5 Minutes	<i>Special Collecting Officer</i> CHK Administrative Office
	TOTAL	None	1 Hour, 55 Minutes	

TABLE OF RATES			
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. 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:	College of Human Kinetics (CHK) Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP student who is 30 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		CHK - OCS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Application Form	1.Receive accomplished Application Form	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Pay the corresponding fee	2.Accept the payment and issue the Official Receipt	PHP 20.00	2 Hours (Paused-Clock)	<i>Special Collecting Officer</i> UP Cashier's Office
3.Submit application together with birth certificate & Latest Form5	3.Check the documents submitted	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
	3.1.Print the certificate and sign by College Secretary			<i>College Secretary</i>
4. Claim the Certificate of P.E. exemption	4.Release the certificate of PE exemption	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
	TOTAL	PHP 20.00	2 Hours, 40 Minutes	

6. 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:	College of Human Kinetics (CHK) Office of the College Secretary (OCS)
Classification:	Simple



Type of Transaction:	Government to Citizen			
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 - OCS		
2. Transcript of Records (TOR)		Requesting Party		
3. Referral Slip		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Application Form	1. Receive accomplished Application Form	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Pay the corresponding fee	2. Process payment and issue Official Receipt	PHP 20.00	5 Minutes	<i>Special Collecting Officer</i> Office of College Secretary
3. Submit application together TOR, referral slip for transfer applicant	3. Check the documents submitted	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
	3.1. Process the certification to be signed by College Secretary	None	30 Minutes	<i>College Secretary</i>
4. Claim the Certificate of P.E. exemption	4. Release the certificate of PE exemption	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
	TOTAL	PHP 20.00	1 Hour, 15 Minutes	

7. Issuance of 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:	College of Human Kinetics (CHK) Student Records Section	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form	1.Receive accomplished request form	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2.Submit application together certification issued by Rayadillo and ROTC Band	2.Check the documents submitted	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
3. Wait for the request to be processed	3.Print the certificate to and sign by College Secretary	None	5 Minutes	<i>College Secretary</i>
4. Claim the Certificate	4.Release the certificate of PE exemption	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
	TOTAL	None	45 Minutes	

8. Physical Education Proficiency Examination

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:	College of Human Kinetics Department of Physical Education (DPE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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. Class card		DPE Office		
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>Receiving Personnel</i> DPE
2. Submit requirements; certification	2. Review the requirements	None	5 Minutes	<i>Receiving Personnel</i> DPE



3. Choose the schedule	3. Confirm the schedule	None	10 Minutes	Receiving Personnel DPE
4. Pay at CHK Administrative Office	4. Issue the Official Receipt	Refer to the Table of Rates below	5 Minutes	Special Collecting Officer
5. Arrive on the scheduled day of exam/s	5. Take the exam/s	None	1 Hour and 30 Minutes	Examiner
	TOTAL	None	1 Hour, 55 Minutes	

TABLE OF RATES			
Classification		Regular	Graduating
U.P. students	Application Fee	60.00	120.00
	Examination Fee	60.00	120.00

9. Community Recreation Program

This recreation program offers several leisure activities like aquatics, dance, martial arts, athletics to the public as health and wellness activities.

Office or Division:	College of Human Kinetics (CHK) Administrative Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students, UP Employee, Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		CHK Administrative Office		
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	Receiving Personnel Administrative Office
2. Submit the requirements and certification	2. Review the requirements submitted	None	5 Minutes	Receiving Personnel Administrative Office
3. Choose the	3. Confirm the	None	10 Minutes	Receiving Personnel



schedule of exam	schedule of exam			Administrative Office
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. Attend the sessions	5. Check the attendance	None	1 Hour and 30 Minutes	<i>Instructor</i>
	TOTAL	None	1 Hour, 55 Minutes	

TABLE OF RATES			
Classification	Discount	Registration Fee	
CHK Faculty and Staff	Free	Free	
U.P. students	-	PHP 1,750.00	
U.P. Employee or Dependents	10% discount	PHP 1,575.00	
Senior Citizen	20% discount	PHP 1400.00	
Non-U.P. Clients	-	PHP 1750.00	

10. 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:	College of Human Kinetics (CHK) Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	High School graduates with UPCAT grade of at least “2.800”			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online application		CHK Administrative Office		
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	1. The College Secretary provides the application form to the applicants thru email	None	20 Minutes	<i>College Secretary</i>



schedule.				
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>Receiving Personnel</i> Office of College Secretary
3. Wait for the schedule of orientation	3. Inform the applicants for the final schedule of the orientation CHK website	None	30 Minutes	<i>Receiving Personnel</i> Office of College Secretary
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	5. Results will be posted via CHK website and successful applicants will be notified via SMS.	None	1 Day	<i>Releasing Personnel</i> College Secretary
	TOTAL	None	2 Days, 1 Hour	

11. 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:	College of Human Kinetics (CHK) Department of Graduate Studies Program	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
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



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: chkms@yahoocom	1. The Graduate Studies Coordinator provides application form to the applicant thru email	None	10 Minutes	<i>Faculty Coordinator Graduate Studies Program</i>
2. Pay the application fee at CHK Administrative Office	2. Accept the payment and issue Official Receipt	PHP 500.00	5 Minutes	<i>Special Collecting Officer</i>
3. Submit application form and mandatory requirements	3. Receive application form and mandatory requirements	None	10 Minutes	<i>Receiving Personnel Graduate Studies Program</i>
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>Receiving Personnel Graduate Studies Program</i>
5. Take note of the exam dates and Panel Interview	5. The Faculty Examiners will give the admission tests and interviews.	None	1 Day	<i>Faculty Examiners</i>
6. Applicants wait for the release of the results	6. Results will be posted via CHK website and successful applicants will be notified via SMS.	None	1 Day	<i>Releasing Personnel Graduate Studies Program</i>
	TOTAL	PHP 500.00	2 Days, 55 Minutes	



12. 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:	College of Human Kinetics (CHK) Department of Graduate Studies Program			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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	<i>Faculty Coordinator</i> Graduate Studies Program
2. Pay the application fee at CHK Administrative Office	2. Accept the payment and issue Official Receipt	PHP 500.00	5 Minutes	<i>Special Collecting Officer</i>
3. Submit application form and mandatory requirements	3. Receive application form and mandatory requirements	None	10 Minutes	<i>Receiving Personnel</i> Graduate Studies Program
4. Wait for the schedule of orientation and exam.	4. Inform the applicants for the final schedule of the orientation	None	30 Minutes	<i>Receiving Personnel</i> Graduate Studies Program



	thru CHK Website			
5. Take note of the exam dates and Panel Interview	5. The Faculty Examiners will give the admission tests and interviews.	None	1 Day	<i>Faculty Examiners</i>
6. Applicants wait for the release of the results	6. Results will be posted via CHK website	None	1 Day	<i>Releasing Personnel Graduate Studies Program</i>
	TOTAL	PHP 500.00	2 Days, 55 Minutes	



**Arts and Letters Cluster
College of Human Kinetics (CHK)**

Internal Service



1. 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:	College of Human Kinetics Department of Graduate Studies Program			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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	<i>Faculty Coordinator</i> Graduate Studies Program
2. Pay the application fee at CHK Administrative Office	2. Accept the payment and issue Official Receipt	PHP 500.00	5 Minutes	<i>Special Collecting Officer</i>
3. Submit application form and mandatory requirements	3. Receive application form and mandatory requirements	None	10 Minutes	<i>Receiving Personnel</i> Graduate Studies Program
4. Receives notice on the schedule of orientation and exam.	4. Inform the applicants for the final schedule of the orientation thru CHK Website	None	30 Minutes	<i>Receiving Personnel</i> Graduate Studies Program



5. Take note of the exam dates and Panel Interview	5. The Faculty Examiners will give the admission tests and interviews.	None	1 Day	Faculty Examiners
6. Applicants checks for the release of the results vis CHK Website	6. Results will be posted via CHK website	None	1 Day	Releasing Personnel Graduate Studies Program
	TOTAL	PHP 500.00	2 Days, 55 Minutes	

2. Physical Therapy Evaluation

The P.T. Evaluation is given to requesting clients with doctor's referral slip needing Physical Therapy session.

Office or Division:	College of Human Kinetics Physical Therapy Clinic (P.T.)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's referral slip		Requesting Party		
2. Appointment Form		P.T. Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Appointment Form	1. Accept and check the completeness of information	None	5 Minutes	Receiving Personnel P.T. Clinic
2. Submit the doctor's referral slip	2. Review the referral slip	None	5 Minutes	Receiving Personnel P.T. Clinic
3. Choose the preferred day and time for P.T. evaluation	3. Confirm the schedule for P.T. evaluation	None	10 Minutes	Clinical Supervisor P.T. Clinic
4. Arrive on the scheduled day of P.T. session	4. Evaluate the condition of the patient	None	1 Hour and 30 Minutes	Licensed P.T. P.T. Clinic



5. Pay the corresponding fee	5. Accepts payment and issue the Official Receipt	Refer to the Table of Rates below	5 Minutes	<i>Special Collecting Officer</i> CHK Administrative Office
TOTAL		None	1 Hour, 55 Minutes	

TABLE OF RATES			
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

3. Physical Therapy Treatment

The P.T. treatment is given to clients with doctor's referral slip to start the scheduled Physical Therapy session.

Office or Division:	College of Human Kinetics Physical Therapy Clinic (P.T.)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's referral slip		Requesting Party		
2. Appointment Form		P.T. Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Appointment Form	1. Accept and check the completeness of information	None	5 Minutes	<i>Receiving Personnel</i> P.T. Clinic
2. Submit doctor's referral slip	2. Review the referral slip	None	5 Minutes	<i>Receiving Personnel</i> P.T. Clinic



3. Choose the preferred day and time for P.T. sessions	3. Confirm the schedule for P.T. sessions	None	10 Minutes	Receiving Personnel P.T. Clinic
4. Arrive on the scheduled day of P.T. session	4. Treat the patient	Refer to Table of Rates below	1 Hour, 30 Minutes	Licensed P.T. P.T. Clinic
5. Pay the corresponding fee	5. Accepts payment and issue the Official Receipt	None	5 Minutes	Special Collecting Officer CHK Administrative Office
TOTAL		None	1 Hour, 55 Minutes	

TABLE OF RATES			
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

4. Community Recreation Program

This recreation program offers several leisure activities like aquatics, dance, martial arts, athletics to the public as health and wellness activities.

Office or Division:	College of Human Kinetics Administrative Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		CHK Administrative Office Annex		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application	1. Accept and check	None	5 Minutes	Receiving Personnel



form	the completeness of information			Administrative Office
2. Submit the requirements and certification	2. Review the requirements submitted	None	5 Minutes	<i>Receiving Personnel Administrative Office</i>
3. Choose the schedule of exam	3. Confirm the schedule of exam	None	10 Minutes	<i>Receiving Personnel Administrative Office</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. Attend the sessions	5. Check the attendance	None	1 Hour and 30 Minutes	<i>Instructor</i>
	TOTAL	None	1 Hour and 55 Minutes	

TABLE OF RATES

Classification	Discount	Registration Fee	
CHK Faculty and Staff	Free	Free	
U.P. students	-	PHP 1,750.00	
U.P. Employee or Dependents	10% discount	PHP 1,575.00	
Senior Citizen	20% discount	PHP 1400.00	
Non-U.P. Clients	-	PHP 1750.00	



**Arts and Letters Cluster
College of Mass Communication (CMC)**

External Service



1. 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:	Highly Technical	
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. Payment Order Form 3. Student Directory Form (2 copies)		Office of the College Secretary
4. True Copy of Grades (TCG)		Office of the University Registrar
For S2 (Undergraduate Students within UP Diliman): 1. Application Form 2. Payment Order Form 3. Student Directory Form (2 copies)		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)		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. Payment Order Form		Office of the College Secretary



3. Student Directory Form (2 copies)				
4. Original and photocopy of OTR / TCG (Grade of 2.25 within Diliman, depends on program applied for, Completed 30 units)		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 T2 (Transfer from other universities) 1. Student Directory Form (2 copies)		Office of the College Secretary		
2. Original and photocopy of OTR / TCG (Grade of 1.75, depends on program applied for, Completed 30 units)		Office of the University Registrar		
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)		University Health Service (UHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Payment Order Form (For S1, S2, and T1) and pay at the UP Cashier's Office	1. Issue Payment Order Form	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary <i>Special Collecting Officer</i> UP Cashier's Office
2. Submit properly accomplished Application Form (For S1, S2, and T1), Official Receipt (OR), and other requirements (OTR, Student Directory, Certifications)	2.1. Receive Application Form with Official Receipt (OR) and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
	2.2. Evaluate and process application.	None	1 Day	
3. Receive College Admission Slip.	3. Issue College Admission Slip.	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary



5. 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.	5. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of College Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
6. Submit University Admission Slip from OUR	6. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
TOTAL:		None	1 Day, 1 Hour	

2. Request for Venue (Theater)

Request for Venue (Theater)

Office or Division:	CMC Film Institute			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, LGU's, GOCC's, Government Instrumentalities and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Request Form		Administrative Office, 2 nd Floor, UPFI Film Center Building		
5. Valid UP ID / Government issued Identification Card		Office of the University Registrar/BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit properly accomplished Venue Use Form	1. Receive Venue Use Form	PHP 10,000	30 Minutes	Receiving Personnel Reservation/Theater Officer
2. Preparation of Lease of Contract	2. Issuance of Lease of Contract	None	1 Day	Releasing Personnel Reservation/Theater Officer
6. Receiving of Full Payment	3. Issuance of Official Receipt	None	1 Day	Receiving Personnel Special Collecting Officer
TOTAL:		PHP 10000	2 Days, 30 Minutes	

3. Request for Film Sponsorship

Request for Film Sponsorship

Office or Division:	CMC Film Institute			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, LGU's, GOCC's, Government Instrumentalities and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Film Sponsorship Form		Administrative Office, 2 nd Floor, UPFI Film Center Building		
2. Valid UP ID / Government issued Identification Card		Office of the University Registrar/BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Film Sponsorship Form	1. Receive Film Sponsorship Form	PHP 2,000	30 Minutes	Receiving Personnel Reservation/Theater Officer
2. Preparation of Lease of Contract	2. Issuance of Lease of Contract	None	5 Days	Releasing Personnel Reservation/Theater Officer
3. Receiving of Full Payment	3. Issuance of Official Receipt	None	1 Day	Receiving Personnel Special Collecting Officer
TOTAL:		PHP 2,000	2 Days, 30 Minutes	



4. Request for Equipment

Request for Equipment

Office or Division:	CMC Film Institute			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, LGU's, GOCC's, Government Instrumentalities and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Equipment Form		Administrative Office, 2 nd Floor, UPFI Film Center Building		
2. Valid UP ID / Government issued Identification Card		Office of the University Registrar/BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Equipment Request Form	1. Receive Equipment Request Form	Amount Varies	60 Minutes	<i>Receiving Personnel</i> Special Collecting Officer
2. Receiving of Full Payment	2. Issuance of Official Receipt	Amount Varies	1 Day	<i>Receiving Personnel</i> Special Collecting Officer
TOTAL:			1 Day, 60 Minutes	

5. Request for Workshop Registration

Request for Workshop Registration

Office or Division:	CMC Film Institute			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP and Non-UP Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Workshop Registration Form		Administrative Office, 2 nd Floor, UPFI Film Center Building		
2. Valid UP ID / Government issued Identification Card		Office of the University Registrar/BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Workshop Registration Form	1. Receive Workshop Registration Form	None	15 Minutes	<i>Receiving Personnel</i> Workshop Coordinator
2. Payment of workshop registration	2. Issuance of Official Receipt	Amount varies	15 Minutes	<i>Receiving Personnel</i> Workshop Coordinator
3.Receiving of OR and Issuance of Certificate of Attendance	3.Issuance of Official Receipt and Certificate of Attendance	None	15 Minutes	<i>Releasing Personnel</i> Workshop Coordinator
TOTAL:		Amount varies	45 Minutes	

6. Request for Remote/Outside Broadcast

Request for Remote/Outside Broadcast

Office or Division:	CMC DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Partner producers/College/Offices/Units/Organizations in UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request letter.	1.1 Receive request letter.	None	10 Minutes	<i>Administrative Officer</i>
	1.2 Coordinate and discuss with the technical/ production	None	1 Day	<i>Program Director</i>



	team regarding feasibility of request.			
	1.3 Coordinate and discuss with the production team regarding feasibility of request.	None	1 Day	<i>Program Director</i>
2. Approval of the Station Manager	2. Station Manager to decide based on the recommendation of technical and production team.	None	1 Day	<i>Administrative Officer</i>
3. Meet with DZUP team for the assessment of technical and production need	3.1 Assess the technical and production needs of the outside broadcast	None	1 Day	<i>Releasing Personnel Workshop Coordinator</i>
	3.2 Conduct an ocular inspection of the venue for outside broadcast	None	1 Day	<i>Technicians and Producers</i>
	3.3 Prepare necessary equipment and broadcast materials	None	10 days	<i>Technicians and Producers</i>
	3.4 If needed, write to and coordinate with the UP Computer Center for live streaming set-up	None	1 Day	<i>DZUP Online Officer</i>
4. Do their counterpart responsibility in providing administrative, technical and production needs of the station	4.1 Technical set-up and production process	None	1 Day	<i>DZUP team</i>
5. Conduct the outside broadcast.		None	1 Day	<i>DZUP team</i>
TOTAL:		None	18 Days, 10 Minutes	



7. Request for News Coverage

Request for News Coverage

Office or Division:	CMC DZUP 1602			
Classification :	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP stakeholders, government agencies and civil society			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	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.	None	10 Minutes	<i>Administrative Officer</i>
	1.2 Cascade request letter to Program Director and the News Team.	None	3 Days	<i>Station Manager</i>
	1.3 Coordinate and discuss with the News Team regarding feasibility of request.	None	1 Day	<i>Program Director</i>
2. Receive the reply letter from DZUP regarding their request, whether it has been accepted or declined.	2. The Administrative Officer or the News Team will prepare the reply letter and submit the same to the requesting party. Coordination will also be made.	None	5 Days	<i>Administrative Officer or News Team</i>



	2.1 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.	None	3 Days	News Team
4. Allow access to DZUP for the coverage	4.The News Team will cover the requested event.	None	Requested Event Duration	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.	None	5 Days	News team
TOTAL:		None	17 Days, 10 Minutes	

8. Request for Interviews

Request for Interviews

Office or Division:	CMC DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP stakeholders, government agencies and civil society organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter requesting for interview	1.1 Receive request letter.	None	10 Minutes	<i>Administrative Officer</i>



	1.2 Deliver request letter to the Station Manager	None	10 Minutes	<i>Administrative officer</i>
	1.3 Station Manager approval/dis-approval	None	1 Day	<i>Station Manager</i>
	1.4 Cascade instruction to Program Director	None	1 Day	<i>Station Manager</i>
	1.5 Coordinate and discuss with Team-in-charge of the interview	None	1 Day	<i>Program Director</i>
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.	None	5 Days	<i>Program Director Administrative Officer DZUP Producer</i>
	2.1 DZUP will prepare the technical requirements, as well as the script and list of questions.	None	3 Days	<i>Program Director DZUP Producer</i>
3. Drop by DZUP or attend to the call for the interview on DZUP.	3.DZUP will conduct the interview	None	60 Minutes	<i>DZUP Producer Technical Team</i>
4.Request DZUP for copies of photos and other outputs.	4. DZUP will send the audio file of the interview to the requesting party.	None	60 Minutes	<i>Program Director</i>
	TOTAL:	None	11 Days, 140 Minutes	



9. Request for Announcements-on-Board

Request for Announcement on Board

Office or Division:	CMC DZUP 1602			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
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		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
2. Partnership Proposal		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	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 dzup.marketing@gmail.com.	1.1 Receive request letter.	None	10 Minutes	<i>Special Services Team</i>
2. Get the approval of the DZUP Special Services Team.	2. Documents pertinent to the partnership will be sent to the client	None	1 day	<i>Special Services Team</i>
3. Send the requested documents (Media Partnership Agreement, announcement-on-board script, event poster, and press release) for the media partnership.	3.1 Script will be forwarded to the Production Team	None	1 Day	<i>Special Services Team</i>



	3.2 Script will be given to the program hosts, who will be reading the announcement on-air.	None	1 Day	<i>Production Team</i>
4. The event will be promoted on-air and online.	4.1. Announcement will be read on-air by the DZUP program hosts.	None	Duration based on the Media Partnership Agreement	<i>Producers and Hosts</i>
	4.2 Publicity materials of the event on the DZUP website and Facebook page. Client will be informed where to access the posts.	None	1 Day	<i>Special Services Team</i>
TOTAL:		None	4 Days, 10 Minutes	

10. Request for Media Partnership for Organizations

Request for Media Partnership for Organizations

Office or Division:	CMC DZUP 1602			
Classification :	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students and Civil Society Organization whose Events and Activities are aligned with the nature and branding of the Station			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
2. Partnership Proposal		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a partnership proposal and a letter of request addressed to the DZUP Station	1.1 Receive request letter.	None	10 Minutes	<i>Special Services Team</i>



Manager to dzup.marketing@gmail.com.				
	1.2 Coordinate and discuss within the Team regarding the feasibility of the partnership.	None	1 Day	<i>Special Services Team</i>
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.	None	1 Day	<i>Special Services Team</i>
	2.2 Documents pertinent to the partnership will be sent to the client.	None	1 Day	<i>Special Services Team</i>
3. Send the requested documents (Media Partnership Agreement, announcement-on-board script, event poster, and press release) for the media partnership.	3.1 Script will be forwarded to the Production Team	None	4 hours	<i>Special Services Team</i>
4. The event will be promoted on-air and online.	4.1. Radio plug will be produced.	None	4 hours	<i>Production Team</i>
	4.2 Radio plug will be aired.	None	Duration based on the Media Partnership Agreement	<i>Production Team</i>
	4.3 Publicity materials of the event on the DZUP website and Facebook page. Client will be informed where to access the posts.	None	1 Day	<i>Special Services Team</i>
TOTAL:		None	5 Days, 10 Minutes	



11. Request for Media Partnership for Government and UP Offices

Request for Media Partnership for Government and UP Offices

Office or Division:	CMC DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Government institutions and offices within the University of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
2. Partnership Proposal		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	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	10 Minutes	<i>Special Services Team</i>
2. Get the approval of the DZUP Special Services Team.	. 2. Documents pertinent to the partnership will be sent to the client.	None	30 Minutes	<i>Special Services Team</i>
3. Send the requested documents (radio plug script, event poster, and press release) for the media partnership.	3. Script will be forwarded to the Production Team	None	5 Days	<i>Special Services Team</i>
4. The event will be promoted on-air and online.	4.1 Radio plug will be produced.	None	5 Days	<i>Production Team</i>



	4.2 Radio plug will be aired on DZUP 1602.	None	Duration based on the Media Partnership Agreement	<i>Production Team</i>
	4.3 Publicity materials of the event on the DZUP website and Facebook page. Client will be informed where to access the posts.	None	1 Day	<i>Special Services Team</i>
TOTAL		None	11 Days, 40 Minutes	

12. Request for Issuance of Certificate of Airing

Request for Issuance of Certificate of Airing

Office or Division:	CMC DZUP 1602			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Partner producers/college/offices/units/organizations in UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	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.	None	1 Day	<i>Program Producer</i>



	1.3 Double-check information on the traffic log then sign to certify certificate of airing	None	1 Day	<i>Program Director</i>
	1.4 Sign to certify certificate of airing	None	1 Day	<i>Station Manager</i>
2. Sign log then claim certificate of airing	2. Release certificate of airing then log details of the claimant.	None	10 Minutes	<i>Releasing Officer Administrative Officer</i>
TOTAL		None	3 Days, 20 Minutes	

13. Request for Issuance of Certificate of Appearance

Request for Issuance of Certificate of Appearance

Office or Division:	CMC DZUP 1602			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Partner producers and/or guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or inform program producers of request for certificate of appearance	1.1 Receive request letter.	None	5 Minutes	<i>Assigned Program Producer</i>
	1.2 Prepare certificate of appearance then sign to certify	None	15 Minutes	<i>Assigned Program Producer</i>
	1.3 Sign to certify certificate of appearance	None	2 Days	<i>Station Manager</i>



2. Sign log then claim certificate of airing	2. Release certificate of appearance then log details of the claimant.	None	10 Minutes	<i>Releasing Officer Administrative Officer</i>
TOTAL		None	2 Days, 30 Minutes	

14. Request for Facilitation of Station Visit and Studio Tours

Request for Facilitation of Station Visits and Studio Tours

Office or Division:	CMC DZUP 1602			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Schools, group of students or individuals interested in DZUP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	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 letter.	None	10 Minutes	<i>Administrative Officer</i>
	1.2 Approval of the Station Manager	None	10 Minutes	<i>Station Manager</i>
	1.3 Coordinate with concerned units for specific aspects of	None	4 Hours	<i>Program Director</i>



	broadcast to focus on			
2. Station visit/studio tour	2. Release certificate of appearance then log details of the claimant.	None	10 Minutes	<i>Program Director Assistant Program Director</i>
3. Sign Attendance Sheet	3. Provide attendance sheet for visitors	None	10 Minutes	<i>Administrative Officer</i>
TOTAL		None	6 Hours, 30 Minutes	

15. Request for Facebook Live

Request for Facebook Live

Office or Division:	CMC DZUP 1602			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Partner producers/college/offices/units/organizations in UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	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	<i>Administrative Officer</i>
	1.2 DZUP Online Team receives request and coordinates necessary equipment to be used for broadcast	None	1 Day	<i>DZUP Online Team</i>



	1.3 Coordinate with Technical Team for equipment needed (if Facebook Live is conducted outside).	None	2 Days	<i>DZUP Technical Team</i>
2. Facebook Live is Conducted		None	1 Day	<i>DZUP Online Team</i>
TOTAL		None	4 Day, 10 Minutes	

16. Request for Analytics Report

Request for Analytics Report

Office or Division:	CMC DZUP 1602			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Partner producers/college/offices/units/organizations in UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	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	<i>Administrative Officer</i>
	1.2 DZUP Online Team receives request and accesses online analytics	None	1 Day	<i>DZUP Online Team</i>
	1.3 Preparation of Analytics report	None	4 Days	<i>DZUP Online Producer</i>



2. Approval of Webmaster	2. Webmaster approves analytics report	None	1 Day	Webmaster
3. Receive Analytics Report	3. DZUP Online sends analytics report to client	None	1 Day	DZUP Online Team
TOTAL		None	7 Days, 10 Minutes	

17. Request for Publicity Materials

Request for Publicity Materials

Office or Division:	CMC DZUP 1602			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Partner producers/college/offices/units/organizations in UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter/e-mail		DZUP Office, 2 nd Floor, Media Center Building CMC		
CLIENT STEPS	AGENCY ACTION	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	None	1 Day	Webmaster and/or DZUP Online Team
	1.3 If a regular station program:	None	1 Day	Webmaster and/or DZUP Online Team



	creation of templates and addition to list of personnel who will receive weekly program promotion updates			
	1.4 If an event by a partner institution: wait for approval/recommendation of Webmaster	None	1 Day	<i>Webmaster and/or DZUP Online Team</i>
2. Approval	2.1 If regular program: The Online Team will wait for approval or further revisions for the template design	None	3 Days	<i>DZUP Online Team</i>
	2.2 If an event: The Webmaster will decide based on the recommendation of the Station Manager	None	1 Day	<i>Webmaster and/or DZUP Online Team</i>
	2.3 If a regular station program: Once	None	1 Day	<i>DZUP Online Team</i>



	design is approved, DZUP Online will post materials on DZUP's social media accounts			
	2.4 If an event: Once approved, the DZUP Online team will create designs for the client's approval and/or further revisions	None	3 Days	<i>DZUP Online Team</i>
	2.5 If an event: Once design is finalized, DZUP Online will post materials on DZUP's social media accounts	None	1 Day	<i>DZUP Online Team</i>
3.Partner institutions are expected to share and/or re-share the publicity materials posted online	3.Continuou sly share and re-share posted materials online	None	At least 3 days before program and/or actual event date	<i>DZUP Online Team</i>
TOTAL		None	12 Days, 10 Minutes	



**Arts and Letters Cluster
College of Music (CMu)**

External Service



1. 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, 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 Associate in Arts (Music) program.

Office or Division:	College of Music (CMu) (CMu) Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Prospective Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Office of the College Secretary (OCS) CMu Website (music.upd.edu.ph)		
2. Official Receipt (OR)		UP Cashier's Office		
3. School credential		Applicant's High School or College/University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Application Form and school credential.	1. Receive Application Form and school credential. Issue Payment Order Form.	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive Payment Order Form and pay at the UP Cashier's Office.*	2. Accept payment and issue OR.	PHP 500.00*	10 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
3. Present OR to OCS.	3. Note OR Number and issue Test Permit for the Music Theory Exam (MTE).	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
4. Take the MTE.	4. Administer the	None	4 Hours	<i>Faculty Examiners</i>



	MTE.			College of Music (CMu)
5. Check the result of the MTE to see if qualified to take the Talent Determination Test (TDT).	5. Post the results of the MTE and the instructions for TDT.	None	5 Minutes	Releasing Personnel Office of the College Secretary
6. Take the TDT.	6. Administer the TDT.	None	1 Hour	Faculty Members Department
7. Check the result of the TDT to see if admitted to the college.	7. Post the results of the TDT and the instructions for university admission.	None	5 Minutes	Releasing Personnel Office of the College Secretary
	TOTAL	PHP 500.00*	5 Hours, 30 Minutes	

**Applicants qualified for Universal Access to Quality Tertiary Education privileges are exempted from payment.*

2. Admission to a New Music Major

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. Application Form 2. College Referral Slip		Office of the College Secretary (OCS)		
3. University Admission Slip		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Shifting Form to the Chair of the	1. Receive Shifting Form.	None	5 Minutes	Chair Department



department you intend to shift to.				
2. Take the Audition and Interview.	2. Give the Audition and Interview.	None	1 Hour	<i>Faculty Members Department Concerned</i>
3. Check the result of the Audition and Interview to see if you qualified to your new major.	3. Post the results of the Audition and Interview.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
4. Get your College Referral Slip from OCS.	4. Issue the student's College Referral Slip.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
5. Submit your College Referral Slip to OUR Admission and Registration Section (OUR-ARS).	5. Receive the student's College Referral Slip and issue a University Admission Slip.	None	5 Minutes	<i>Receiving and Releasing Personnel OUR-ARS</i>
6. Submit your University Admission Slip to OCS.	6. Receive and file University Admission Slip.	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	TOTAL	None	1 Hour, 25 Minutes	

3. 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.

Office or Division:	College of Music (CMu) Office of the College Secretary
Classification:	Simple
Type of	Government to Citizen



Transaction:				
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. College Referral Slip		Office of the College Secretary (OCS)		
3. University Admission Slip		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Department for Audition and Interview.	1. Give the Audition and Interview.	None	1 Hour	<i>Faculty Members Department</i>
2. Check the result of the Audition and Interview to see if you qualified to the Bachelor of Music Program.	2. Post the results of the Audition and Interview.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
3. Get your College Referral Slip from OCS.	3. Issue the student's College Referral Slip.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
4. Submit your College Referral Slip to OUR Admission and Registration Section (OUR-ARS).	4. Receive the student's College Referral Slip and issue a University Admission Slip.	None	5 Minutes	<i>Receiving and Releasing Personnel OUR-ARS</i>
5. Submit your University Admission Slip to OCS.	5. Receive and file University Admission Slip.	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	TOTAL	None	1 Hour, 20 Minutes	

4. Audition/Recital Venue Reservation

Office or Division:	College of Music (CMu) Office of the College Secretary
Classification:	Simple
Type of	Government to Citizen



Transaction:				
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Audition/Recital Checklist (ARC)		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present properly accomplished Audition/Recital Checklist (ARC) to OCS for venue reservation.	1. Book student. Return ARC to student.	None	5 Minutes	<i>Booking Personnel</i> Office of the College Secretary
2. Submit ARC to Department Chair for panel assignment.	2. Assign panel members to student. Submit ARC to OCS.	None	15 Minutes	<i>Chair Department</i> <i>Receiving Personnel</i> Office of the College Secretary
TOTAL		None	20 Minutes	

5. Application: Master of Music (MM) and Doctor of Philosophy in Music (PhD)

Office or Division:	College of Music (CMu) Graduate Programs Office (GPO)			
Classification:	Complex			
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 Programs Office (GPO)		
Academic 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 application forms. Send queries at upcmudilimanmedia@gmail.com or visit the GPO.	1. Answer queries regarding graduate programs application. Provide application forms (via email if necessary) and billing statement (application fee).	None	10 Minutes	<i>Receiving Personnel/Staff</i> Graduate Programs Office
2. Pay the application fee at the UP Cashier's Office.	2. Accept the payment and issue official receipt.	PHP 500.00	5 Minutes (Paused-Clock)	<i>Special Collections Officer</i> UP Cashier's Office
3. Submit application forms and other requirements at the GPO.	3. Receive and review application documents. Issue test permit and give instructions.	None	15 Minutes	<i>Receiving Personnel</i> Graduate Programs Office
4. Take the diagnostic exams.	4. Administer the diagnostic exams.	None	6 Hours	<i>Staff</i> Graduate Programs Office <i>Faculty Examiners</i> Graduate Programs Committee
5. Take the talent audition/exam/interview (MM) or panel interview (PhD).	5. Administer the audition or panel interview. Coordinate adviser appointment.		1 Hour	<i>Panelists</i> Graduate Programs Committee <i>Graduate Program Coordinator</i> Graduate Programs Office
6. Views the result of qualified applicants on the CMu website	6. Evaluate and check exams. Select qualified students.	None	10 Days	<i>Examiners/</i> <i>Department Heads/Panelists/</i> <i>GPC</i>



	Prepare documents for announcements of successful applicants on CMu website, College Secretary's Office Bulletin Board, and email results.			Staff Graduate Programs Office
TOTAL		PHP 500.00	10 Days, 7 Hours, 30 Minutes	

6. Admission of New CMu Graduate Students

Office or Division:	College of Music (CMu) Graduate Programs Office (GPO)	
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 after other pertinent documents have been submitted)	CMu Graduate Programs Office	
2. 2 copies of student directory. Revised form can be downloaded at http://our.upd.edu.ph/forms/OUR%20FORM%203.doc	CMu Graduate Programs 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 Programs Office	
5. Official Transcript of Records (OTR) including certified copy of transcripts prior to last school/university attended with	School/University from where student graduated (<i>Local Students</i>) or	



remarks "Copy for UP Diliman" (<i>For Foreign Students: OTR with degree and date of graduation authenticated by Embassy/Dept. of Education</i>)		Embassy/Dept. of Education (<i>Foreign Students</i>)		
6.	Two (2) passport size photos	Requesting Party		
7.	Program of Study (original copy)	CMu Graduate Programs Office		
8.	Medical Certificate from UP Health Service (original copy)	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 or Immigration, or (c) 2 photocopies of Philippine passport, original to be presented	As needed: (a) PSA, (b) Bureau of Immigration, or (c) Department of Foreign Affairs		
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), 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 GPO and accomplish forms.	1. Orient and issue admission information/checklist containing instructions to incoming students.	None	5 Minutes	<i>Staff</i> Graduate Programs Office
2. Consult your adviser and complete Program of Study.	2. Advise student.	None	30 Minutes	<i>Adviser/Department Head or Graduate Programs Coordinator</i>
3. Have your medical examination and come back for the medical certificate.	3. Examine the student. Release medical certificate.	None	1 Day (Paused-Clock)	<i>Nurse/Physician, Records Staff</i> UP Health Service
4. Present all requirements to CMu GPO for checking.	4. Check the student's documents. Retain the photocopy of the following for CMu GPO file: (a) medical certificate, (b) proof of citizenship, (c) college credentials, (d) clearance, if applicable, (e) TOEFL/IELTS score report, if applicable. Issue college referral slip.	None	5 Minutes	<i>Staff</i> Graduate Programs Office
5. Submit college referral slip and all documents to get University Admission Slip and CRS password.	5. Receive and review documents. Issue the University Admission Slip and CRS password.	None	5 Minutes (Paused-Clock)	<i>Staff</i> Admissions Section, Office of the University Registrar (OUR)



6. Submit University Admission Slip and college copy of student directory to CMu GPO.	6. Receive University Admission Slip and file the documents. Remind student about registration period.	None	5 Minutes	Staff Graduate Programs Office
TOTAL		None	1 Day and 50 Minutes	

7. Application for Reading Language Exam

Office or Division:	College of Music (CMu) Graduate Programs Office (GPO)			
Classification :	Complex			
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 GPO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the semester immediately prior to the semester in which the Comprehensive Examination is to be taken, consult your adviser/GPC as to which language you should be tested in.	1. Determine specific language contingent upon the individual academic research of the student.	None	15 Minutes	Adviser/Graduate Programs Coordinator (GPC)/Graduate Programs Committee Graduate Programs Office



2. Fill out application form and submit to the CMu GPO 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.	None	5 Days	Staff/Student Records Evaluator (SRE) Graduate Programs Office
3. Take the exam.	3. Administer exam.	None	3 Hours	Staff Graduate Programs Office
4. Check for results	4. Photocopy/scan answer & save file. Submit original and result form to examiner for checking. Get the result.	None	5 Days	Staff Graduate Programs Office Examiner
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 student about the result. If rating is "fail," inform student & GPC, and schedule retake in coordination with the examiner.	None	5 Minutes	Graduate Programs Office Examiner SRE/GPC
TOTAL		None	10 Days, 3 Hours, 20 Minutes	

8. Application for Comprehensive Examinations

Office or Division:	College of Music (CMu) Graduate Programs Office (GPO)
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 GPO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After successful completion of the prescribed coursework (and reading language examination for PhD only), submit application for comprehensive examinations (must be taken and successfully completed at the latest at the end of the following semester after all coursework has been completed).	1. Receive application form. Evaluate student's records. Get approval of the adviser and GPC. Contact examiners, finalize exam details, & update student.	None	10 Days	Staff/SRE/GPC Graduate Programs Office
2. Take the comprehensive examinations.	2. Administer exams.	None	5 Days	Staff Graduate Programs Office
3. Checks for the results.	3. Photocopy/scan answers & save files. Submit original answers and result forms to examiners for checking. Get the results and prepare report.	None	10 Days	Staff, Examiners Graduate Programs Office
4. If you "pass," apply for thesis/proposal defense for the	4. If rating is "pass," inform student. If "fail",	None	5 Minutes	Staff Graduate Programs Office



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>	inform student & adviser/GPC, and schedule exam retake date in coordination with the examiner/s.			
TOTAL		None	25 Days and 5 Minutes	

9. Application for Thesis/Dissertation Proposal Defense

Office or Division:	College of Music (CMu) Graduate Programs Office (GPO)			
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 GPO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After passing the compre exams (and reading language exam for PhD only) and getting the endorsement of adviser, submit topic proposal to thesis/dissertation committee at least 2 weeks before the target defense.	1. Receive application form and review student records. Get formal approval/signature of the adviser and GPC. Release memo on thesis/dissertation committee appointment and	None	5 Days	Staff/SRE Graduate Programs Office



Submit application form with topic proposal to GPO.	final schedule of oral defense. Update student.			
2. Take the topic proposal defense. Wait for the result.	2. Prepare form and secure approval/signatures of the committee members.	None	2 Hours	Staff, Thesis/dissertation committee, GPC Graduate Programs Office
3. If you "pass," apply for thesis/dissertation defense when ready. If you "fail," follow recommendations of the committee members.	3. Inform and orient the student about the succeeding steps.	None	5 Minutes	Staff Graduate Programs Office
TOTAL		None	5 Days, 2 Hours and 5 Minutes	

10. Application for Thesis/Dissertation Defense

Office or Division:	College of Music (CMu) Graduate Programs Office (GPO)			
Classification:	Simple			
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 GPO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After getting the endorsement of adviser/committee, submit completed draft of thesis/dissertation	1. Receive application form and review student records. Get formal	None	5 Days	Staff/SRE Graduate Programs Office



to each panelist at least 2 weeks before the target defense. Submit application form to GPO.	approval/signature of the adviser and GPC. Release memo to thesis/dissertation panel with final schedule of oral defense. Update student.			
2. Take the oral defense. Wait for the result.	2. Prepare form and secure approval/signatures of the panelists.	None	2 Hours	Staff, Thesis/dissertation panelists, GPC Graduate Programs Office
3. Consult GPO and take note of the important reminders and deadlines.	3. Inform/orient the student about the succeeding steps, especially the deadlines.	None	5 Minutes	Staff/SRE Graduate Programs Office
TOTAL		None	5 Days, 2 Hours & 5 Minutes	

11. Reservation of Practice Room

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. Get the Practice Slip Form (PSF)	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	Receiving Personnel Office of the Dean
2. Log the schedule of Practice at the Logbook	1.2. Checking of venue/facilities/ equipment availability	None	5 Minutes	Student College of Music
3. Give the PSF to staff for signature		None	5 Minutes	Receiving Personnel Office of the Dean
TOTAL:		None	15 Minutes	

12. Reservation of Halls

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. Submit letter of request for the use of Halls	1. Receiving Personnel acknowledges receipt of document with	Please see attached rates	5 Minutes	Receiving Personnel Office of the Dean



	Receiving stamp and signature			
2. Talk to person in-charge of reservation for the availability of halls	2.1. Checking of venue/facilities/equipment availability 2.2. Action of the Dean (Approved / Disapproved)	None	5 Minutes	Receiving Personnel 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, etc.) to inform client that the Dean's response is approved or disapproved.	None	1 Day (Paused Clock)	Receiving Personnel Office of the Dean
TOTAL:		None	1 Day, 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



13. Reservation of Instruments/Equipment

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 Borrowers Request Form (BRF)	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
2. Submit BRF to Supplier Officer	2.1. Checking the availability of instruments 2.2. Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Receiving Personnel Office of the Dean</i>
3. Wait for the staff to email or text for confirmation of the approval of request for the instruments	3.1. Coordinator may choose among provided means (ex. via text message, etc.) to inform client that the Dean's response is	None	1 Day (Paused Clock)	<i>Receiving Personnel Office of the Dean CMu</i>



	approved or disapproved.			
TOTAL:		None	1 Day, 10 Minutes	

14. Request for the use of Halls/Rooms

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. Submit letter of request for the use of Halls/Rooms	1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature	None	5 Minutes	<i>Receiving Personnel Office of the Dean CMu</i>
2. Talk to person in-charge of reservation for the availability of halls	2.1 Checking of venue/facilities/equipment availability 2.2 Action of the Dean (Approved / Disapproved)	None	5 Minutes	<i>Receiving Personnel Office of the Dean CMu</i>
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	None	1 Day (Paused Clock)	<i>Receiving Personnel Office of the Dean CMu</i>



	means (ex. via text message, etc.) to inform client that the Dean's response is approved or disapproved.			
TOTAL:		None	1 Day, 10 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	None	1 Day	<i>OIS Staff</i> Office of the Institute Secretary



	Secretary for Approval.			
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



**Management and Economics Cluster
National College of Public Administration and
Governance (NCPAG)**

External Service



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	must be stipulated in the contract or as agreed upon	REPS (Project Coordinator) CPED



		agreed upon		
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 Volume I Paper Bound	Danilo dela Rosa Reyes, Proserpina D. Tapales, Ma. Oliva Z. Domingo and Maria Fe Villamejor-Mendoza	Php 550.00
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	Rolyn B. Francisco	Php 150.00



Center. 2009 (116pp), Paperbound		
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 Government in the Philippines. 2003 (162pp), Paperbound	Alex B. Brillantes, Jr.	Php 250.00
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,	Ledivina V. Cariño	Php 250.00



Nepal and the Philippines. 2005 (120pp), Softbound		
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 Resouce 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.	Minerva S. Baylon and Maria	Php 120.00



March 2008 (109pp), Paperbound	Fe V. Mendoza (eds.)	
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. Paperbound	Edna Estifania A. Co, Maria Faina L. Diola, Crinezza Veil Mendoza, Elanor E. Nicolas and Dan A. Saguil	Php 200.00
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



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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			Requesting Party	



indicating the activity, date/s requested, duration of the activity, equipment to be used and other requests.				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit request letter addressed to the Dean/ Supervising Administrative Officer indicating all the required information.</p> <p>UP funded organizations are given 17% discount on room rates.</p>	<p>1. Receive request letter</p> <p>1.1 Check the availability of the room on specified date/s</p> <p>1.2 Forward to the Supervising Administrative Officer for approval.</p>	<p>Please refer to the table of fees below</p>	<p>15 Minutes</p>	<p><i>Administrative Services Staff</i></p>
<p>2. Pay fees as billed</p>	<p>2. Receive Payment and issue acknowledgment receipt</p> <p>Remit payment to the UP Diliman Cash Office</p>		<p>10 Minutes</p> <p>1 Hour</p>	<p><i>Administrative Services Staff</i></p>
TOTAL:		Varies	1 Hour, 25 Minutes	



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)
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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 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)
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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	must be stipulated in the contract or as agreed upon	REPS (Project Coordinator) CLCD



		agreed upon		
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	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.

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	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	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	



**Management and Economics Cluster
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	<i>Administrative Assistant III</i> 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	<i>Special Collecting Officer</i>
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
<i>Additional:</i>		<i>* plus 10% excess charge /hr</i>	<i>* plus 20% excess charge /hr</i>		
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	2. Collect seminar fee and issue corresponding receipt	PHP 9,000.00 PHP 30,00.00	5 Minutes	<i>Special Collecting Officer</i> Administrative Office



c. Management Development Program		PHP 25,000.00		
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	FEES 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	



**Management and Economics Cluster
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 Training and Extension Services Division</i>
2. Attend meeting with the School of Urban	2.1. Conduct a meeting to further	None	2 Hours	<i>TESD Director and Staff</i>



and Regional Planning - Training and Extension Services Division (SURP-TESD)	discuss the contents of the training modules and the proposed budget for the training, among others.			Training and Extension Services Division
	2.2. Prepare a written agreement for signature by both parties.	None	2 Days	<i>TESD Staff</i> Training and Extension Services Division
	2.3. Signed agreement by both parties shall be notarized.	None	1 Day	<i>TESD Staff</i> Training and Extension Services Division
	2.4. Send billing statement to client.	None	2 Days	<i>TESD Staff</i> Training and Extension Services Division
3. Pay fees as billed	3. Receive Payment and issue receipt	None	10 Minutes	<i>TESD Staff</i> 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.		
<table border="1" style="width: 100%; background-color: #a0c0ff;"> <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. Registration Form (thru online registration)		The registration link will be provided once application to the training program is open.		
2. Deposit Slip of Registration Fee or Down payment				
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</i> Training and Extension Services Division
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</i> Training and Extension Services Division
TOTAL:		Varies	15 Minutes	



**Management and Economics Cluster
UP Diliman Extension Program in Pampanga
(UPDEPP)**

External Service



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	<i>ARRMAS Staff</i> ARRMAS
	1.2. Evaluate scholastic record of student since first to latest enrolment	None	5 Minutes	<i>Student Records Evaluator</i> ARRMAS
	1.3. Issuance of College Clearance Form	None	1 Minute	<i>ARRMAS Staff</i> 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	<i>College Librarian;</i> <i>CRS Administrator;</i> <i>Building Administrator;</i> <i>Cashier;</i> <i>Program Secretary</i> <i>or Deputy Director</i> 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	<i>ARRMAS Staff</i> ARRMAS
	1.2. Validate scholastic record of student since first to latest enrolment	None	5 Minutes	<i>Student Records Evaluator</i> ARRMAS
	1.3. Requested document will be reproduced (if needed), sealed, and signed	None	15 Minutes	<i>Student Records Evaluator</i> 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	2.1. Generate and print a copy of the student loan form	None	3 Minutes	ARRMAS Staff ARRMAS



signatures in the generated loan form	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	ARRMAS Staff 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	ARRMAS Staff 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		
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		Online Form https://bit.ly/updepp-cari		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will be notified	1. Building Administrator	None	1 Day	UPDEPP Building Administrator



through e-mail once the Building Administrator has acted on the request	screens the CARI request form for initial approval or rejection. Comments given whenever applicable			ARRMAS
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</i> ARRMAS
3. The client submits a printed copy of approved CARI form to ARRMAS	3. ARRMAS receives copy of CARI approved by the SRO for filing	None	5 Minutes	<i>ARRMAS Staff</i> ARRMAS
TOTAL:		None	2 Days, 5 Minutes	



Science and Technology Cluster College of Architecture (CA)

External Service



1. Publication

Selling of Books

Office or Division:	College of Architecture			
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	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	

2. Rental of Facilities

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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire at the Admin office	Refer to Building Administrator	None	1 Day	Building Administrator
Pay Amount	Assists Clients	None		Building Administrator
	Present rates to client	None		Building Administrator
	Issue Official Receipt	Refer to rates		Special Collecting Officer
TOTAL:		None	1 Day	

*Please see rates

RENTAL RATES OF UPCA FACILITIES as of June 2019

Commercial		
Building 1		
MOFA (Capacity: 150 people)		
	Non-Aircon	With Aircon
First 4 hours	2,500.00	4,250.00
Succeeding Hour	650.00	1,100.00

Official University Events		
Building 1		
MOFA (Capacity: 150 people)		
	Non-Aircon	With Aircon
First 4 hours	2,000.00	3,400.00
Succeeding Hour	520.00	880.00



<p>8am - 5 pm Rate 5,000.00</p> <p>8,500.00</p>	<p>8am - 5 pm Rate 4,000.00</p> <p>6,800.00</p>																								
<p>Stage Area</p> <p>First 4 hours 2,500.00</p> <p>Succeeding Hour 650.00</p> <p>8am - 5 pm Rate 5,000.00</p>	<p>Stage Area</p> <p>First 4 hours 2,000.00</p> <p>Succeeding Hour 520.00</p> <p>8am - 5 pm Rate 4,000.00</p>																								
<p>Building 2</p>	<p>Building 2</p>																								
<p>Classrooms (Capacity: 35 people)</p> <table border="1"> <thead> <tr> <th></th> <th>Non-Aircon</th> <th>With Aircon</th> </tr> </thead> <tbody> <tr> <td>First 4 hours</td> <td>1,200.00</td> <td>2,000.00</td> </tr> <tr> <td>Succeeding Hour</td> <td>300.00</td> <td>500.00</td> </tr> <tr> <td>8am - 5 pm Rate</td> <td>2,400.00</td> <td>4,000.00</td> </tr> </tbody> </table> <p>Atrium</p>		Non-Aircon	With Aircon	First 4 hours	1,200.00	2,000.00	Succeeding Hour	300.00	500.00	8am - 5 pm Rate	2,400.00	4,000.00	<p>Classrooms (Capacity: 35 people)</p> <table border="1"> <thead> <tr> <th></th> <th>Non-Aircon</th> <th>With Aircon</th> </tr> </thead> <tbody> <tr> <td>First 4 hours</td> <td>960.00</td> <td>1,600.00</td> </tr> <tr> <td>Succeeding Hour</td> <td>240.00</td> <td>400.00</td> </tr> <tr> <td>8am - 5 pm Rate</td> <td>1,920.00</td> <td>3,200.00</td> </tr> </tbody> </table> <p>Atrium</p>		Non-Aircon	With Aircon	First 4 hours	960.00	1,600.00	Succeeding Hour	240.00	400.00	8am - 5 pm Rate	1,920.00	3,200.00
	Non-Aircon	With Aircon																							
First 4 hours	1,200.00	2,000.00																							
Succeeding Hour	300.00	500.00																							
8am - 5 pm Rate	2,400.00	4,000.00																							
	Non-Aircon	With Aircon																							
First 4 hours	960.00	1,600.00																							
Succeeding Hour	240.00	400.00																							
8am - 5 pm Rate	1,920.00	3,200.00																							



First 4 hour s	2,000.00
Succ eedin g Hour	500.00
8am - 5 pm Rate	4,000.00
Amphitheater	
First 4 hour s	9,000.00
Succ eedin g Hour	2,250.00
8am - 5 pm Rate	18,000.0 0

First 4 hours	1,600.00
Succ eedin g Hour	400.00
8am - 5 pm Rate	3,200.00
Amphitheater	
First 4 hours	7,200.00
Succ eedin g Hour	1,800.00
8am - 5 pm Rate	14,400.0 0



UPCA Organizations, Faculty, Students & Personnel			
Building 1			
MOFA			
(Capacity: 150 people)			
		Non-Aircon	With Aircon
First 4 hours	1,500.00		2,550.00
Succeeding Hour	390.00		660.00
8am - 5 pm Rate	3,000.00		5,100.00
Stage Area			
First 4 hours	1,500.00		
Succeeding Hour	390.00		
8am - 5 pm Rate	3,000.00		
Building 2			
Classrooms			
(Capacity: 35 people)			
		Non-Aircon	With Aircon
First 4 hours	720.00		1,200.00
Succeeding Hour	180.00		300.00
8am - 5 pm Rate	1,440.00		2,400.00



Atrium		
First 4 hours		1,200.00
Succeeding Hour		300.00
8am - 5 pm Rate		2,400.00
Amphitheater		
First 4 hours		5,400.00
Succeeding Hour		1,350.00
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		
Building 3			Building 3		
Galler			y		
First 4 hours	2,500.00		First 4 hours	2,000.00	
Succeeding Hour	625.00		Succeeding Hour	500.00	
8am - 5 pm Rate	5,625.00		8am - 5 pm Rate	4,500.00	
Function Hall A Ground Floor			Function Hall A Ground Floor		
(Capacity: Max 350 people)			(Capacity: Max 350 people)		



First 4 hours	9,200.00
Succeeding Hour	2,300.00
8am - 5 pm Rate	20,700.00
Faculty Lounge Ground Floor	
(Capacity: Max 200 people)	
First 4 hours	5,500.00
Succeeding Hour	1,375.00
8am - 5 pm Rate	12,375.00
Function Hall B Eighth Floor	
(Capacity: Max 260 people)	
First 4 hours	6,500.00
Succeeding Hour	1,625.00
8am - 5 pm Rate	14,625.00
8am - 5 pm Rate	14,625.00
Function Hall C Eighth Floor	

First 4 hours	7,360.00
Succeeding Hour	1,840.00
8am - 5 pm Rate	16,560.00
Faculty Lounge Ground Floor	
(Capacity: Max 200 people)	
First 4 hours	4,400.00
Succeeding Hour	1,100.00
8am - 5 pm Rate	9,900.00
Function Hall B Eighth Floor	
(Capacity: Max 260 people)	
First 4 hours	5,200.00
Succeeding Hour	1,300.00
8am - 5 pm Rate	11,700.00
8am - 5 pm Rate	11,700.00
Function Hall C Eighth Floor	



(Capacity: Max 144 people)

First 4 hours	3,700.00
Succeeding Hour	925.00
8am - 5 pm Rate	8,325.00
8am - 5 pm Rate	8,325.00

(Capacity: Max 144 people)

First 4 hours	2,960.00
Succeeding Hour	740.00
8am - 5 pm Rate	6,660.00
8am - 5 pm Rate	6,660.00

UPCA Organizations, Faculty, Students & Personnel	
Building 3	
Galleria	
First 4 hours	1,500.00
Succeeding Hour	375.00
8am - 5 pm Rate	3,375.00
Function Hall A Ground Floor	
(Capacity: Max 350 people)	
First 4 hours	5,520.00
Succeeding Hour	1,380.00
8am - 5 pm Rate	12,420.00



Faculty Lounge Ground Floor

(Capacity: Max 200 people)

First 4 hours
3,300.00

Succeeding
Hour 825.00

8am - 5 pm
Rate 7,425.00

Function Hall B Eighth Floor

(Capacity: Max 260 people)

First 4 hours
3,900.00

Succeeding
Hour 975.00

8am - 5 pm
Rate 8,775.00

8am - 5 pm
Rate 8,775.00

Function Hall C Eighth Floor

(Capacity: Max 144 people)

First 4 hours
2,220.00

Succeeding
Hour 555.00

8am - 5 pm
Rate 4,995.00

8am - 5 pm
Rate 4,995.00

Note: Room capacity is based on theater style setup.



Other Charges per 4-hour Block	
Sound System (with 1 wired microphone/ stand /mixer)	2,000.00
Additional microphone (wired cable)	150.00
Wireless microphone	250.00
Fee to bring in Mobile Sound System	2,200.00
LCD Projector	1,000.00
LCD Monitor	1,000.00
Projector Screen	400.00
IWATA Aircooler	400.00
Spotlights (each)	1,500.00
Electricity for equipment brought in (LCD, TV, etc.)	Dependent on wattage of equipment

Personnel Rates	
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.	
Corkage	
Caterer's fee for food and drinks	1,200.00/day
Other Charges per 8-hour Block	
Steel Easel (8)	75.00
4 x 8 Wood Board (4)	100.00
Tripod Steel Stand (8)	75.00
3-Layer Bleacher (Black)	250.00
Monoblock Chair	7.50
Folding Long Plastic Table	100.00
4 x 8 Wood Stage Platform	250.00



Bond per day for Commercial and Official University Events*	
Classrooms	1,000.00
MOF A	2,000.00
Building 1 Stage Area	2,000.00
Amphitheater	3,000.00
Building 2 Atrium	2,000.00
Amphitheater	2,000.00
Bldg 3 Gallery	3,000.00
Bldg 3 Function Hall A	3,000.00
Bldg 3 Faculty Lounge	2,000.00
Bldg 3 Function Hall B	2,000.00
Bldg 3 Function Hall C	2,000.00
* 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. shall be followed at all times.



**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	



Science and Technology Cluster College of Engineering (COE)

External 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 documentation	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,	None	1 Day	<i>Releasing personnel</i> Office of the Dean



	and release the document to proper channel			
TOTAL:		None	3 Days and 10 Minutes	

2. Processing: Room/Area Reservation or Rental of Facilities

Facilities to be used by any student/faculty or other organization for an event that needs for approval of the Associate Dean or Dean of the College.

Office or Division:	Office of the College Secretary, College of Engineering			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation/Rental Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Reservation/rental Form	1. Receives reservation form	See table of facilities rate	5 minutes	<i>Receiving Personnel</i> Office of the College Secretary
	1.1. Check request	none	10 minutes	



	1.2 Sent to Associate Dean and the Dean for approval	None	4 Days	
2. Claim request and pay the rental fees	2. Received payment and release form with action	See table of facilities rate	1 Day	<i>Special Collecting Office/Receiving Personnel</i> Office of the College Secretary
TOTAL:		See table of facilities rate	5 Days, 15 minutes	

COLLEGE OF ENGINEERING (MELCHOR HALL) RENTAL RATES:

Facilities	RATES		
	UP COE Organization	UP Non-COE Organization	Others
Engineering Theater (Aircon)	P 1,000.00/hr	P 2,100.00 (1 st 2 hours) 1,000.00 (succeeding hrs.)	P 3,100.00 (1 st 2 hours) 1,200.00 (succeeding hrs.)
P&G Room(Aircon) MH 501-503 (Aircon) Maynilad Room (Aircon)	750.00/hr	1,600.00 (1 st 2 hours) 750.00 (succeeding hrs.)	1,750.00 (1 st 2 hours) 850.00 (succeeding hrs.)
MH 309-311(Aircon) BE Multimedia Hall (Aircon)	300.00/hr	650.00 (1 st 2 hours) 300.00 (succeeding hrs.)	950.00 (1 st 2 hours) 450.00 (succeeding hrs.)
MH 301-303, 305-307, 313-315, 306-308, 314-316, 318-320	250.00/hr	550.00 (1 st 2 hours) 250.00 (succeeding hrs.)	700.00 (1 st 2 hours) 300.00 (succeeding hrs.)
MH 416-418, 422-424	250.00/hr	550.00 (1 st 2 hours) 250.00 (succeeding hrs.)	700.00 (1 st 2 hours) 300.00 (succeeding hrs.)



MH 317, 319, 321, 323, 310, 312, 420	150.00/hr	350.00 (1 st 2 hours) 150.00 (succeeding hrs.)	400.00 (1 st 2 hours) 180.00 (succeeding hrs.)					
2 nd Floor Engineering Lobby (Exhibit rate only)	P 5.00/hr per panel board (pls. provide your own panel board)	P 10.00/hr per panel board (pls. provide your own panel board)	P 15.00/hr per panel board (pls. provide your own panel board)					
3 rd Floor Engineering Lobby (Stall rate only)	P 300.00/day at 2.0 sq.meters/stall	P 400.00 per day at 2.0 sq.meters/stall	P 500.00 per day at 2.0 sq.meters/stall					
Cristy Hernandez Activity Center (CHAC) • Lights • Electronic Scoring Board • Shower (per person)	P 150.00/hr 50.00/hr 10.00/hr 5.00	P 200.00/hr 100.00/hr 20.00/hr 10.00	P 250.00/hr 100.00/hr 20.00/hr 10.00					
Engineering Lawn; 1 st Floor, 2 nd Floor, 4 th Floor & 5 th Floor Lobby, Engineering Foyer (other than exhibit)	P 250.00 per day	P 375.00/day	P 375.00/day					
Engineering Banner Stand	FREE	P 50.00/day	P 75.00/day					
	College LCD	College Audio	Own LCD	Own Laptop	Own Electric Fan	Own TV 21"	Own TV 25"	Own Lights 24wts
UP Engineering	P 400/hr	P 200/hr	P 150/hr	P 20/hr	P 7.50/hr	P 20/hr	P 40/hr	P 62.50
Non-Engineering/Non-UP	600/hr	300/hr	225/hr	30/hr	11.25/hr	30/hr	60/hr	93.75

Note: RATES FOR OWN EQUIPMENT (AUDIO, LIGHTS, ETC.) DEPENDS ON THE NUMBER AND WATTAGE RATING

3. Process Application for Leave of Absence (LOA)

Process Application for Leave of Absence (LOA)

Office or Division:	Office of the College Secretary, College of Engineering
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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		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student ID for approval and printing of LOA	1. Receive UP Student ID	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive LOA Form and sign 4 copies; if minor affix parent's signature	2. Print and release LOA Form	None	30 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
3. Return signed LOA Form	3.1. Receive LOA Form	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary
	3.2. Sign LOA Form and forward to the Dean			
	3.3. Sign LOA Form	None	1 Day	<i>Dean</i> Office of the Dean
4. Receive signed LOA Form then pay at the UP Cashier's Office	4. Release signed LOA Form	PHP 150.00	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL		PHP 150.00	2 Days, 40 Minutes	



4. Request for Return from Absent Without Leave (AWOL)

Request for Return from Absence without Leave (AWOL)

Office or Division:	Office of the College Secretary, College of Engineering			
Classification:	Highly Technical			
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 Dean 2. Supporting Document		Requesting Party		
2. Appeal for Readmission Form 3. Program of Study (for graduate students) 4. Student Directory (2 copies) 5. True Copy of Grades (TCG) 6. College Admission Slip 7		Office of the College Secretary		
9. Medical Certificate (for 1 year and above from AWOL)		University Health Service		
10. University Admission Slip		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Appeal for Readmission Form	1. Issue, Appeal for readmission Form	None	10 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
2. Submit properly accomplished Program of Study, Appeal for Readmission Form together with TCG and other supporting documents	2. Receive properly accomplished Program of Study, Appeal for Readmission Form	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
	2.1 Evaluate scholastic standing of the student		30 Minutes	<i>Student Records Evaluator</i> Office of the College Secretary



	<p>2.2 Forward to respective Department for approval of the Department Chair</p> <p>2.3 Receive from Dept the readmission form with action</p> <p>2.4 Forward the readmission form to the College Secretary and the Dean for action</p> <p>2.5 College Secretary and Dean approved/disapproved The appeal</p> <p>2.6 Prepare College Admission Slip and certificate of eligible for admission form admission (for more than 1 yr AWOL)for signature of the College Secretary</p>		<p>5 Days (Paused-clock)</p> <p>10 Minutes</p> <p>10 Minutes</p> <p>1 Day (Paused-clock)</p> <p>4 Hours (Paused-clock)</p>	<p><i>Releasing Personnel</i> Office of the College Secretary</p> <p><i>Receiving Personnel</i> Office of the College Secretary</p> <p><i>Releasing Personnel</i> Office of the College Secretary</p> <p><i>College Secretary</i> Office of the College Secretary</p> <p><i>Dean</i> Office of the Dean</p> <p><i>Student Records Evaluator</i> Office of the College Secretary</p>
3.Claim copy of approved readmission, College admission slip and certification of eligibility for admission (for more than 1 yr AWOL)	3. Issue copy of approved readmission, College Admission Slip and certificate of eligible for admission (for more than 1 yr AWOL) to student	None	10 minutes	<i>Releasing Personnel</i> Office of the College Secretary
4. Secure Medical Certificate from	4. Release Medical Certificate	None	1 Day (Paused-clock)	<i>Releasing Personnel</i>



the University Health Service (for 1 year and above AWOL)				University Health Service
5. Pay AWOL fee at the Cashier's Office	5. Receive payment	PHP 225.00	1 Day	<i>Special Collecting Officer</i> UP Cashier's Office
6. Submit all original documents to the Office of the University Registrar to receive the University Admission Slip	6. Receive original documents and issue University Admission Slip	None	15 Minutes (Paused-clock)	<i>Receiving Personnel Office</i> of the University Registrar
7. Submit University Admission Slip to the Office of the College Secretary	7. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office</i> of the College Secretary
TOTAL		PHP 225.00	8 Days, 5 Hours, 40 Minutes	



5. Request for Certifications / Documents

Office or Division:	National Graduate School of Engineering (NGSE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Request Form 5. Payment Order Form		National Graduate School of Engineering (NGSE)		
6. 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	1. Receive Request form and issue Payment Order Form	PHP 20.00	5 Minutes	<i>Receiving Personnel</i> NGSE Office
2. Receive Payment Order Form then pay at the UP Cashier's Office	2. Accept payment and issue OR		10 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
3. Submit OR to NGSE	3.1. Receive OR 3.2. Evaluate status of student 3.3. Prepare certificate. 3.4. Forward to the College Secretary for		2 Days	<i>Receiving Personnel</i> NGSE Office



	signature. 3.5. Sign Certificate / Documents			NGSE Director
4. Claim requested Certificate / Documents	4. Release Certificate / Documents		5 Minutes	<i>Releasing Personnel</i> NGSE Office
TOTAL		PHP 20.00	2 Days, 20 Minutes	

6. Request for Diploma

Request for Diploma

Office or Division:	National Graduate School of Engineering (NGSE)		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
7. Request Form	National Graduate School of Engineering (NGSE)		
8. Valid UP ID / Government issued Identification Card	Office of the University Registrar / BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
9. University Clearance	Office of the University Registrar		
Representative			
1. Special Power of Attorney (SPA) 2. Photocopy of valid ID of the representative	Requesting Party		



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	1. Check status of student in the Computerized Registration System (CRS)	None	15 Minutes	<i>Receiving Personnel</i> NGSE Office
2. Receive diploma	2. Release diploma	None	5 Minutes	<i>Releasing Personnel</i> NGSE Office
TOTAL		None	20 Minutes	

7. Issuance of Permit for Grade Completion / Removal Examination

Issuance of Permit for Grade Completion / Removal Examination

Office or Division:	National Graduate School of Engineering (NGSE)			
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		NGSE Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Permit for Grade Completion / Removal	1.1 Received copy of accomplished form	None *Subject to fines if	4 Hours	<i>Receiving Personnel</i> NGSE Office



Examination Form signed by instructor		exceeds deadline of filing		
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 NGSE Office</i>
TOTAL		None	4 Hours, 5 Minutes	

8. Process Application for Admission: Shifting within the Department (Change of Program)

Process Application for Admission:

Office or Division:	National Graduate School of Engineering (NGSE)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Change of Program Form; Application Form (2. Student Directory Form (2 copies)		NGSE Office		
2. True Copy of Grades (TCG)		NGSE Office		
3. Proposed Plan of Study (POS)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	2.1. Receive	None	30 Minutes	<i>Receiving</i>



properly accomplished Application Form and other requirements (OTR, Student Directory, POS)	Application Form and other requirements			<i>Personnel NGSE Office</i>
	2.2. Evaluate and process application.	None	5 Days	<i>Concerned Department</i>
3. Receive College Admission Slip.	3. Issue College Admission Slip.	None	10 Minutes	<i>Receiving Personnel NGSE Office</i>
4. Submit all original documents to the Office of the University Registrar (OUR) to receive the University Admission Slip.	4. OUR will Issue University Admission Slip.	None	5 Minutes	<i>Receiving Personnel Office of the University Registrar</i>
5. Submit University Admission Slip from OUR	5. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel NGSE Office</i>
TOTAL		None	5 Days, 50 Minutes	

9. Process Application for Admission of New Graduate Students

Process Application for Admission of New Graduate Students

Office or Division:	National Graduate School of Engineering (NGSE)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Graduate Students
CHECKLIST OF WHERE TO SECURE	



REQUIREMENTS				
1. Application Form		Official Website of College / NGSE Office		
2. Three (3) Recommendations 3. Three (3) pieces of 2x2 picture 4. Employment Certificate (if applicable)		Requesting Party		
5. Student Directory Form (2 copies) 6. Program of Study		NGSE Office		
7. Official Transcript of Records (OTR) / True Copy of Grades (TCG)		Requesting Party		
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	1. Accept payment and issue Official Receipt (OR)	PHP 100.00	5 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
2. Submit properly accomplished forms, OR, and other requirements	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel</i> NGSE Office
3. Submit Program of Study for Approval / Disapproval of the Graduate	3.1. Receive properly accomplished Program of Study	None	10 Minutes	<i>Receiving Personnel</i> Graduate and Fellowships Office



Director	3.2. Evaluate and process application. (After the deadline for filing of application)	None	15 Days	Receiving Personnel NGSE Office Department/Institute
4. Submit all original documents and receive College Admission Slip	4. Deliberate and select applicants.	None	11 Days	Graduate and Fellowships Committee
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	Receiving Personnel Office of the College Secretary
7. Submit University Admission Slip from OUR	7. Receive University Admission Slip	None	5 Minutes	Receiving Personnel NGSE Office
TOTAL		PHP 500.00	26 Days, 1 Hour	

10. Process Application for Admission: International Graduate Students

Process Application for Admission for International Graduate Students

Office or	National Graduate School of Engineering (NGSE)
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Division:	
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	International Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form 2. Student Directory Form (2 copies) 3. College Admission Slip	NGSE Office
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	1. Accept payment and	US\$20	5 Minutes	<i>Special Collecting</i>



Cashier's Office	issue Official Receipt (OR)			<i>Officer</i> UP Cashier's Office
2. Submit properly accomplished forms, OR, and other requirements	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel</i> NGSE Office
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	15 Days	<i>Receiving Personnel</i> NGSE Office Department/Institute
5. Submit all original documents and receive College Admission Slip	5. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>
6. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the University Registrar (OUR) to receive University	6. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of College Admission Slip	None	10 Minutes	<i>Receiving Personnel</i> NGSE Office



Admission Slip.				
7. Submit requirements to the Office of International Linkages Diliman (OILD) to receive Study Permit	7. Receive requirements and issue Study Permit	None	1 Hour (Paused-clock)	<i>Receiving Personnel</i> Office of International Linkages Diliman
8. Submit Study Permit and requirements to OUR	8. Receive requirements	None	1 Hour (Paused-clock)	<i>Receiving Personnel</i> Office of the University Registrar
9. Submit University Admission Slip from OUR	9. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel</i> NGSE Office
TOTAL		PHP 500.00	26 Days, 3 Hours	

11. Request for Permit to Overload

Request for Permit to Overload

Office or Division:	National Graduate School of Engineering (NGSE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Overload Form 2. Permit to Enroll		NGSE Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
1. Submit properly accomplished Permit to Overload Form	1.1. Receive and evaluate Permit to Overload / Form 1.2. Check scholastic standing through the CRS and forward to the College Secretary	None	10 Minutes	<i>Receiving Personnel NGSE Office</i>
2. Consult with the NGSE Director	2. Receive and approve Permit to Overload /	None	1 Day	<i>NGSE Director</i>
TOTAL		None	1 Day, 10 Minutes	

12. 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:	National Graduate School of Engineering (NGSE)		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Substitution Form (3 copies)		NGSE Office	



2. Photocopy of Course Syllabus				
3. True Copy of Grades (TCG) / Printed Grades from CRS				
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	1.1. Receive properly accomplished Substitution Form and other requirements.	None	1 Hour	<i>Receiving Personnel NGSE Office</i>
	1.2. Forward to the Graduate Director or			<i>Receiving Personnel NGSE Office Department Chairman</i>
	1.3. If approved, forward to the Office of the Department Chairman for action			<i>Department Chairman</i>
	1.4. Approve request for substitution	None	3 Days	<i>Receiving Personnel NGSE Office and Office of the Dean</i>
	1.5. Forward to the NGSE Director and Office of the Dean for approval			<i>Dean</i>
	1.6. Approve / Disapprove request for			



	substitution form			
2. Claim request for substitution form	2. Release approved request for substitution form	None	5 Minutes	<i>Releasing Personnel</i> NGSE Office
TOTAL		None	3 Days, 1 Hour, 5 Minutes	

13. Request for Permission to Cross-Register to Another UP Unit

Request for Permission to Cross-Register to Another UP Unit

Office or Division:	National Graduate School of Engineering (NGSE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Addressed to the NGSE Director		Requesting Party		
2. Request to Cross-Register Form 3. Adviser's certification re: remaining deficiencies (for graduating students only) 4. Certificate of Scholastic Standing		NGSE Office		
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	1.1. Receive properly accomplished Request to Cross-Register Form and	None	1 Day	<i>Receiving Personnel</i> NGSE Office



	other required documents			
	1.2. Forward to the NGSE Director and Office of the Dean for approval			
	1.3. Approve / Disapprove request Permission to Cross-Register to Another UP Unit	None	1 Day	<i>NGSE Director</i> <i>Dean</i>
2. Claim request for Permission to Cross-Register to another UP unit	2. Release approved request for Permission to Cross-Register to Another UP Unit	None	5 Minutes	<i>Releasing Personnel</i> NGSE Office
TOTAL		None	2 Days, 5 Minutes	

14. Request for Return from Absent Without Leave (AWOL)

Request for Return from Absence without Leave (AWOL)

Office or Division:	National Graduate School of Engineering	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	Graduate Students (Local and International)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Addressed to the Dean		Requesting Party
2. Appeal for Readmission Form		NGSE Office



3. Program of Study (for graduate students)				
4. Student Directory (2 copies)				
5. True Copy of Grades (TCG)				
6. College Admission Slip				
7. Medical Certificate (for 1 year and above from AWOL)		University Health Service		
8. 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	1. Issue Program of Study Form, Appeal for readmission Form and Student Directory Form	None	15 Minutes	<i>Receiving Personnel</i> NGSE Office
2. Submit letter addressed to the Dean and appeal for readmission form	2. Receive Letter for approval / disapproval of the Program Director / Chairman	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office
3. Receive endorsement letter from the NGSE Director	3. Release endorsement letter	None	5 Minutes	<i>Releasing Personnel</i> NGSE Office
4. Submit properly accomplished Program of Study, Appeal for	4. Receive properly accomplished Program of Study, Appeal	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office



Readmission Form, for approval / disapproval of Graduate Director / and Student Directory Form	for Readmission Form, and Student Directory Form			
5. Pay AWOL fee at the Cashier's Office	5. Receive payment	PHP 225.00	1 Day	<i>Special Collecting Officer</i> UP Cashier's Office
6. Present Official Receipt to receive College Admission Slip	6. Issue College Admission Slip	None	10 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
7. Secure Medical Certificate from the University Health Service (for 1 year and above AWOL)	7. Release Medical Certificate	None	1 Day (Paused-clock)	<i>Releasing Personnel</i> University Health Service
8. Secure Study Permit from OILD (for international students)	8. Issue Study Permit	None	30 Minutes (Paused-clock)	<i>Releasing Personnel</i> Office of the International Linkages Diliman
9. Submit photocopy of all documents to the NGSE Office	9. Receive photocopy of all documents	None	5 Minutes	<i>Receiving Personnel</i> NGSE Office
10. Submit all original documents to the Office of the University Registrar to receive the University	10. Receive original documents and issue University Admission Slip	None	5 Minutes (Paused-clock)	<i>Receiving Personnel</i> Office of the University Registrar



Admission Slip				
112. Submit University Admission Slip to the Office of the College Secretary	11. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel NGSE Office</i>
TOTAL		PHP 225.00	4 Days, 1 Hour, 15 Minutes	

15. Request for Return from Leave of Absence (LOA)

Request for Return from Leave of Absence (LOA)

Office or Division:	National Graduate School of Engineering (NGSE)		
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 2. Two (2) pieces of 2x2 picture		Requesting Party	
3. Return from Leave of Absence (LOA) Form 4. Program of Study (for graduate students) 5. Student Directory Form (2 copies) 6. True Copy of Grades		NGSE Office	
7. Medical Certificate (1 year and above)		University Health Service	



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	1. Issue Program of Study Form, Return from LOA Form, and Student Directory Form	None	15 Minutes	<i>Receiving Personnel</i> NGSE Office
2. Submit Letter addressed to the Graduate Director	2. Receive Letter for approval / disapproval of the Graduate Director	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office
4. Submit properly accomplished Program of Study Form (graduate students only), Return from LOA Form, and other requirements	4.1. Receive properly accomplished Program of Study Form, Return from LOA Form, and other requirements	None	10 Minutes	<i>Receiving Personnel</i> NGSE Office
	4.2. Sign and forward to the Graduate Director the Program of Study, properly accomplished Return from LOA Form for approval / disapproval	None	2 Days	<i>Graduate Director</i>



5. Receive signed Program of Study, properly accomplished Return from LOA Form	5. Release signed Program of Study and Return from LOA Form	None	15 Minutes	<i>Releasing Personnel</i> NGSE Office
6. Present Official Receipt (OR) of LOA fee to receive College Admission Slip	6. Issue College Admission Slip	None	1 Day	<i>Releasing Personnel</i> NGS Office
7. Secure Medical Certificate from the University Health Service (for 1 year and above from LOA)	7. Release Medical Certificate	None	1 Day	<i>Releasing Personnel</i> University Health Service
8. Submit all original documents to the Office of the University Registrar (OUR) to receive University Admission Slip	8. Issue University Admission Slip	None	1 Day	<i>Receiving Personnel</i> NGSE Office
9. Submit University Admission Slip to the Office of the College Secretary	9. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel</i> NGSE Office
TOTAL		PHP 125.00	6 Days, 40 Minutes	



16. Endorsement for Deferment of Enrollment

Request for Deferment of Enrollment

Office or Division:	National Graduate School of Engineering (NGSE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to the NGSE Director		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the NGSE Director	1.1. Receive Letter addressed to Dean through the College Secretary	None	5 Minutes	<i>Receiving Personnel NGSE Office</i>
	1.2. Forward to the Dean			
	1.3. Approve / Disapprove request for Deferment of Enrollment	None	1 Day	<i>NGSE Director</i>
2. Claim request for Deferment of Enrollment	2. Release approved / disapproved request for Deferment of	None	5 Minutes	<i>Releasing Personnel NGSE Office</i>



	Enrollment			
	TOTAL	None	1 Day, 10 Minutes	

17. Endorsement for Appeal Late Registration and Payment

Request for Endorsement of Appeal for Late Registration and Payment

Office or Division:	National Graduate School of Engineering			
Classification:	Simple			
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 College Secretary	1.1. Receive Letter addressed to the OUR	None	1 Day	<i>Receiving Personnel</i> NGSE Office
	1.2. Approve / Disapprove Endorsement of Appeal for Late Registration and Payment then return to the NGSE Office for releasing	None	1 Day	<i>NGSE Director</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</i> NGSE Office
TOTAL		None	2 Days, 5 Minutes	

18. 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:	National Graduate School of Engineering			
Classification:	Complex			
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 NGSE Office	1.1. Receive Letter addressed to the OUR	None	1 Day	<i>Receiving Personnel</i> NGSE Office
	1.2. Approve / Disapprove Endorsement of Appeal for Late	None	1 Day	<i>NGSE Director</i>



	Application for Dropping or Change Matriculation then return to the NGSE Office for releasing			
2. Claim Endorsement of Appeal for Late Application for Dropping or Change Matriculation then go to the OUR	2. Release Endorsement of Appeal for Late Application for Dropping or Change Matriculation	None	5 Minutes	<i>Releasing Personnel</i> NGSE Office
TOTAL		None	2 Days, 5 Minutes	

19. 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:	National Graduate School of Engineering (NGSE)			
Classification:	Simple			
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 NGSE Office	1.1. Receive Letter addressed to the OUR	None	1 Day	<i>Receiving Personnel NGSE Office</i>
	1.2. Approve / Disapprove Endorsement of Appeal for Late Application for Leave of Absence (LOA) then return to the NGSE Office for releasing	None	1 Day	<i>NGSE Director</i>
2. Claim Endorsement of Appeal for Late Application for Leave of Absence (LOA) then go to the OUR	2. Release Endorsement of Appeal for Late Application for Leave of Absence (LOA)	None	5 Minutes	<i>Releasing Personnel NGSE Office</i>
TOTAL		None	2 Days, 5 Minutes	

20. Process Dropping or Change Matriculation

Process Dropping or Change Matriculation

Office or Division:	National Graduate School of Engineering (NGSE)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students



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		NGSE Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>For advising status in the CRS, present UP ID or write down Student Number and Name</i>	1.1. Receive UP ID or Student Information	Dropping – PHP 10.00/unit Change Matriculation - None	5 Minutes	<i>Receiving Personnel NGSE Office</i>
	1.2. Process Dropping or Change Matriculation	None	10 Minutes	
3. Receive Dropping Form or Change Matriculation Form and go to the UP Cashier's Office	3. Print and release Dropping Form or Change Matriculation Form	None	15 Minutes	<i>Releasing Personnel NGSE Office</i>
TOTAL		Dropping – PHP 10.00/unit Change Matriculation - None	30 Minutes	



21. Process Application for Leave of Absence (LOA)

Process Application for Leave of Absence (LOA)

Office or Division:	National Graduate of School of Engineering (NGSE)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
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		NGSE Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Consent from Parent if Minor and if <i>given standing in the CRS</i> , present UP Student ID or Write down Student Number and Name	1.1. Receive UP Student ID or student information	PHP 150.00	5 Minutes	<i>Receiving Personnel</i> NGSE Officey
	1.2. Process LOA Application	None	5 Minutes	
2. Receive LOA Form and sign 4 copies	2. Print and release LOA Form	None	5 Minutes	<i>Releasing Personnel</i> NGSE Office
3. Return signed LOA Form	3.1. Receive LOA Form	None	1 Day	<i>Receiving Personnel</i> NGSE Office



	3.2. Sign LOA Form by the NGSE Director			<i>NGSE Director</i>
4. Receive signed LOA Form then pay at the UP Cashier's Office	4. Release signed LOA Form	None	5 Minutes	<i>Releasing Personnel NGSE Office</i>
TOTAL		PHP 125.00	1 Day, 20 Minutes	

22. Process Permit to Transfer

Request for Permit to Transfer for Shifting Out (Good Standing and Non-Major)

Office or Division:	National Graduate School of Engineering			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acceptance Letter		College to be Transferred to		
2. College Clearance		NGSE Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Acceptance Letter from Other Colleges / UP Unit, and College Clearance	1.1. Receive copy of Acceptance Letter from Other Colleges/UP Unit and College	None	20 Minutes	<i>Receiving Personnel NGSE Office</i>



	Clearance			
	1.2. Evaluate and prepare 3 copies of Permit to Enroll Form			<i>NGSE Director</i>
	1.3. Sign and forward Permit to Enroll Form with attachments			
	1.4. Sign and forward Permit to Enroll Form with attachments to the NGSE Director	None	1 Day	<i>NGSE Director</i>
	1.5. Sign Permit to Enroll Form with attachments and return to the OCS	None	1 Day	<i>NGSE Director</i>
2. Claim Permit to Enroll Form with attachments	2. Release Permit to Enroll Form with attachments	None	10 Minutes	<i>Releasing Personnel NGSE Office</i>
TOTAL		None	2 Days, 30 Minutes	

23. Issuance of Certificate of True Copy of Grades (TCG)

Processing of request of Certificate of True Copy of Grades (TCG)

Office Division:	or	National Graduate School of Engineering (NGSE)
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TCG Request Form		NGSE Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Student fill-up the Form	1.1. Give Form to the Student 1.2. OCS Personnel indicate fee	None	10 Minutes	<i>Receiving Personnel</i> NGSE Office
2.The Student proceed to the Cashier's Office	2.Receiving Personnel accepts payment and issues official receipt	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 Official Receipt (OR) to the NGSE Personnel	3.1. OCS-Staff accepts the request Form and the Official Receipt (OR) 3.2. TCG copies are prepared	None	3 days	<i>Releasing Personnel</i> NGSE Office
TOTAL		PHP 20.00 per copy	3 Days	



Science and Technology Cluster 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 documentation	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	None	1 Day	<i>Releasing personnel</i> Office of the Dean



	the document to 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
1. MANDATORY REQUIREMENTS 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)	From the requesting party
1. ADDITIONAL DOCUMENT REQUIREMENTS TO BE SUBMITTED WITHIN TWO WEEKS 2. Marriage Contract (NSO authenticated), if married, Birth	From the requesting party



<p>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 212) (1 copy), with 1 1/2 x 1 1/2 picture (2 copies), For Transferees from other government agency: Clearnace form former Office, Certification of leave credits from former Office, Certification of premium deductions.</p>	
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<p>2. Final Document requirements for the release of signed appointment papers i.e. TIN, GSIS, Pag-Ibig, Philhealth</p>	From the requesting party
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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	None	7 Days	<i>Administrative Officer</i> Office of the Dean



	s of the documents. Return to the department/institute appointee if lacking requirements			
3.Submit to UP Diliman Budget Office/OVCAA for item and budget clearance	1. Budget Clearance of item	None	7 Days	<i>Budget Analyst or OVCAA staff</i> UP Diliman Budget Office/OVCAA
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	



**Science and Technology Cluster
College of Engineering – Department of
Chemical Engineering (COE-DChE)**

External Service



1. Request to use analytical equipment

Request to use analytical equipment

Office or Division:	Chemical Engineering Department (Chemical Engineering Analytical Laboratory)			
Classification:	Simple			
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)		Room D101 Chemical Engineering Pilot Laboratory or from Department of Chemical Engineering Website		
2. CEAL Form 002– Billing Form – Equipment Rental		Room D101 Chemical Engineering Pilot Laboratory		
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. Receive form and see to it that adviser signed the request form.	None	10 Minutes	<i>University Researcher/ Precision Instrument Technician</i> Pilot Laboratory Rm D101
2. Schedule use of equipment with 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	20 Minutes	<i>Designated Faculty</i> DChE



3. Go to Rm D101 to set/record schedule of use.	3.1 Recommend approval to CEAL Head	None	10 Minutes	<i>University Researcher/ Precision Instrument Technician</i> Pilot Laboratory Rm D101
4. Submit to Rm.A202 for CEAL Head approval	4.1 Approve/disapprove request	None	1 Day	<i>CEAL Head</i> Rm C305-306
5. Use analytical equipment on scheduled day.	5.1 Faculty assists the student.	none	1 Hour	<i>Designated Faculty</i> DChE
6. Get billing – CEAL Form 002 from Rm D101	6.1 Bill actual no. of hours of use of analytical equipment (see 'Table of Rates')	none	15 Minutes	<i>University Researcher</i> Pilot Laboratory Rm D301
6. Adviser pays at the UP Cashier's Office	1. Receiving Personnel accepts payment and issues official receipt	According to chart rates	30 min	Receiving Personnel Cashier's Office
7. Submit photocopy of OR	1. Receive & record payment. 2. Give CD results.	none	10 min	<i>University Researcher</i> Pilot Laboratory Rm D301
TOTAL:		According to chart rates	1 Day, 2 Hours and 30 Minutes	

TABLE OF RATES*

EQUIPMENT	Equipment Rental (per hour) 1 hr Minimum	Testing Services	Sample Preparation
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Bomb Calorimeter	PHP 1,100.00	PHP 1,500.00/ Dry sample	PHP500.00/sample (drying)
Differential Scanning Calorimeter (DSC)	PHP 2,200.00	PHP 3,800.00/Dry sample	PHP500.00/sample (drying)
DSC , Set of Pans & Lids	PHP P700.00/set	PHP 700.00/Set	None
FTIR (Fourier Transform Infra Red) Spectrometer	PHP 2,000.00	PHP2,000.00/Sample	None
SEM (Scanning Electron Microscope)	PHP 2,800.00	PHP2,500.00/Sample	None
Ion Sputter for SEM samples	PHP 1,300.00/run	PHP 1,300.00/Run	None
UTM (Universal Testing Machine)	PHP 2,200.00	PHP1,500.00 Sample	PHP500.00/sample (cutting of samples)
UV/Vis (Ultra Violet/ Visible Spectrometer)	PHP 1,000.00	PHP1,500.00/Sample	None
AAS (Atomic Absorption Spectrometer)			None
GC TCD (Gas Chromatograph - Thermal Conductivity Detector)	PHP 1,600.00/Hour	PHP1,600.00/sample	None
Muffle Furnace	PHP 350.00/Hour	PHP 550.00/Hour	None
*Rates are subject to increase upon approval.			



**Science and Technology Cluster
College of Engineering – Department of
Computer Science (COE-DCS)**

External Service



1. Request for Internship of Senior High Students

Internship of Senior High Students are engage in programs that provides experience in conducting research, generating products, and train students to experience work in a real setting.

Office or Division:	Department of Computer Science			
Classification:	Simple			
Type of Transaction:	Government to Government / Government to Citizen			
Who may avail:	Senior High Students with Existing MOU/MOA at the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request address to the Chairman of the Department		Requesting Party		
2. Curriculum Vitae (CV) of Student		Requesting Party		
3. Supervisor's Evaluation of the Work Program		Requesting Party's School Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with required documents to Counter 1 for initial assessment and verification	1.1 Receives the letter request and examines the completeness of submitted documents	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
	1.2 Records and forwards the request to Faculty In-Charge or Chairman	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
	1.3 Starts processing the request	None	2 Day	<i>Faculty In-Charge or Chairman</i>
	1.4 Records action of the Department,	None	30 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>



	scans the document and informs the Requesting Party			
TOTAL:		None	2 Days 40 Minutes	

2. Request for Educational Tour / Field Trip / Benchmarking

Educational tour allows students / participants to acquire perspective based on their presence in an environment. The most important purpose of this is that students get insights into various culture and perspective which is so important in today's digitally connected world.

Office or Division:	Department of Computer Science			
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 address to the Chairman of the Department		Requesting Party		
2. Approved Request for Vehicle Pass		Office of the Vice Chancellor for Community Affairs		
3. List of Participants / Students		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with required documents to Counter 1 for initial assessment and verification	1.1 Receives the letter request and examines the completeness of submitted documents	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
	1.2 Records and	None	5 Minutes	<i>Administrative Aide or Administrative Assistant</i>



	forwards the request to Faculty In-Charge or Chairman			Secretary's Office
	1.3 Starts processing the request	None	2 Day	<i>Faculty In-Charge or Chairman</i>
	1.4 Records action of the Department, scans the document and informs the Requesting Party	None	30 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
2. Receive letter request	2. Release letter request	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
TOTAL:		None	2 Days, 45 Minutes	



3. Request for Facilities / Room Use

Department of Computer Science Facilities/Room use for (a) Engineering Based Organizations and (b) for Non-Engineering Based Organizations. Facilities Rates per hour are as follows:

Facilities	a	b1-UP	b2-Commercial	b3-Non-
Commercial Classroom	PHP 100.00 350.00	250.00	500.00	
Lecture Labs	PHP 200.00 800.00	400.00	800.00	
Large Lecture Hall	PHP 500.00 750.00	500.00	1000.00	
Conference Room	PHP 300.00 450.00	500.00	600.00	
Lobby*	PHP 300.00 300.00	300.00	300.00	
Projector	PHP 400.00 600.00	600.00	600.00	

*Per day at 20 sq.meters/stall

Additional: PHP 150.00 per hour for electricity of projector

PHP 200.00 per hour for audio system

PHP 75.00 per hour electricity of audio

PHP 78.00 per hour for Janitorial Fee beyond 5:00PM, Monday to Saturday

PHP 104.00 per hour for Electrician Fee beyond 5:00PM, Monday to Friday, Saturday

Office or Division:	Department of Computer Science			
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 Form		Requesting Party		
2. Program of Activity		Requesting Party		
3. List of Guest / Participants (For Non-Engineering Based Organizations)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits properly accomplished Request Form (RF)	1.1 Receives the Request Form and examines the completeness of submitted documents	Based on Facilities Rates	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
	1.2 Records and forwards the request to Facility Administrator	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
	1.3 Starts processing the request		2 Day	<i>Facility Administrator or Chairman</i>
	1.4 Records action of the Department, scans the document and informs the Requesting Party	None	30 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
2. Receives the Payment Order Form	2. Releases the Payment Order Form	Based on Facilities Rates	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
3. Receives the Payment Order Form	3. Releases the Payment Order Form	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
4. Pay at the UPD Cash Office	4. Accept payment and issue Official Receipt (OR)	None	10 Minutes	<i>Special Collecting Officer UPD Cash Office</i>
5. Submit Official Receipt to DCS	5.1 Receives OR	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>



	5.2 Confirms Room/Facility Use			
6. Receives copy of Confirmed Request Form	6. Releases copy of (RF)	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
TOTAL:			2 Days 1 Hour and 10 Minutes	

4. Request for Endorsement Letter for Student Scholarship

Provides letter of endorsement to qualified students for scholarship application

Office or Division:	Department of Computer Science			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	BS Computer Science Students of University of the Philippines Diliman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request address to the Chairman of the Department		Requesting Party		
2. True Copy of Grades		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with required documents to Counter 1 for initial assessment and verification	1.1 Receives the letter request and examines the completeness of submitted documents	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
	1.2 Records and forwards the request to	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>



	Faculty In-Charge or Chairman			
	1.3 Starts processing the request	None	2 Day	<i>Faculty In-Charge or Chairman</i>
	1.4 Records action of the Department, scans the document and informs the Requesting Party	None	30 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
2. Receives the Endorsement Letter for Scholarship	2. Releases the Endorsement letter for Scholarship	None	5 Minutes	<i>Administrative Aide or Administrative Assistant Secretary's Office</i>
TOTAL:		None	2 Days 45 Minutes	



**Science and Technology Cluster
College of Engineering – Department of
Geodetic Engineering (COE-DGE)**

External Service



1. Request for Internship of Junior High School Students

Internship of Junior High School Students in the department.

Office or Division:	Department of Geodetic Engineering			
Classification:	Simple			
Type of Transaction:	Government to Government / Government to Citizen			
Who may avail:	Senior High School students with existing Memorandum Of Understanding (MOU) / Memorandum Of Agreement (MOA) at the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter address to the Chairman of the Department		Requesting party		
2. Curriculum Vitae of the student		Requesting party		
3. Supervisor's Evaluation of the work program		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request letter	1. Receive the required documents and examine the completeness of the attached requirements	None	5 Minutes	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
	2. Evaluate the letter of request	None	1 Day	<i>Chairman</i> Department of Geodetic Engineering or <i>Faculty-In-Charge</i> Department of Geodetic Engineering
	3. Record action of the department	None	1 Day	<i>Administrative Officer</i> Department of Geodetic Engineering



	and inform the client			or <i>Administrative Assistant</i> Department of Geodetic Engineering
TOTAL:		None	2 Days and 5 Minutes	

2. Request for educational tour / field trip / benchmarking

Educational tour / field trip / benchmarking in the facilities of the department.

Office or Division:	Department of Geodetic Engineering			
Classification:	Simple			
Type of Transaction:	Government to Government / Government to Citizen			
Who may avail:	School, Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter address to the Chairman of the Department		Requesting party		
2. Approved Request Letter address to the Office of the Community Affairs re vehicle pass		Requesting party		
3. List of participants / students		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request letter for educational tour / fieldtrip / benchmarking	1. Receive the required documents and examine the completeness of the attached requirements	None	5 Minutes	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering



	2. Evaluate the letter of request	None	1 Day	<i>Chairman</i> Department of Geodetic Engineering or <i>Faculty-In-Charge</i> Department of Geodetic Engineering
	3. Check the availability of Faculty-In-Charge for the tour	None	1 Day	<i>Chairman</i> Department of Geodetic Engineering or <i>Faculty-In-Charge</i> Department of Geodetic Engineering
	4. Record action of the department and inform the client	None	1 Day	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
TOTAL:		None	3 Days and 5 Minutes	

3. Request for the use Geodetic Engineering Theater (GE Theater)

Rental and use of Geodetic Engineering Theater (GE Theater).

Office or Division:	Department of Geodetic Engineering
Classification:	Simple
Type of Transaction:	Government to Government / Government to Citizen
Who may avail:	Government Agencies, Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter address to the Chairman of the Department		Requesting party		
2. GE Theater Borrower's Form		Department of Geodetic Engineering		
3. Proof of payment before the event		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request letter and Borrower's Form	1. Receive the letter of request and Borrower's Form and examine the completeness of the attached requirements	None	5 Minutes	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
	2. Evaluate the letter of request	None	1 Day	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
	3. Check the availability of the GE Theater. If available, books request	None	1 Day	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
4. Payment of rental fee		(Refer to the table below)	1 Day	<i>Cashier</i> UP Diliman Cashier's Office
	5. Receive copy of proof of payment	None	5 Minutes	<i>Administrative Officer</i> Department of Geodetic Engineering



				or <i>Administrative Assistant</i> Department of Geodetic Engineering
TOTAL:		None	3 Days, 10 Minutes	

Facilities/Service	For Departments within COE	For Other Departments within UPD	For Engineering Based Organizations
GE Theater (Air Conditioned, with LCD projector and Sound System)	PHP 1,500.00 (first 2 hours)	PHP 1,600.00 (first 2 hours)	PHP 3,000.00 (first 2 hours)
	PHP 750.00 (succeeding hours)	PHP 800.00 (succeeding hours)	PHP 1,500.00 (succeeding hours)
GE Theater (Air Conditioned, with LCD projector and Sound System)	PHP 1,000.00 (first 2 hours)	PHP 1,100.00 (first 2 hours)	PHP 2,000.00 (first 2 hours)
	PHP 500.00 (succeeding hours)	PHP 550.00 (succeeding hours)	PHP 1,000.00 (succeeding hours)
Janitorial/Technician Services	PHP 78.00/104.00/hour (Monday-Friday) PHP 90.00(11AM-1PM only) / PHP 120.00/hour (holidays and Saturday) PHP 120.00/ PHP 160.00 (Sunday)	PHP 78.00/104.00/hour (Monday-Friday) PHP 90.00(11AM-1PM only) / PHP 120.00/hour (holidays and Saturday) PHP 120.00/ PHP 160.00 (Sunday)	PHP 78.00/104.00/hour (Monday-Friday) PHP 90.00(11AM-1PM only) / PHP 120.00/hour (holidays and Saturday) PHP 120.00/ PHP 160.00 (Sunday)
Electricity Rates Per Hour: Laptop=PHP60/hour Projector = PHP150/hour Sound System =PHP75/hour			

4. Request for Internship of Junior High Students

Internship of Junior High School Students in the department.

Office or Division:	Department of Geodetic Engineering
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Senior High School students with existing Memorandum Of Understanding (MOU) / Memorandum Of Agreement (MOA) at the University



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter address to the Chairman of the Department		Requesting party		
2. Curriculum Vitae of the student		Requesting party		
3. Supervisor's Evaluation of the work program		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request letter	1. Receive the required documents and examine the completeness of the attached requirements	None	5 Minutes	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
	2. Evaluate the letter of request	None	1 Day	<i>Chairman</i> Department of Geodetic Engineering or <i>Faculty-In-Charge</i> Department of Geodetic Engineering
	3. Record action of the department and inform the client	None	1 Day	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
TOTAL:		None	2 Days, 5 Minutes	



5. Request for educational tour / field trip / benchmarking

Educational tour / field trip / benchmarking in the facilities of the department.

Office or Division:	Department of Geodetic Engineering			
Classification:	Simple			
Type of Transaction:	Government to Citizen / Government to Business			
Who may avail:	School, Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter address to the Chairman of the Department		Requesting party		
2. Approved Request Letter address to the Office of the Community Affairs re vehicle pass		Requesting party		
3. List of participants / students		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request letter for educational tour / fieldtrip / benchmarking	1. Receive the required documents and examine the completeness of the attached requirements	None	5 Minutes	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
	2. Evaluate the letter of request	None	1 Day	<i>Chairman</i> Department of Geodetic Engineering or <i>Faculty-In-Charge</i> Department of Geodetic Engineering
	3. Check the availability of	None	1 Day	<i>Chairman</i>



	Faculty-In-Charge for the tour			Department of Geodetic Engineering or <i>Faculty-In-Charge</i> Department of Geodetic Engineering
	4. Record action of the department and inform the client	None	1 Day	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
TOTAL:		None	3 Days, 5 Minutes	

6. Request for the use Geodetic Engineering Theater (GE Theater)

Rental and use of Geodetic Engineering Theater (GE Theater).

Office or Division:	Department of Geodetic Engineering			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Students, Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter address to the Chairman of the Department		Requesting party		
2. GE Theater Borrower's Form		Department of Geodetic Engineering		
3. Proof of payment before the event		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the accomplished request letter and Borrower's Form	1. Receive the letter of request and Borrower's Form and examine the completeness of the attached requirements	None	5 Minutes	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
	2. Evaluate the letter of request	None	1 Day	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
	3. Check the availability of the GE Theater. If available, books request	None	1 Day	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
4. Payment of rental fee		(Refer to the table below)	1 Day	<i>Cashier</i> UP Diliman Cashier's Office
	5. Receive copy of proof of payment	None	5 Minutes	<i>Administrative Officer</i> Department of Geodetic Engineering or <i>Administrative Assistant</i> Department of Geodetic Engineering
TOTAL:		None	3 Days, 10 Minutes	



Facilities/Service	For Departments within COE	For Other Departments within UPD	For Engineering Based Organizations
GE Theater (Air Conditioned, with LCD projector and Sound System)	PHP 1,500.00 (first 2 hours)	PHP 1,600.00 (first 2 hours)	PHP 3,000.00 (first 2 hours)
	PHP 750.00 (succeeding hours)	PHP 800.00 (succeeding hours)	PHP 1,500.00 (succeeding hours)
GE Theater (Air Conditioned, with LCD projector and Sound System)	PHP 1,000.00 (first 2 hours)	PHP 1,100.00 (first 2 hours)	PHP 2,000.00 (first 2 hours)
	PHP 500.00 (succeeding hours)	PHP 550.00 (succeeding hours)	PHP 1,000.00 (succeeding hours)
Janitorial/Technician Services	PHP 78.00/104.00/hour (Monday-Friday) PHP 90.00(11AM-1PM only) / PHP 120.00/hour (holidays and Saturday) PHP 120.00/ PHP 160.00 (Sunday)	PHP 78.00/104.00/hour (Monday-Friday) PHP 90.00(11AM-1PM only) / PHP 120.00/hour (holidays and Saturday) PHP 120.00/ PHP 160.00 (Sunday)	PHP 78.00/104.00/hour (Monday-Friday) PHP 90.00(11AM-1PM only) / PHP 120.00/hour (holidays and Saturday) PHP 120.00/ PHP 160.00 (Sunday)
Electricity Rates Per Hour: Laptop=PHP60/hour Projector = PHP150/hour Sound System =PHP75/hour			



**Science and Technology Cluster
College of Engineering – Department of
Mechanical Engineering (COE-DME)**

External Service



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	ME Shop/Department	



2. Materials for service/fabricated				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the request form or gives the letter of request	Reviews the test request and discuss the terms and conditions	None	30 Minutes	Chairman Mechanical Engineering Or Faculty in Charge Mechanical Engineering
	2. Evaluates the letter request / checks the availability of the facility	None	1 Day	Chairman Mechanical Engineering Or Faculty in Charge Mechanical Engineering
	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	4. 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	5. Finishes the repair work	PHP25,000	1 Day	Faculty in Charge Mechanical Engineering Or Shop Staff



				<i>ME Shop and Fabrication Facility</i>
TOTAL:		PHP 25,000	23 Days, 30 Minutes	

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. Receives the letter request and discuss the requirements for the test	None	1 Day	<i>Laboratory Head Mechanical Engineering Or Receiving Personnel Vehicle Research and Testing Laboratory</i>
	2. Approves the request	None	30 Minutes	<i>Laboratory Head</i>



	and sets a date and informs the client			<i>Mechanical Engineering</i> Or <i>Receiving Personnel</i> <i>Vehicle Research and Testing Laboratory</i>
2.Brings Materials for Testing	3.Begins the test	None	20 Days	<i>Test Personnel</i> <i>Vehicle Research and Testing Laboratory</i>
	4.Collation of test result	None	5 Days	<i>Laboratory Head</i> <i>Mechanical Engineering</i>
3.Goes to the Cashier Office to pay for the test done	5.Test result given to client	PHP30,000	1 Day	<i>Laboratory Head</i> <i>Mechanical Engineering</i>
TOTAL:		PHP 30,000	27 Days, 30 Minutes	

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.. Receives the letter request and examines the completeness of the attached requirements	None	3 Days	<i>Chairman Mechanical Engineering</i>
	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 Mechanical Engineering</i>
	3. Record action of the department and inform the client	None	1 Day	<i>Administrative Assistant IV Mechanical Engineering</i>
TOTAL:		None	5 Days	



**Science and Technology Cluster
College of Engineering – Department of Mining,
Metallurgical and Materials Engineering
(COE-DMMME)**



External Service

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:	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. Samples/Specimens for Testing		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	5,200.00 to 6,950.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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:	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. Samples/Specimens for Testing		MRCF Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	2,100.00 to 2,900.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision Instrument Technician



	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

3. 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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II



	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	6,950.00 to 8,500.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/ specimen	Receives samples/ specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

4. Dynamic Thermomechanical Analyzer (DTMA) Test

An analytical technique used for determining viscoelastic behaviour 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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	1,900.00 to 2,550.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or		4 days	University Researcher II



	Certificate of Service Completion			
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the		10 minutes	AO



	Testing Log and schedules testing date			
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	5,200.00 to 6,950.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/ specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		3-4days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	6,400.00 to 8,850.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing		10 days	University Researcher II/Precision and



	on scheduled testing date			Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms		30 minutes	University Researcher II



	and conditions with the client			
	Enters test request in the Testing Log		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the fee	Process Payment of Client	500.00 to 650.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Samples or specimens	Receives samples or specimens from clients		10 minutes	University Researcher II
	Prepare samples and coating procedure		30 minutes	University Researcher II/Precision and Instrumentation Technicians
Client retrieves coated samples	Collect Proof of Payment		10 minutes	AO
	Release coated sample		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	5,250.00 to 7,700.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II



Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO



Client pays the testing fee	Process Payment of Client	1,600.00 to 1,900.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Reseacher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	450.00 to 550.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or		4 days	University Researcher II



	Certificate of Service Completion			
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	(14) Days	

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		10-30 minutes	University Researcher II



	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	450.00 to 550.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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.



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Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	1,400.00 to 1,900.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II



	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

13. Mooney Viscosity Measurement

The Mooney Viscometer is a rotary viscometer designed specifically for uncured rubber. This characterizes the processability and prevulcanization characteristics of (usually) uncured rubber compounds following ASTM D1646, before it undergoes further processing.

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Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II



	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	950.00 to 1,200.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	950.00 to 1,200.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians



	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		3-4days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss		30 minutes	University Researcher II



	terms and conditions with the client			
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	490.00 to 700.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		3-4days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

16. Sample Preparation - Crushing*



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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	261.00 to 435.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Samples or specimens	Receives samples or specimens from clients		10 minutes	University Researcher II
	Prepare samples and conduct sampling preparation on scheduled testing date		10 days	Faculty In Charge/Lab Technician
Client retrieves samples/specimens	Collect Proof of Payment		10 minutes	AO



	Release processed samples/specimen		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

17. Sample Preparation - Grinding*

Size reduction of materials to a finer particle size using ball mill or pulverizer

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		10-30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	189.00 to 315.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Samples or specimens	Receives samples or specimens from clients		10 minutes	University Researcher II



	Prepare samples and conduct sampling preparation on scheduled testing date		10 days	Faculty In Charge/Lab Technician
Client retrieves samples/specimens	Collect Proof of Payment		10 minutes	AO
	Release processed samples/specimen		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

18. Sieve Analysis*

Particle size distribution analysis using ASTM standard sieves

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO



	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	27.00 to 85.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Samples or specimens	Receives samples or specimens from clients		10 minutes	University Researcher II
	Prepare samples and conduct sampling preparation on scheduled testing date		10 days	Faculty In Charge/Lab Technician
Client retrieves samples/specimens	Collect Proof of Payment		10 minutes	AO
	Release processed samples/specimen		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

19. 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			
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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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	261.00 to 435.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Samples or specimens	Receives samples or specimens from clients		10 minutes	University Researcher II
	Prepare samples and conduct sampling preparation on scheduled testing date		10 days	Faculty In Charge/Lab Technician
Client retrieves samples/specimens	Collect Proof of Payment		10 minutes	AO
	Release processed samples/specimen		20 minutes	AO/University Researcher II
TOTAL:		None	10 Days, 1 Hour, 45 Minutes	

20. Flotation Tests*

Concentration test using froth to float hydrophobic minerals to separate them from the slurry. Normally used for separation of sulphide mineral concentration.



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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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	252.00 to 735.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Samples or specimens	Receives samples or specimens from clients		10 minutes	University Researcher II
	Prepare samples and conduct sampling preparation on scheduled testing date		5-10 days	Faculty In Charge/Lab Technician
Client retrieves samples/specimens	Collect Proof of Payment		10 minutes	AO



	Release processed samples/specimen		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

21. Calcination*

Furnace heating of samples using controlled temperature.

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Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	390.00 to 630.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office



Samples or specimens	Receives samples or specimens from clients		10 minutes	University Researcher II
	Prepare samples and conduct sampling preparation on scheduled testing date		10 days	Faculty In Charge/Lab Technician
Client retrieves samples/specimens	Collect Proof of Payment		10 minutes	AO
	Release processed samples/specimen		20 minutes	AO/University Researcher II
TOTAL:		None	10 Days, 1 Hour, 45 Minutes	

22.Zeta Meter Testing

Zeta potential measurement testing indicates the stability of particles dispersed in a medium.

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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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms	None	30 minutes	University Researcher II



	and conditions with the client			
	Enters test request in the Testing Log and schedules testing date	None	10 minutes	AO
	Issues Billing Statement	None	5 minutes	AO
Client pays the testing fee	Process Payment of Client	330.00 to 550.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples	None	10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date	None	5-10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report	None		University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion	None	3-4days	University Researcher II
Client retrieves test result	Collect Proof of Payment	None	10 minutes	AO
	Release test result to client	None	20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

23. Atomic Absorption Spectroscopy (AAS)

Elemental analysis of liquid samples



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Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		10-30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	360.00 to 600.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians



	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		3-4days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

24. 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			
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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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		10-30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO



	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	1080.00 to 1,800.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

25. Density Measurement

Determination of the density of materials by gravimetric or volumetric methods.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
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Classification:	Technical			
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Who may avail:	Students, Government agencies and business/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		10-30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	450.00 to 750.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II



	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

26. 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.

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Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		10-30 minutes	University Researcher II
	Enters test request in the Testing Log		10 minutes	AO



	and schedules testing date			
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	30.00 to 50.00/hr	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days	

27.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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	650.00 to 1250.00/ sample	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/ specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians



	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	14 Days, 1 Hour, 55 Minutes	

28. Sample Preparation - Polishing without Alumina

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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II



	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	300.00 to 500.00/sample	10-20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	() Days	

29. 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:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	1150.00 to 1750.00/sample	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/Precision and Instrumentation Technicians



	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	() Days	

30. Cyanidation - Bottle-Roll

Bottle roll leaching using cyanide as reagent for gold dissolution.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		10-30 minutes	University Researcher II
	Enters test request in the Testing Log and		10 minutes	AO



	schedules testing date			
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	900.00 to 1500.00	10-20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		5-10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		5-10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		3-4days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	() Days	

31. Leaching Test

Dissolution of valuable content in materials using appropriate leaching reagents.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
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Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO
	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	18,000.00 to 30,000.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		5-10 days	University Researcher II/Precision and Instrumentation Technicians
	Retrieve raw data, update records and draft report			University Researcher II



	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	() Days	

32. Settling

Sedimentation test to determine the settling rate of solids.

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	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. Samples/Specimens for Testing		MRCF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	University Researcher (UR) reviews test request and discuss terms and conditions with the client		30 minutes	University Researcher II
	Enters test request in the Testing Log and schedules testing date		10 minutes	AO



	Issues Billing Statement		5 minutes	AO
Client pays the testing fee	Process Payment of Client	54.00 to 90.00	20 minutes	DMMME Collecting Officer/UP Cashier's Office
Submits samples/specimen	Receives samples/specimens from clients and inspects samples		5-10 minutes	University Researcher II
	Prepare samples and conduct testing on scheduled testing date		10 days	University Researcher II/ Precision and Instrument Technicians
	Retrieve raw data, update records and draft report			University Researcher II
	Prepare report of Analysis and/or Certificate of Service Completion		4 days	University Researcher II
Client retrieves test result	Collect Proof of Payment		10 minutes	AO
	Release test result to client		20 minutes	AO/University Researcher II
TOTAL:		None	(14) Days	

33. Room Use and Facilities Rental

Rental of rooms within the Department for academic and student activities

Office or Division:	Department of Mining, Metallurgical and Materials Engineering
Classification:	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		DMMME Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	Receives filled up request form		5-10 minutes	Administrative Assistant/ Administrative Aide
	Checks availability of facilities/ room to be rented. If available, books request		5 minutes	Administrative Assistant/ Administrative Aide
	Issues Billing Statement		5 minutes	Administrative Assistant/ Administrative Aide
Client pays the rental fee	Process Payment of Client	400.00 to 800.00/ 1st 2 hours	10-20 minutes	DMMME Collecting Officer/UP Cashier's Office
	Issues Official Receipt		5 minutes	Administrative Assistant/ Administrative Aide
TOTAL:		None	(45) Mins	



34. DMMME Lobby Rental

Rental of DMMME lobby for academic and student activities

Office or Division:	Department of Mining, Metallurgical and Materials Engineering			
Classification:	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		DMMME Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	Receives filled up request form		10 minutes	Administrative Assistant/ Administrative Aide
	Checks availability of facilities/ room to be rented. If available, books request		5 minutes	Administrative Assistant/ Administrative Aide
	Issues Billing Statement		5 minutes	Administrative Assistant/ Administrative Aide
Client pays the rental fee	Process Payment of Client	300.00/ day	20 minutes	DMMME Collecting Officer/UP Cashier's Office
	Issues Official Receipt		5 minutes	Administrative Assistant/ Administrative Aide
TOTAL:		None	(45) Mins	



35.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:	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		DMMME Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills up the Request Form	Receives filled up request form		10 minutes	Administrative Assistant/ Administrative Aide
	Checks availability of facilities/ room to be rented. If available, books request		5 minutes	Administrative Assistant/ Administrative Aide
	Issues Billing Statement		5 minutes	Administrative Assistant/ Administrative Aide
Client pays the rental fee	Process Payment of Client	150.00 to 300.00/hour	20 minutes	DMMME Collecting Officer/UP Cashier's Office
	Issues Official Receipt		5 minutes	Administrative Assistant/ Administrative Aide
TOTAL:		None	(45) Mins	



**Science and Technology Cluster
College of Engineering – Electrical and
Electronics Engineering Institute (COE-EEEI)**

External Service



1. Internship of Senior High School Students

Facilitation of Senior High School student's internship in different laboratories in the Institute.

Office or Division:	Electrical and Electronics Engineering Institute (EEEI)			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	Senior High Schools with existing MOU/ MOA in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Hardcopy letter of request address to the Director of the Institute. 4. Hardcopy Supervisor's Evaluation of the Work program		UP Electrical and Electronics Engineering Institute Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends his/her hardcopy letter of request to the Institute	1. Receives the letter request and examines the completeness of the attached requirements	None	5 Minutes	<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
	2. Evaluates the letter of request/checks the availability of laboratories from the Faculty-in-charge for the internship.	None	2 Days	<i>UP Electrical and Electronics Engineering Institute Deputy Director for Students and Alumni</i>
	3. Record action of the institute and inform the client.	None	10 Minutes	<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
2. Submit Supervisor's	4. Receives and evaluate the	None	1 Day	<i>UP Electrical and Electronics</i>



Evaluation of the Work Program	students accordingly.			<i>Engineering Institute Deputy Director for Students and Alumni</i>
TOTAL:		None	3 Days,15 Minutes	

2. Request for Educational tour/ fieldtrip/ benchmarking

Facilitation of Educational tours/ fieldtrips in the laboratories of the Institute.

Office or Division:	Electrical and Electronics Engineering Institute (EEEI)			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	Schools, Coordinators of Travel Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Hardcopy letter of request address to the unit head 4. Approved hardcopy letter of request address to the Office of the Community Affairs (<i>re: vehicle pass</i>). 5. List of participants/ students of client.		UP Electrical and Electronics Engineering Institute Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for educational tour/ fieldtrip	1. Receives the letter of request and examines the completeness of the attached requirements	None	5 minutes	<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
	2. Evaluates the letter of request and coordinate with the Student Council and	None	2 day	<i>UP Electrical and Electronics Engineering Institute Deputy Director for Students and Alumni</i>



	Laboratories for the tour			
	3. Record action the institute and inform the client	None	10 minutes	<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
TOTAL:		None	2 Days,15 Minutes	

3. Room Use and Facilities Rental

Facilitation of room use and rental service in the Institute.

Office or Division:	Electrical and Electronics Engineering Institute (EEEI)
Classification:	Complex
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. Hardcopy letter of request address to the unit head		UP Electrical and Electronics Engineering Institute Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for reservation of room.	1. Receives filled up request form	None	5 Minutes	<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
	2. Checks availability of facilities/ room to be rented. If available, books request	None	5 Minutes	<i>UP Electrical and Electronics Engineering Institute Administrative Assistant</i>
	3. Evaluates the request and	None	2 Day	<i>UP Electrical and Electronics Engineering Institute</i>



	coordinate with the technical staff			<i>Deputy Director for Students and Alumni</i>
	4. Record action the institute and inform the client	None	10 Minutes	<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
2. Client pays the rental fee	5. Process Payment of Client	Refer to table.		<i>UP Cashier's Office</i>
	6. Submits photocopy of the Official Receipts to the Institute			<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
TOTAL:		None	2 Days, 40 Minutes	



EXTERNAL

TABLE OF RATES			
ROOMS	Capacity	NON UP USER	
		Non Commercial	Commercial
PLDT Multimedia Lecture Hall (VLC)	216		
1st 3 hours		13884.00	16614.00
Succeeding hour		2776.80	3322.80
MERALCO Multimedia Lecture Hall (LC1)	120		
1st 3 hours		6942.00	8307.00
Succeeding hour		1388.40	1661.40
ASTEC Multimedia Lecture Hall (LC2)	120		
1st 3 hours		6942.00	8307.00
Succeeding hour		1388.40	1661.40
SC2/ SC4/ SC5/ SC6	40		
1st 3 hours		3000.00	4000.00
Succeeding hour		600.00	800.00
Room 406/ SC1/ SC3	35		
1st 3 hours		3000.00	4000.00
Succeeding hour		600.00	800.00
EQUIPMENT		PER HOUR	WHOLE DAY
Sound System		1500.00	7500.00
Video Projector		3000.00	12000.00
LCD Projector		2000.00	8000.00

Free 2 microphones | PHP. 150.00 for add'l mic

Technician Fee- Add'l PHP. 300.00/hr if event is after office hours or during weekdays.



**Science and Technology Cluster
College of Engineering – Electrical and
Electronics Engineering Institute (COE-EEEI)**

Internal Service



1. Room Use and Facilities Rental

Facilitation of room use and rental service in the Institute.

Office or Division:	Electrical and Electronics Engineering Institute (EEEI)			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Students, UP Diliman units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Hardcopy letter of request address to the unit head		UP Electrical and Electronics Engineering Institute Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for reservation of room.	1. Receives filled up request form	None	5 Minutes	<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
	2. Checks availability of facilities/ room to be rented. If available, books request	None	5 Minutes	<i>UP Electrical and Electronics Engineering Institute Administrative Assistant</i>
	3. Evaluates the request and coordinate with the technical staff	None	2 Day	<i>UP Electrical and Electronics Engineering Institute Deputy Director for Students and Alumni</i>
	4. Record action the institute and inform the client	None	10 Minutes	<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
2. Client pays the rental fee	5. Process Payment of Client	Refer to table.		<i>UP Cashier's Office</i>



	6. Submits photocopy of the Official Receipts to the Institute			<i>UP Electrical and Electronics Engineering Institute Receiving Personnel</i>
TOTAL:		None	2 Days, 40 Minutes	

INTERNAL

TABLE OF RATES					
ROOMS	Capacity	UP USER	RATES FOR EEE ORGANIZATION		
			Per hour	Succeeding hour	
PLDT Multimedia Lecture Hall (VLC)	216			600.00	
1st 3 hours		8424.00			
Succeeding hour		1683.00			
MERALCO Multimedia Lecture Hall (LC)	120			300.00	
1st 3 hours		4212.00			
Succeeding hour		841.50			
ASTEC Multimedia Lecture Hall (LC2)	120			300.00	
1st 3 hours		4212.00			
Succeeding hour		841.50			
SC2/ SC4/ SC5/ SC6	40			200.00	
1st 3 hours		2000.00			
Succeeding hour		400.00			
Room 406/ SC1/ SC3	35			200.00	
1st 3 hours		2000.00			
Succeeding hour		400.00			
EQUIPMENT		PER HOUR	WHOLE DAY	1st 3 hrs	
Sound System		1000.00	6000.00	400.00	120.00
Video Projector		1800.00	8000.00	1000.00	320.00
LCD Projector		1400.00	7000.00	800.00	260.00

Free 2 microphones | PHP. 150.00 for add'l mic

Technician Fee- Add'l PHP. 300.00/hr if event is after office hours or during weekdays.



**Science and Technology Cluster
College of Engineering – Environmental
Engineering Program (COE-EEP)**

External Service



1. Process on borrowing and use of Environmental Engineering Program (EnE) laboratory equipment

Process on acquiring an online account and borrowing of EnE laboratory equipment to use.

Office or Division:	Environmental Engineering Program (EnE)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students, Researchers, and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For Non-EnE Students & Researcher</p> <ol style="list-style-type: none"> 1. Request Letter (Hardcopy) 2. Photocopy of any valid ID with picture 3. Active (Business) e-mail address <p>For EnE Students & Researchers</p> <ol style="list-style-type: none"> 1. Request Letter (Hardcopy) or Message through e-mail 2. Active (School/Business) e-mail address 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter through	1.1 Receive and forward the request letter to the EnE	None	5 Minutes	<i>Administrative Aide IV</i> EnE Office



hardcopy or e-mail	Laboratory Faculty-in-Charge (FIC)			Or <i>Administrative Assistant II</i> EnE Office
	1.2. Creates an account for the client with a temporary password and will be sent to the requesting party's active business e-mail address	None	2 Days	<i>EnE Laboratory Faculty-in-Charge</i> Institute of Civil Engineering, Faculty Room
2. Receive through their e-mail the account with a temporary password to be changed. Enables to log-in through the specified site. Can now reserve to borrow equipment which are listed available in the website	2.1 Approves any pending reservation of equipment at the website	None	2 Days (Pause-Clock)	<i>EnE Laboratory Faculty-in-Charge</i> Institute of Civil Engineering, Faculty Room Or <i>University Research Associate</i> EnE Laboratory office
TOTAL:		None	4 Days, 5 Minutes	

2. Use of ICP-OES for Sample/Specimen Testing (Laboratory)

Process on requesting for laboratory testing of specimens/samples.

Office or Division:	Environmental Engineering Program (EnE)
Classification:	Complex



Type of Transaction:	Government to Citizens			
Who may avail:	Student, Researchers, Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Samples/Specimen for testing		Requesting Party		
2. Request Form		Laboratory Consultant (LC) at Department of Mining, Metallurgical, and Materials Engineering (DMMME)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Request Form	1.1 Receives and Review the request form and discuss the sample preparation requirements, terms and conditions	None	30 Minutes	Laboratory Consultant Room 110, DMMME
	1.2. Schedules the date for samples testing	None	10 Minutes	Laboratory Consultant Room 110, DMMME
2. Submit their prepared samples	2.1 Receives and inspect the samples	None	30 Minutes	Laboratory Consultant Room 110, DMMME
	2.1. Conducts testing on scheduled testing date	None	3 Days	Laboratory Consultant Room 110, DMMME
	2.2. Retrieve raw Data, update testing log, and prepare report of analysis	None	1 Day	Laboratory Consultant Room 110, DMMME
	2.3. Submit testing log to Administrative Aide	None	10 Minutes	Laboratory Consultant Room 110, DMMME



3. Pay testing fee at the UP Cashier's Office	3.1. Prepare and issuance of Billing Statement	Php 3500.00 for first hour, 1000.00 per hour for succeeding hours	1 Day (Pause-Clock)	<i>Administrative Aide IV</i> EnE Office Or <i>Administrative Assistant II</i> EnE Office
	3.2. Collect proof of payment	None	10 Minutes	<i>Laboratory Consultant</i> Room 110, DMMME
4. Receives the test result/s	4.1. Review and release the test result/s	None	10 Minutes	<i>Laboratory Consultant</i> Room 110, DMMME
TOTAL:		PHP 3500.00 for first hour, 1000.00 per hour for succeeding hours	5 Days, 1 Hour, and 30 Minutes	



**Science and Technology Cluster
College of Engineering – Environmental
Engineering Program (COE-EEP)**

Internal Service



1. Process on borrowing and use of Environmental Engineering Program (EnE) Laboratory Equipment

Process on acquiring an online account and borrowing of EnE laboratory equipment to use.

Office or Division:	Environmental Engineering Program (EnE)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty and Other UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (One hardcopy) or Message through e-mail 2. Active (business) e-mail address			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter through hardcopy or e-mail	1.1. Receives and forward the request letter to the EnE Laboratory Faculty-in-Charge (FIC)	None	5 Minutes	<i>Administrative Aide IV</i> EnE Office Or <i>Administrative Assistant II</i> EnE Office
	1.2. Creates an account for the client with a temporary password and will be sent to the requesting party's active business e-mail address	None	2 Days	<i>EnE Laboratory Faculty-in-Charge</i> Institute of Civil Engineering, Faculty Room



<p>2. Receive through their e-mail the account with a temporary password to be changed. Enables to log-in through the specified site. Can now reserve to borrow equipment which are listed available in the website</p>	<p>2.1. Approves any pending reservation of equipment at the website</p>	<p>None</p>	<p>2 Days (Pause-Clock)</p>	<p><i>EnE Laboratory Faculty-in-Charge</i> Institute of Civil Engineering, Faculty Room Or <i>University Research Associate</i> EnE Laboratory office</p>
<p>TOTAL:</p>		<p>None</p>	<p>4 Days and 5 Minutes</p>	



2. Use of ICP-OES for Sample/Specimen Testing (Laboratory)

Process on requesting for laboratory testing of specimens/samples.

Office or Division:	Environmental Engineering Program (EnE)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Faculty, UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Samples/Specimen for testing		Requesting Party		
2. Request Form		Laboratory Consultant (LC) at Department of Mining, Metallurgical, and Materials Engineering (DMMME)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Request Form	1.1. Receives and Review the request form and discuss the sample preparation requirements, terms and conditions	None	30 Minutes	<i>Laboratory Consultant</i> Room 110, DMMME
	1.2. Schedules the date for samples testing	None	10 Minutes	<i>Laboratory Consultant</i> Room 110, DMMME
2. Submit their prepared samples	2.1. Receives and inspect the samples	None	30 Minutes	<i>Laboratory Consultant</i> Room 110, DMMME
	2.2. Conducts testing on scheduled testing date	None	3 Days	<i>Laboratory Consultant</i> Room 110, DMMME



	2.3. Retrieve raw Data, update testing log, and prepare report of analysis	None	1 Day	<i>Laboratory Consultant</i> Room 110, DMMME
	2.4. Submit testing log to Administrative Aide	None	10 Minutes	<i>Laboratory Consultant</i> Room 110, DMMME
3 Pay testing fee at the UP Cashier's Office	3.1 Prepare and issuance of Billing Statement	PHP 3500.00 for first hour, 1000.00 per hour for succeeding hours	1 Day (Pause-Clock)	<i>Administrative Aide IV</i> EnE Office Or <i>Administrative Assistant II</i> EnE Office
	3.2 Collect proof of payment	None	10 Minutes	<i>Laboratory Consultant</i> Room 110, DMMME
4. Receives the test result/s	4. Review and release the test result/s	None	10 Minutes	<i>Laboratory Consultant</i> Room 110, DMMME
TOTAL:		PHP 3500.00 for first hour, 1000.00 per hour for succeeding hours	5 Days, 1 Hour and 30 Minutes	



**Science and Technology Cluster
College of Engineering – Institute of Civil
Engineering (COE-ICE)**

External Service



1. Facility Rental

Rental of facility and/or equipment

Office or Division:	Office and Classroom Wing, Institute of Civil Engineering			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Organizations, Schools, Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
7. Online reservation		http://tiny.cc/ICEreservation		
8. Request Letter addressed to the Director and endorsed by Organization/Office Head 9. Details about the Organization 10. Activity area Layout with dimensions*				
11. Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reserve the facilities at least 5 WORKING DAYS before the event 1.1 Open http://tiny.cc/ICEreservation 1.2 Login to portal using: Username icefacility.guest@gmail.com Password: checkroom@ice 1.3 Check the guidelines and availability of the facility		Refer to Table 1 below	5 Days	
2. Download and fill out the REQUEST FORM FOR THE USE OF UP ICE FACILITIES				
3. Prepare the requirements in checklist numbers 2 to 4 above				
4. Pencil book the chosen facility 4.1 Upload the accomplished request form 4.2 Upload the attachments as indicated in checklist numbers 2 to 4 above	1. Wait for online notification 2. Review submitted documents			<i>Assisting Personnel</i> Deputy Director's Office



5. Wait for online/text notification of the approval of request form	Online approval of request form			<i>Deputy Director for Planning, Development and Finance</i> <i>Director</i>
6. Pay the approved fees at least 3 WORKING DAYS before the event	Accept payment and issue Official Receipt			Cashier's Office
6.1 Upload scanned official receipt in the portal	Online approval of reservation			<i>Deputy Director for Planning, Development and Finance</i>
TOTAL		Table 1	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. Facility Rates

Room/Space/Equipment*	Rate per hour (inclusive of aircon and maintenance fee)		
	Weekdays, within office hours (8AM-5PM)	Weekdays, outside office hours (8AM-5PM); Saturdays	Holidays and Sundays
ICE 201	PHP850.00	PHP890.00	PHP950.00
ICE 202	PHP850.00	PHP890.00	PHP950.00
ICE 203	PHP850.00	PHP890.00	PHP950.00
ICE 306A	PHP1,300.00	PHP1,335.00	PHP1,400.00
ICE 306B	PHP900.00	PHP935.00	PHP1,000.00
ICE 405	PHP4,250.00	PHP4,355.00	PHP4,550.00
ICE 408	PHP1,100.00	PHP1,150.00	PHP1,200.00
ICE 409A	PHP1,000.00	PHP1,050.00	PHP1,100.00
ICE 409B	PHP1,000.00	PHP1,050.00	PHP1,100.00
ICE 410	PHP900.00	PHP935.00	PHP1,000.00
ICE 411	PHP900.00	PHP935.00	PHP1,000.00
ICE 412	PHP1,400.00	PHP1,470.00	PHP1,600.00
ICE Boardroom	PHP1,850.00	PHP1,920.00	PHP2,050.00
ICE Lobby A**	PHP475.00	PHP475.00	PHP475.00
ICE Lobby B**	PHP475.00	PHP475.00	PHP475.00
ICE Lobby C**	PHP475.00	PHP475.00	PHP475.00
ICE Lobby D**	PHP475.00	PHP475.00	PHP475.00



ICE Lobby (Whole)	PHP1,900.00	PHP1,900.00	PHP1,900.00
ICE Theater	PHP4,750.00	PHP4,950.00	PHP5,500.00
Room Projector	PHP500.00.00	PHP500.00	PHP500.00
Sound System	PHP1,750.00	PHP1,750.00	PHP1,750.00
Theater Projector	PHP1,000.00	PHP1,000.00	PHP1,000.00

**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 Rental

Rental of Construction Materials and Structures Laboratory equipment.

Office or Division:	Construction Materials and Structures Laboratory (CoMS Lab)
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	Students, Faculty, and Staff; Researchers; Institutions; Private Companies; Contractors, etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Lab Usage Request Form	Construction Materials and Structures Laboratory (CoMS Lab)
2. Receiving and Claiming Stub	Construction Materials and Structures Laboratory (CoMS Lab)
3. Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the Lab Usage Request Form	Receive and review form for feasibility of experiment and availability of equipment	None	20 Minutes	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory



	Endorsement of reviewed form	None	2 Days	<i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory or <i>Director</i> Institute of Civil Engineering
	Notify client on approval, rejection, or if any modifications on the form are needed for approval	None		<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
2. Fill-out Receiving and Claiming Stub	Assessment of fee and days of usage	None	10 minutes	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
3. Process payment 3.1 Pay rental amount declared on the Claiming Stub 3.2 Present official receipt	1. Endorse assessed fee 2. Verify and copy official receipt number to claiming stub	Refer to Table 2 below	30 minutes	Cashier's Office <i>Assisting Personnel</i> Construction Materials and Structures Laboratory
4. Use of equipment	Assist and/or supervise the equipment usage	None	1 Hour	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
TOTAL:		Refer to Table 1 below	2 Days and 2 Hours	



Table 2 Equipment Rental Rates

Equipment	Students	Others
Concrete Mixer and related materials	PHP500.00/day	PHP1,000.00/day
Water Permeability Apparatus	PHP500.00/day	PHP1,500.00/day

3. Materials Testing

Testing of construction materials.

Office or Division:	Construction Materials and Structures Laboratory (CoMS Lab)
Classification:	Highly Technical
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	Students, Faculty, and Staff; Researchers; Institutions; Private Companies; Contractors, etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	Construction Materials and Structures Laboratory (CoMS Lab)
2. Test Samples	
3. Receiving and Claiming Stub	Construction Materials and Structures Laboratory (CoMS Lab)
4. Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the Request Form	1. Receive and review the form for feasibility of the test method 2. Check availability of equipment to be used	None	20 Minutes	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
2. Submit test samples	Inspect if the samples are prepared in		100 Minutes	<i>Assisting Personnel</i>



	accordance to test method			Construction Materials and Structures Laboratory
	Further review in case that non-conventional method is required		14 Hours	<i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory
	Notify requesting party on the details of the approved version of non-conventional test method			<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
3. Fill-out Receiving and Claiming Stub Form	Assess the fee based on test to be performed and number of samples for testing		5 Minutes	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
4. Process payment 4.1 Pay rental amount declared on the Claiming Stub 4.2 Present official receipt	1. Endorse assessed fee and schedule of testing 2. Verify and copy official receipt number to claiming stub	Refer to Table 1 below	20 Minutes	<i>Assisting Personnel</i> Construction Materials and Structures Laboratory
5. Witness testing on the scheduled time and date	Perform test	None	30 Minutes per sample or refer to Table 1 for special tests	<i>Assisting Personnel</i> <i>Precision Instrument Technician III</i> <i>Laboratory Technician</i> Construction Materials and Structures Laboratory
	Prepare data sheet	None	2 Days, 7 Hours	<i>Faculty-in-Charge</i> Construction Materials and Structures Laboratory
	Process result and prepare test report	None		
	Certify test report	None		
Present the Receiving and Claiming Stub and official receipt to claim the test official report	Dry-seal and release the test report	None	5 minutes	<i>Assisting Personnel</i>



				Office and Classroom Wing Institute of Civil Engineering
TOTAL:		Table 1 below	5 Days	

Table 3 Testing Rates

Test	Students	Others
Rubber Tensile/Tear/Bond Strength	PHP50.00/piece	PHP300.00/piece
Concrete Compression/Flexural test	PHP50.00/piece	PHP100.00/piece
Rebar Tensile/Bending Test	PHP50.00/piece	PHP220.00/piece
Metal Tensile/ Flexural test	PHP50.00/piece	PHP180.00/piece
Special Tests	PHP50.00/piece	PHP500.00/piece



**Science and Technology Cluster
College of Home Economics (CHE)**

External Service



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		
1. Letter of Request address 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. Submit letter of request to the Office of the Dean at least 5 working Days before the scheduled tour or vist.	1.1 Review and evaluate the appropriateness of the request.	None	1 Day	Office of the Dean Receiving
	1.2 Check the availability of the facility and spaces	None	1 Day	Office of the Dean Receiving
	1.3 Release the approval of request	None	1 Day	Office of the Dean Receiving
TOTAL:		None	3 Days	



2. Qualifying Examinations for Doctor of Philosophy (PhD) Students

Processing of Qualifying Exams for Master Students applying for PhD Program after completing the specified core courses 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:	PhD students one year in Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 Qualifying Examination (CHE GForm 05)	1.1 Program Adviser endorses application	None	1 Day	OCS/OGS receiving
	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 notes application of student		3 Days	OGS



2. Student submits CHE GForm06 to DGC	2.1 OCS inform student		1 Day	OCS
	2.2 Examination Panel constituted by the DGC as approved by the Dean will administer exam		10 Days	Department receiving
	2.3 Program adviser fills up notifications of results form (CHE GForm 07) if Fail or Pass.		2 Days	Program Adviser
	2.4 DGC notes results and inform students (Retake if necessary)		3 Days	OGS
TOTAL:		None	24 Days	

3. Conduct of Comprehensive Examination of 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



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
	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 notes 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 will		10 Days	Department receiving



	administer exam			
	2.3 Program adviser fills up notifications of results form (CHE GForm 07) if Fail or Pass.		2 Days	Program Adviser
	2.4 DGC notes results and inform students (Retake if necessary)		3 Days	OGS
TOTAL:		None	24 Days	

4. Provide 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		
1. 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. Submit letter of request to the Office of the Dean, cc Department Chair of CTID	1.1 Receive and evaluate the request.	None	2 Days	Office of the Dean Receiving
	1.2 Receive and evaluate the request	None	5 Days	CHE Costume Museum Team
2. Confirm schedule of consultation	2.1 Issuance of approval of request	None	1 Day	
	2.2 Prepare research materials	None	10 Days	CHE Costume Museum Team
TOTAL:		None	18 Days	

5. Lend 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		
1. 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. Submit cover letter, with duly accomplished	1.1 Receive and evaluate the request	None	2 Days	CTID Department Office



equipment reservation form.				
	1.2 Prepare mannequins and modules	None	1 Day	CHE Costume Museum Team
TOTAL:		None	3 Days	

6. Provide a 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		
1. 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. Submit letter of request to the Office of the Dean, cc Department Chair of CTID	1.1 Receive and evaluate the request.	None	2 Days	Office of the Dean Receiving
	1.2 Evaluate & prepare for the request	None	5 Days	CHE Costume Museum Team
	1.3 Issuance of approval of request	None	1 Day	CHE Costume Museum Team



TOTAL:	None	8 Days	
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7. Invitation for Speaker/Facilitator from FLCD 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
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1. Letter of Request address to the FLCD Chair with endorsement of the Faculty in Charge/Head of the Activity of the Department or Institute.	Requesting Party
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Admin Office of FLCD Department.	1.1 Receive the invitation/request letter	PHP 10,000	2 Days	FLCD Admin Office Receiving
	1.2 Email/send a message regarding the approval of the requested room reservation.		1 Day	
TOTAL:		None	3 Days	



8. Issuance of Certificate of Detailed Teaching Course Description

Request of students and graduates for certificate of detailed teaching course description for academic or employment purposes 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 address to the FLCD Chair with signature of requesting party		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Admin Office of FLCD Department.	1.1 Receive and evaluate the records of former faculty member/student.	None	2 Days	FLCD Admin Office Receiving
	1.2 Email/send a message that the requested certificate is ready for pick up.	None	1 Day	
2. Present Valid ID as proof of Identity or Authorization letter with signature and valid ID of requesting party together with valid ID of the person	2.1 Issue Certificate of Detailed Teaching Course Description signed by	None	1 Day	



who will receive the requested certification	FLCD Chairperson.			
TOTAL:		None	4 Days	

9. Issuance of Certifications from the Department of Family Life and Child Development

Request for certification of students in relation to their application for scholarship, employment, 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 address to the FLCD Chair with signature of requesting party.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Admin Office of FLCD Department.	1.1 Receive and evaluate the records of former faculty member/student.	None	2 Days	FLCD Admin Office Receiving
	1.2 Email/send a message that the requested certificate is ready for pick up.	None	1 Day	



2. Present 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 Issue Certificate of Detailed Teaching Course Description signed by FLCD Chairperson.	None	1 Day	
TOTAL:		None	4 Days	

10. Issuance of Certification/Letter for waiver of subject of Non-CHE Student

Request of students for Certification for Waiver of 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		
1. Letter of Request address to the FLCD Chair with signature of requesting party.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Admin Office of FLCD Department.	1.1 Receive and evaluate the records of former faculty member/student.	None	2 Days	FLCD Admin Office Receiving
	1.2 Email/send a message that the	None	1 Day	



	requested certificate is ready for pick up.			
2. Present 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 Issue Certificate of Detailed Teaching Course Description signed by FLCD Chairperson.	None	1 Day	
TOTAL:		None	4 Days	

11. Approval of UPCDC-FLCD Room Reservation

Request of students and other clients to reserve rooms in UP Child Development Center- Department of Family Life and Child Development.

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 Public)		
Who may avail:	Other institutions outside the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Request address to the Dean, attention to FLCD Chair or through channels with endorsement of the Faculty in Charge/Head of the Activity of the Department or Institute. 2. FLCD 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 Building Administrator of the FLCD – UP CDC Building must be inform		Requesting Party	



and signed to the FLCD Room Reservation Form to be submitted.				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with attached FLCD Room Reservation to the Admin Office of FLCD Department.	1.1 Receive and note/endorse the activity requested.		2 Days	Office of the Dean Receiving
	1.2 Forward to the FLCD Department for Evaluation			
	For every 4 hours	PHP 8,500	2 Days	FLCD Admin Office Receiving
	For every additional hour up to 3 hours	PHP 2,500		
	2.1 Email/send a message regarding the approval of the requested room reservation.		1 Day	
TOTAL:		None	5 Days	



12. Request for Observation

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:	Complex			
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		
1. Letter of Request addressed to the Chair, through channels or attention to the Faculty-in-Charge for Programs, endorsement of Chair/Head of the Department or Institute.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the Dean of the College of Home Economics and to the Admin Office of FLCD Department	1. Received, scheduled and approved the request letter and will respond to the requesting person.	None	3 Days	UP CDC Admin Office
TOTAL:		None	3 Days	

13. Application process for IDP

Processing of application to Infant Development Program (IDP) in UP Child Development Center

Office or Division:	UP Child Development Center (UPCDC)
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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. Birth Certificate 3. 1 by 1 Photo 4. Application Fee 5. Interview Sheet Form 6. For UP Dependent: Certificate of Employment (online application)	1. UPCDC 2. Requesting party 3. Requesting Party 4. Requesting Party 5. Requesting Party 6. UP HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online application form for UPCDC Infant Development Program applicants and upload the necessary files and documents	1.1 Review, check, and approve the submitted documents		1 Day	UP CDC Admin Office
	1.2 Inform the applicants should there be lacking or additional documents needed			
	1.3 Issuance of payment order			
2. Proceed to the cashier's office for the payment of the application fee			1 Day	UP Cashier's Office



3. Upload a copy of the OR in the UPCDC website	3.1 Check the uploaded OR and schedule an interview date for the applicants		1 Day	UP CDC Admin Office
4. Attend the scheduled interview for the application	4.1 Conduct the interview and evaluate the results of the interview		20 Days	UP CDC Admin Office
	4.2 Send an e-mail to the parents regarding the results of the admissions process			
TOTAL:		None	21 Days	

14. Application for 11-month-old to 5 years and 5-month-old children

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:	Highly Technical
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



<ol style="list-style-type: none"> 1. Application Form 2. Birth Certificate 3. 1 by 1 Photo 4. Application Fee 5. For UP Dependent: Certificate of Employment (online application) 	<ol style="list-style-type: none"> 1. UP CDC 2. Requesting Party 3. Requesting Party 4. Requesting Party 5. UP HRDO
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online application form for UPCDC (11 months to 5.5 years old) applicants online and upload the necessary files and documents	1.1 Review, check, and approve the submitted documents		1 Day	UP CDC Admin Office
	1.2 Inform the applicants should there be lacking or additional documents needed			
	1.3 Issuance of payment order			
2. Proceed to the cashier's office for the payment of the application fee			5 Days	Cashier's Office
3. Upload a copy of the OR in the UPCDC website	3.1 Check the uploaded OR of the applicant			



	3.2 Inform the applicant of the completion of their application process			
	3.3 Send an e-mail to the applicants regarding the results of the admissions process			
TOTAL:		None	5 Days	

15. Enrollment to UPCDC

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		
1. Payment Order Form		UP Child Development Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish all necessary forms online.	1.1 Receive accomplished forms online		1 Day	
2. Print the payment order form	2.1 Provide payment		1 Day	UP CDC Admin Office



	order form online NUP UP	PHP 15,540 PHP 5,290		
3. Proceed to the cashier's office for payment			1 Day	UP Cashier's Office
4. Upload a copy of the OR in the UPCDC website	Check the uploaded OR of the applicant		1 Day	
	Inform the applicant of the completion of their application process			
	Send an e-mail to the applicants regarding the results of the admissions process			
TOTAL:		None	1 Day	

16. 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. Letter of Request addressed to the FLCD Chair with signature of requesting party.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Admin Office of FLCD Department.	1.1 Receive and evaluate the records of former faculty member/student.	None	2 Days	FLCD Admin Office Receiving
	1.2 Email/send a message that the requested certificate is ready for pick up.	None	1 Day	
2. Present 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 Issue Certificate of Detailed Teaching Course Description signed by FLCD Chairperson.	None	1 Day	
TOTAL:		None	4 Days	



17. 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. Letter of Request addressed to the FLCD Chair with signature of requesting party		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Admin Office of FLCD Department.	1. Receive and evaluate the records of former faculty member/student.	None	2 Days	FLCD Admin Office Receiving
	2. Email/send a message that the requested certificate is ready for pick up.	None	1 Day	
2. Present Valid ID as proof of Identity or Authorization letter with signature and valid ID of requesting	2. Issue Certificate of Detailed Teaching Course	None	1 Day	



party together with valid ID of the person who will receive the requested certification	Description signed by FLCD Chairperson.			
TOTAL:		None	4 Days	

18. 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. Letter of Request addressed to the FLCD Chair with signature of requesting party		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Admin Office of FLCD Department.	1.1 Receive and evaluate the records of former faculty member/student.	None	2 Days	FLCD Admin Office Receiving
	1.2 Email/send a message that the requested certificate is ready for pick up.	None	1 Day	
2. Present Valid ID as proof of Identity or Authorization letter	2. Issue Certificate of Detailed	None	1 Day	



with signature and valid ID of requesting party together with valid ID of the person who will receive the requested certification	Teaching Course Description signed by FLCD Chairperson.			
TOTAL:		None	4 Days	

19. Issuance of Certificate of No Learner Reference Number (LRN)

Request of Parents of students of UP Child Development Center to have a certificate of no learner reference number.

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. Letter of Request addressed to the FLCD Chair with signature of requesting party		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Admin Office of FLCD Department.	1.Receive and evaluate the records of former faculty member/student.	None	2 Days	FLCD Admin Office Receiving
	2.Email/sent a message that the requested certificate is	None	1 Day	



	ready for pick up.			
2. Present 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. Issue Certificate of Detailed Teaching Course Description signed by FLCD Chairperson.	None	1 Day	
TOTAL:		None	4 Days	

20. 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		
1. 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
1. Submit the form to the Laboratory Technician.	1. For Department Chair's action	None	2 Days	Office of the DFSN Chair Receiving
TOTAL:		None	2 Days	



21. 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		
1. Packaging Service Form		Pilot Food Plant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Packaging Service Form (in duplicates) and submits food product to be canned	1.1 Sign Packaging Service form and endorse product to production staff for canning then issue claim stub for client	None	1 Day	Food Tech I/Lab Tech for Production/Machine Operator
	1.2 Process and can product			
	1.3 Indicate number of cans and amount to be paid by client in the Packaging			



	Service Form			
2. Present claim stub for claiming product, pays canning service and signs packaging service form that products were received	2.1 Give duplicate Packaging Service form to client for payment to College cash office Per Can (regular schedule) (rush request)	PHP 75.00 PHP 100.00	1 Hour	Food Tech I/Lab Tech for Production/Machine Operator
	2.2 Upon payment of client, indicates receipt number in the Packaging service form then gives the canned product and a copy of the packaging service form to client.			
	TOTAL:	PHP 75.00	1 Day	



22. 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		
1. Letter of Request address to the Dean.		Pilot Food Plant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Packaging Service Form (in duplicates) and submits food product to be canned	1.1 Sign Packaging Service form and endorse product to production staff for canning then issue claim stub for client	None	1 Day	Food Tech I/Lab Tech for Production/Machine Operator
	1.2 Process and can product			
	1.3 Indicates number of cans and amount to be paid by client in the Packaging Service Form			
2. Present claim stub for claiming product, pays canning service	2.1 Gives duplicate Packaging		1 Hour	



and signs packaging service form that products were received	Service form to client for payment to College cash office Per Can (Regular Sched) (Rush)	PHP 75 PHP 100		
	2.2 Upon payment of client, indicates receipt number in the Packaging service form then gives the canned product and a copy of the packaging service form to client.			
TOTAL:		PHP 75	1 Day	

23. 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		
1. 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. Submit letter of intent to the Dean of the College either by hand or through email	1.1 The Pilot Food Plant receive the letter of intent from the Office of the Dean and set a meeting with the client to discuss in detail the nature of the RnD request	None	3 Days	Supervisor/Food Technologist I/Food Technologist II
2. Attend a meeting with the Supervisor of the Pilot Food Plant to discuss the nature of the request	2.1 Record the details of the Product Development Request undertaken, timeline and cost of the project.	None	3 Weeks	Supervisor/Food Technologist I/Food Technologist II
	2.2 Draft a Project Proposal that will describe the			



	activities to be			
	2.3 Submit to the Faculty-in-Charge the draft of the proposal for approval.			
	2.4 Once approved by the Faculty-in-Charge, the Project Proposal is submitted to the Chair of the Department for Approval			
	2.5 Once approved, a meeting is set to discuss the details of the proposal with the client			
3. Attend 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 The Pilot Food Plant undertakes the product development project base on the agreed details of the contract.	PHP 180,000	6 Months	Supervisor/Food Technologist I/Food Technologist II



	(60%)			
4. Receive the manual and attends the technology transfer for the developed product	4.1 Process manual will be handed over to the client and a technology transfer session will be conducted to ensure client will be knowledgeable in producing the developed product	PHP 120,000	1 Week	
TOTAL:		PHP 300,000	7 Months and 3 Days	

24. 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
1. 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. Submit letter of intent to the Dean of the College either by hand or through email	1.1 The Pilot Food Plant receive the letter of intent from the Office of the Dean and sets a meeting with the client to discuss in detail the nature of the RnD request	None	3 Days	Supervisor/Food Technologist I/Food Technologist II
2. Attend a meeting with the Supervisor of the Pilot Food Plant to discuss the nature of the request	2.1 Details of the request to for heat penetration services is discussed	None	1 Day	
	2.2 Pen a date of production for heat pen test			
3. Bring raw materials for processing and heat pen test	3.1. Conduct product processing and heat pen test	None	14 Days	
	3.2 Prepare a report for			



	the heat pen test			
	3.3 Have the report approved by the Faculty-in-Charge and the Department Chair			
	3.4 Call the client for a meeting			
4. Attend the meeting to discuss results of the heat pen test (report) and pay the cost of the service	4.1 Discuss heat pen report with the client	PHP 25,000	1 Day	
	4.2 Make billing statement of for the service			
TOTAL:		PHP 25,000	19 Days	

25. 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



1. Letter of intent addressed to the Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to the Dean of the College either by hand or through email	1. The Pilot Food Plant receive the letter of intent from the Office of the Dean and set a meeting with the client to discuss in detail the nature of the request	None	3 Days	Office of the Dean or Supply Property & Maintenance Section Receiving
2. Attend a meeting with the Supervisor of the Pilot Food Plant to discuss the nature of the request	2.1 Details of the activity pertaining to rental of facilities/equipment is discussed	None	1 Day	
	2.2 Pen a date for the rental of facility			
3. Rent out the equipment/facility and pay rental fees	3.1 Assist the client in the operation of the equipment/facility (Maximum Amount)	PHP 100,000	5 Days	



	3.2 Make billing statement of for the service			
TOTAL:		PHP 100,000	9 Days	

26. 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		
1. Letter of intent addressed to the Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to the Dean of the College either by hand or through email	1. The Pilot Food Plant receives the letter of intent from the Office of the Dean and sets a meeting with the client to discuss in detail the nature of the request	None	3 Days	Office of the Dean or Supply Property & Maintenance Section Receiving



2. Attend a meeting with the Supervisor of the Pilot Food Plant to discuss the nature of the request	2.1 Details of the activity pertaining to the type of training needed is discussed	None	2 Weeks	
	2.2 Drafts a project proposal for the details and cost of the training to be conducted			
3. Attend Meeting with PFP Supervisor to discuss details of the project proposal and signs the proposal and pay for the Service requested	3.1 Discuss project proposal with the client	None	1 Day	
	3.2 Pen the date the training will be conducted			
	3.3 Pen a Billing Statement for the client			
4. Avail of the Training Requested	4.1 Conduct Training requested (Maximum Price)	PHP 50,000	3 Days	
TOTAL:		PHP 50,000	21 Days	



27. 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		
1. Letter of request/intent addressed to the CHE Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the CHE Dean.	1.1 Receive letter of request.	None	1 Day	Office of the Dean Receiving
2. Wait for response of PFP to the request.	2.1 Evaluate request for action of CHE Dean. Approved request is forwarded to PFP, with FSN copy furnished.	None	2 Days	Office of the Dean Receiving
3. Come to scheduled appointment with PFP upon approval of request.	3.1 Respond to request and set appointment with client for technical consultation.	None	2 Days	Pilot Food Plant Supervisor
4. Sign the conforme upon agreeing to terms	4.1 Develop a proposal for quality assurance	PHP 4,900	12 Days	Pilot Food Plant Supervisor/Quality Control Officer



indicated in the proposal.	service specific to client needs			
5. Provide requirements agreed upon in the contract	5.1 Schedule the conduct of quality assurance service	PHP 19,600	3 Days	Pilot Food Plant Supervisor/Quality Control Officer
TOTAL:		PHP 24,500	20 Days	

28. 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		
1. Letter of request/intent addressed to the CHE Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the CHE Dean.	1.1 Receive letter of request.	None	1 Day	Office of the Dean Receiving
2. Wait for response of PFP to the request.	2.1 Evaluate request for action of CHE Dean. Approved request is forwarded to	None	2 Days	Office of the Dean Receiving



	PFP, with FSN copy furnished.			
3. Come to scheduled appointment with PFP upon approval of request.	3.1 Respond to request and set appointment with client for technical consultation.	None	2 Days	Pilot Food Plant Supervisor
4. Sign the conforme upon agreeing to terms indicated in the proposal.	4.1 Develop 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. Provide requirements agreed upon in the contract	5.1 Schedule 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	

29. 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



1. Letter of request/intent addressed to the CHE Dean		Requesting Party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the CHE Dean.	1.1 Receive letter of request.	None	1 Day	Office of the Dean Receiving
2. Wait for response of PFP to the request.	2.1 Evaluate request for action of CHE Dean. Approved request is forwarded to PFP, with FSN copy furnished.	None	2 Days	Office of the Dean Receiving
3. Come to scheduled appointment with PFP upon approval of request.	3.1 Respond to request and set appointment with client for technical consultation.	None	2 Days	Pilot Food Plant Supervisor
4. Sign the conforme upon agreeing to terms indicated in the proposal.	4.1 Develop a proposal for plant layout service specific to client needs	PHP 7,500	12 Days	Pilot Food Plant Supervisor/Quality Control Officer
5. Provide requirements agreed upon in the contract	5.1 Schedule the conduct of plant layout service	PHP 30,000	3 Days	Pilot Food Plant Supervisor/Quality Control Officer
TOTAL:		PHP 37,500	20 Days	

30. Shelf-life testing

Shelf-life testing to determine expiration or best before dates for food products

Office or Division:	Pilot Food Plant
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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		
1. Letter of request/intent addressed to the CHE Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the CHE Dean.	1.1 Receive letter of request.	None	1 Day	Office of the Dean Receiving
2. Wait for response of PFP to the request.	2.1 Evaluate request for action of CHE Dean. Approved request is forwarded to PFP, with FSN copy furnished.	None	2 Days	Office of the Dean Receiving
3. Come to scheduled appointment with PFP upon approval of request.	3.1 Respond to request and set appointment with client for technical consultation.	None	2 Days	Pilot Food Plant Supervisor
4. Sign the conforme upon agreeing to terms indicated in the proposal.	4.1 Develop a proposal for shelf-life determination	PHP 24,000	12 Days	Pilot Food Plant Supervisor/Quality Control Officer
5. Provide requirements agreed upon in the contract	5.1 Schedule the conduct of shelf-life testing	PHP 96,000	3 Days	Pilot Food Plant Supervisor/Quality Control Officer



TOTAL:	PHP 120,000	20 Days	
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31. 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:	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		
1. Letter of request/intent addressed to the CHE Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the CHE Dean.	1.1 Receive letter of request.	None	1 Day	Office of the Dean Receiving
2. Wait for response of PFP to the request.	2.1 Evaluate request for action of CHE Dean. Approved request is forwarded to PFP, with FSN copy furnished.	None	2 Days	Office of the Dean Receiving
3. Come to scheduled appointment with PFP upon approval of request.	3.1 Respond to request and set appointment with client for technical consultation.	None	2 Days	Pilot Food Plant Supervisor



4. Sign the conforme upon agreeing to terms indicated in the proposal.	4.1 Develop a proposal for commercial sterility testing	PHP 7,500	12 Days	Pilot Food Plant Supervisor/Quality Control Officer
5. Provide requirements agreed upon in the contract	5.1 Schedule the conduct of commercial sterility testing	PHP 30,000	3 Days	Pilot Food Plant Supervisor/Quality Control Officer
TOTAL:		PHP 37,500	20 Days	

32. 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		
1. Letter of request/intent addressed to the CHE Dean		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the CHE Dean.	1.1 Receive letter of request.	None	1 Day	Office of the Dean Receiving
2. Wait for response of PFP to the request.	2.1 Evaluate request for action of CHE Dean. Approved request is forwarded to	None	2 Days	Office of the Dean Receiving



	PFP, with FSN copy furnished.			
3. Come to scheduled appointment with PFP upon approval of request.	3.1 Respond to request and set appointment with client for briefing.	None	3 Days	Pilot Food Plant Supervisor
	4.1 Set internship schedule with client	None	1 Day	Pilot Food Plant Supervisor
TOTAL:		None	7 Days	

33. 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		
1. 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. Submit letter of request to Office of the Department Chairman	1.1 Receive letter of request or invitation	None	1 Day	DHRIM Admin Office Receiving



	1.2 Response to the request through e- mail, text message or phone call.		1 Day	
TOTAL:		None	2 Days	

34. 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		
1. Letter of Request addressed to Department Chairman		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for certification or document to the Office of the Department Chairman	1.1 Receive Letter of request for certification or document	None	1 Day	DHRIM Admin Office Receiving
	1.2 Secure approval of the Department	None	1 Day	



	Chairman for the requested document			
	1.3 Send message to the requestor once the document is ready for pick up	None	1 Day	
2. Present Valid ID as proof of identity	2.1 Issue Certification/document to the Student	None		
TOTAL:		None	3 Days	

35. 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		
1. Proof of identity as UP student (ID)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign up for the LPE	1.1 Post announcement regarding		5 Days	DHRIM Admin Office Receiving



	the Schedule of Language Proficiency Exam and the deadline of signing up			
	1.2 Collate list of Student signed up for the examination			
	1.3 Forward list to Department of European Languages (for European languages) and to Department of linguistics (for asian languages)		1 Day	
2. Pay at the Department that will conduct the examination	2.1 Update students regarding the deadline of payment and the date of examination.	(For department of linguistics and European languages declarations only)		



3. Take Language Proficiency Examination	3.1 Wait for the result and certification from the department of linguistics and European languages (if the student is passed or failed)		15 Days	
	3.2 Forward copy of certification to Office of the College Secretary		1 Day	
4. Receive copy of certification	4.1 Give copy of certification to students who have taken the examination.			
TOTAL:		None	22 Days	

36. 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		
1. 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. Submit letter of request for interview to Department Secretary (for CHE students) and to Dean (for non-che students)	1.1 Receive request for interview with the HRIM Faculty	None	1 Day	DHRIM Admin Office Receiving
	1.2 Forward request to Department Chairman and Faculty		1 Day	
	1.3 Evaluate request			Department chairman and Faculty members
	1.4 Inform the requestor regarding the decision of the faculty members.		1 Day	
TOTAL:		None	3 Days	



37. 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 (Extern Client: Department/Institute/Admin to Students)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to Department Chairman to use laboratory equipment, utensils and/or facilities		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the Department Chairman	1.1 Receive request to use laboratory equipment, utensils and/or facilities	None	1 Day	DHRIM Admin Office Receiving
	1.2 Forward request to department Chairman and/or Faculty-in-charge for approval			
	1.3 Inform and give feedback to requestor		1 Day	



	regarding the request			
TOTAL:			2 Days	

38. 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		
1. Request for quotation and or proposal from engager.		Tearoom		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request 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 potential client	None	2 Days	Tearoom supervisor
TOTAL:		None	2 Days	



39. 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. The whole class or group of student OJT has to schedule an appointment with Tearoom faculty-in-charge and Tearoom supervisor	1.1 Tearoom faculty-in-charge and Tearoom supervisor sets a specific Day when to hold the orientation	None	2 Days	Tearoom faculty-in-charge and Tearoom supervisor
TOTAL:		None	2 Days	



40. 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 has to take 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 has to plot 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	

41. 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	
1. Daily time record or timecard for each student affiliate	Tearoom staff		



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure 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. Log in and out each time the student reports for duty	2.1 Tearoom staff act as mentors for the student affiliates			
3. Each student goes to assigned area and trains under a mentor for that area			1 Day	
TOTAL:		None	2 Days	

42. 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 attendance and quality of work output as relayed by each Tearoom staff who has mentored the student	None	14 Days	Tearoom supervisor; Tearoom staff; Tearoom faculty-in-charge
	1.2 The Tearoom supervisor forwards the grades to the respective subject teachers and or school			



	coordinator (for UPIS students)			
TOTAL:		None	14 Days	



**Science and Technology Cluster
College of Home Economics (CHE)**

Internal Service



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. Submit 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 Initial draft of design for feedback from clients	None	5 Days	
	1.3 Final editing of design or layout	None	3 Days	
	1.4 Printing of 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. Submit 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. Approval of UPCDCFLCD Room Reservation connected with the college 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		
<ol style="list-style-type: none"> 1. Letter of Request address to the FLCD Chair with endorsement of the Faculty in Charge/Head of the Activity of the Department or Institute. 2. FLCD 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 Building Administrator of the FLCD – UP CDC Building must be informed and signed to the FLCD Room Reservation Form to be submitted 		<ol style="list-style-type: none"> 1. Requesting Party 2. Department of Family Life and Child Development 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with attached FLCD Room Reservation to the Admin Office of FLCD Department.	1.1 Receive and evaluate the activity requested.	None	2 Days	FLCD Admin Office Receiving



	1.2 Email/send a message regarding the approval of the requested room reservation.		1 Day	
TOTAL:		None	3 Days	



Science and Technology Cluster College of Science (CS)

External Service



1. Application for ASTHRDP-HRDP-NSC Scholarship (S&T) for Graduate Students (MS/Ph.D. Degree)

Office or Division:	Office of the Associate Dean for Mentoring, Academic Progress and Advancement (OADMAPA), College of Science
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Full time UP Graduate Students (MS/PhD degree) interested in any of the DOST identified priority fields in Science and Technology

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application for ASTHRDP-NSC Scholarship <p>Additional Requirements:</p> <ol style="list-style-type: none"> 1. Birth Certificate 2. Certified True Copy of Transcript of Records 3. Endorsement from two former professors in college or from two former professors in the MS program 4. Medical Certificate as to health status from a licensed physician with his/her PRC license number indicated 5. Valid NBI Clearance 6. Letter of Admission from the Graduate School which should include the evaluation sheet 7. Program of Study 8. If employed: <ol style="list-style-type: none"> 8.1 Recommendation from Head of Agency 8.2 Permission to take a leave of absence (LOA) while on scholarship 		Website of the College of Science http://www.science.upd.edu.ph/index.php/academics/go		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take note of the schedules* and				



<p>deadline of submission.</p> <p>2. Fill-up application form for ASTHRDP-NSC Scholarship and submit with the requirements (original documents) to OADMAPA windows</p>	<p>2. Receive, pre-evaluate the application and the corresponding requirements</p> <p>2.1 Forward the application and requirements to College of Science constituent units or college where the applicant is enrolled.</p>	<p>None</p>	<p>5 Minutes</p> <p>2 Days</p>	<p><i>Administrative Assistant</i> <i>(with Project Staff)</i></p> <p><i>Administrative Assistant</i> <i>(with Project Staff)</i></p>
	<p>2.3 Unit ASTHRD-Committee will review and recommend through the Head of Unit the approval/disapproval of the applications</p> <p>2.4 Return the applications and requirements to OADMAPA</p>	<p>None</p>	<p>22 Days (pause-clock)</p>	<p><i>Faculty-in-Charge or Committee in Charge and Head of the Unit</i></p>
	<p>2.5 Review and recommendation of the applications to DOST-SEI</p>	<p>None</p>	<p>3 Days</p>	<p><i>College Dean</i></p>
	<p>2.6 Submit to the SEI all passing potential qualifiers for S&T Scholarship and wait for the results or approval</p>	<p>None</p>	<p>66 days (pause-clock)</p>	<p>SEI-DOST</p>



	2.7 Upon approval, notify all the applicants through email/ASTHRDP-facebook/cellphone	None	2 Days	Administrative Assistant (with Project Staff)
	2.8 Process payment of entitlements of Graduate students	None	3 Days	Administrative Assistant
TOTAL:		None	98 Days, 5 Minutes	Administrative Assistant (with Project Staff)

*Application Deadlines	1st Semester	2nd Semester		Midyear
Institute of Biology	<p style="color: red; text-align: center;">For DOST Applicants Last working day of April</p> <p style="text-align: center;">For regular applicants Last week of June</p>		<p style="text-align: center;">For DOST Applicants 2nd week of September</p> <p style="text-align: center;">For regular applicants Last week of November</p>	Not applicable
Institute of Chemistry		U.P. Graduates only		Not applicable
National Institute of Geological Sciences				Not applicable
Marine Science Institute		Not applicable		Not applicable
Institute of Mathematics				Not applicable
National Institute of Physics				Not applicable
National Institute of Molecular Biology and Biotechnology		B.S. MBB U.P. Diliman Graduates only		Not applicable
Material Science and Engineering Program				Not applicable
Institute of Environmental Science & Meteorology		Not applicable		Not applicable



2. Application of Students to Shift/Transfer to other degree program

Facilitate application of students to shift/transfer to other degree program within the College; within UP Diliman; transfer from other UP Unit and from other University.

Office or Division:	Office of the College Secretary (OCS), College of Science			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		Office of the College Secretary, College of Science http://science.upd.edu.ph/index.php/academics/ocs click announcement click application for transfer Shifting		
2. Required attachments: 2.1 True Copy of Grades (complete grades from freshman up to the last semester enrolled); 2.2 Certification of NOT under Contract; 2.3 Certification of Good Moral Character;		Requesting Party's originating Institute/College/University		
3. For admitted Students, please see table of requirements.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form with complete requirements	1. Receive application form with complete requirements	None	5 Minutes	Senior Administrative Assistant CS - OCS
	1.1 Check submitted documents	None	10 Minutes	Senior Administrative Assistant CS - OCS
	1.2 Sorting and consolidation of applications for CS Units	None	2 Days	Senior Administrative Assistant and other OCS Assisting Staff CS - OCS
	1.3 Preparation of documents to transmit applications to different CS Units	None	2 Days	Senior Administrative Assistant CS - OCS



2. Requesting Party to check posted schedule of Interview and/or Exam of Unit applying for	2. Evaluation of application to shift/transfer by unit	None	15 Working Days	Academic Committee CS Units
	2.1 Unit will contact Requesting Party for the schedule of interview and/or exam	None	1 Day	Administrative Assistant CS Units
3. Requesting Party attends Interview and/or Exam	3. Units to hold interview and/or exam	None	2 Days	Administrative Assistant CS Units
4. Wait for the results that will be posted at the CS – OCS	4. Units Evaluate results of interview and/or exam	None	2 Days	Academic Committee CS Units
	3.1 Units to release results to CS – OCS	None	1 Day	Academic Committee CS Units
5. Claim Notice of Admission	4.2 Release Notice of Admission and requirement list for submission to OCS and OUR	None	1 Day	Senior Administrative Assistant CS - OCS
6. Submit required documents for official enlistment See table of requirements	6. Officially enlist students	None	1 Day	Senior Administrative Assistant CS - OCS
TOTAL:		None	27 Days, 20 Minutes	

SHIFTEE 1- Changing Degree Programs from within the same College

SHIFTEE 2- Changing Degree Programs from within different Colleges in UP Diliman

TRANSFER 1 – Transferees from Other UP Unit

TRANSFER 2 – Transferees from Other University

Documents to be submitted at the CS OCS if Admitted

	S1	S2	T1	T3
1. 2 copies Permit to Transfer (1 Original, 1 Photocopy)		✓	✓	
1. College Clearance			✓	✓
		✓	✓	✓

Documents to be submitted at the OUR

	S1	S2	T1	T3
2. College Admission Slip	✓	✓	✓	✓
5. Permit to Transfer		✓	✓	
5. NSO Birth Certificate			✓	✓
6. One 2x2 ID Photo		✓	✓	✓



2	2 copies NSO Birth Certificate (1 Original, 1 Photocopy)			✓	✓
3	One 2x2 ID Photo				✓
3	2 copies – UP Health Service Medical Certificate (1 Original, 1 Photocopy)			✓	✓
4	Honorable Dismissal				
4	2 copies Official Transcript of Records (1 Original, 1 Photocopy) <i>*should be submitted before the end of 1st Semester</i>				

6	UP Health Service Medical Certificate			✓	✓	✓
7	Honorable Dismissal					✓
7	Official Transcript of Records <i>*should be submitted before the end of 1st Semester</i>				✓	✓

3. Application for Admission to Graduate Program (MS / PhD)

Facilitate application for admission to graduate programs offered by the different Institutes of the College of Science

Office or Division:	Office of the Associate Dean for Mentoring Academic Progress and Advancement, College of Science
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form	Office of the Associate Dean for Mentoring Academic Progress and Advancement, College of Science http://science.upd.edu.ph/images/2016/grad/applicationform_graduateprogram10282009%20(revised).pdf
2. Birth Certificate from Philippine Statistic Authority (PSA) – for Filipino Citizens	Requesting Party
3. Official Transcript of Records	College or University where the Requesting Party graduated
4. Test of English as a Foreign Language (TOEFL) results of Certification that medium of instruction is English for Foreign Applicants whose native language is English with the following passing score: TOFL Passing Score: - Computer Based – 173 - Internet Based – 61	College or University where the Requesting Party graduated



- Paper Based – 500				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form with required documents	1. Receive application form with complete requirements	None	5 Minutes	<i>Administrative Staff</i> Office of the Associate Dean for Mentoring Academic Progress and Advancement, College of Science
	1.1 Check completeness of required documents	None	10 Minutes	<i>Administrative Staff</i> Office of the Associate Dean for Mentoring Academic Progress and Advancement, College of Science
	1.2 Sorting and consolidation of applications	None	2 Days	<i>Administrative Staff</i> Office of the Associate Dean for Mentoring Academic Progress and Advancement, College of Science
2. Wait for the release of admission results	2. Preparation of documents to transmit applications to different CS Units	None	2 Days	<i>Administrative Staff</i> Office of the Associate Dean for Mentoring Academic Progress and Advancement, College of Science
	2.1 Evaluation of application to shift/transfer by unit	None	15 Working Days	<i>Academic Committee</i> CS Units
	2.1 Unit will contact Requesting Party for the schedule of interview and/or exam	None	1 Day	<i>Administrative Assistant</i> CS Units
	2.3 Units to hold interview and/or exam	None	2 Days	<i>Academic Committee</i> CS Units
	2.4 Units Evaluate results of interview and/or exam	None	2 Days	<i>Academic Committee</i> CS Units
	2.5 Units to release	None	1 Day	<i>Administrative Assistant</i> CS Units



	results to CS – OADMAPA			
3. Claim results of application	3. Release Notice of Admission and requirement list for submission to OCS and OUR	None	1 Day	Administrative Staff Office of the Associate Dean for Mentoring Academic Progress and Advancement, College of Science
	3.1 Officially enlist students	None	1 Day	
TOTAL:		None	27 Days, 15 Minutes	

4. Provide and Maintain 24/7 Study Nook Area

Office or Division:	College of Science Library			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students, Faculty & Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan UP ID at the terminal station	1. Check student status	None	1 Minute	Librarian
2. Proceed to information desk for updating of profile	2. Encode student profile into the database	None	3 Minutes	Librarian
TOTAL:		None	4 Minutes	



**Science and Technology Cluster
College of Science – Computational Science
Research Center (CS-CSRC)**

External Service



1. General Requests (Basic Requests)

Basic requests regarding Room Rentals

Office or Division:	Computational Science Research Center
Classification:	Simple
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
1. CSRC Service Desk Ticket / Email Request 2. Reservation Form 3	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 specific topic and submit online or visit the CSRC office. Provide details.	1. Review and receive accomplished form A Service Desk System ticket confirmation email will be provided. If the online systems are unavailable, a hardcopy or softcopy may be provided by	None	15 Minutes (basic request)	For Service Desk Help Topics under CSRC / Admin: <i>Administrative Officer</i> Administrative Section



	the CSRC Admin Staff if needed.			
2. Discussion of the nature and details of the request	2. Checking of room availability and other equipment	None	30 Minutes	<i>Administrative Officer / ICT Assistant Administrative and Technical Section</i>
	2.1. Checking /evaluation of software to be installed	None	30 Minutes	<i>Computer Programmer III ICT Assistant Technical Section</i>
	2.2. Preparation of quotation	Refer to the Table of Rates below	45 Minutes	<i>Administrative Officer Administrative Section</i>
	2.3. Verification and approval	None	1 Day	<i>Program Director Administrative Section</i>
	2.4. Sending of quotation to client	None	15 Minutes	<i>Administrative Officer Administrative Section</i>
3. Ocular and confirmation of reservation	3. Wait for reservation confirmation and the ocular schedule	None	1 Day	<i>Administrative Officer Administrative Section</i>
4. Payment of fees	4. Refer to the Cashier's Office for the	Refer to the quotation sent	1 Day	<i>Administrative Officer Administrative Section</i>



	payment transaction			
5. Provision of needed software	5. Installation of required software	None	1 Day	<i>Requesting Party / ICT Assistant Technical Section</i>
	5.1. Testing of software installed	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	3 Days	

Table of Rates

			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)
Venue Rental		Amenities				
Block 1	8:00am - 12:00nn	Room with AC	PHP 3,800.00	PHP 3,600.00	PHP 1,500.00	PHP2,500.00
	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	PHP300.00	
	8:00am - 12:00nn	Sound system	PHP400.00	PHP400.00		



	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	PHP1,500.00	PHP 2,500.00
	1:00pm - 5:00pm	Projector	PHP 600.00	PHP600.00	PHP600.00	
	1:00pm - 5:00pm	Own Projector	PHP 300.00	PHP300.00	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	PHP3,420.00	PHP3,240.00	PHP1,350.00	PHP 2,250.00
	5:00pm - 8:00pm	Projector	PHP540.00	PHP540.00	PHP540.00	
	5:00pm - 8:00pm	Own Projector	PHP270.00	PHP270.00	PHP270.00	
	5:00pm - 8:00pm	Sound sytem	PHP360.00	PHP360.00		
	5:00pm - 8:00pm	Desktop Computer	PHP4,320.00			
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			
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 specific topic and submit online or visit the CSRC office. 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	1 Hour (for basic requests)	For Service Desk Help Topics under "CSRC / IT Support" or "CS Network": <i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>



	1.1. Check availability of resources and notify client of unavailability of resources and deny request, if in case	None	1 Day	For Service Desk Help Topics under CSRC / CS Network: <i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
	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	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	1 Day	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant</i>



				Technical Section
	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	

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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under specific topic and submit online or visit the CSRC office. 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	1 Hour (for basic requests)	For Service Desk Help Topics under "CSRC / IT Support" or "CS Network": <i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>



	1.1. Check availability of resources and notify client of unavailability of resources and deny request, if in case	None	1 Day	For Service Desk Help Topics under CSRC / CS Network: <i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant Technical Section</i>
	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 Technical and Administrative 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	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	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 Assistant Technical Section</i>
TOTAL:		None	5 Days	



**Science and Technology Cluster
College of Science – Computational Science
Research Center (CS-CSRC)**

Internal Service



1. General Requests (Basic Requests)

Basic requests regarding Room Rentals

Office or Division:	Computational Science Research Center
Classification:	Simple
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"> 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 specific topic and submit online or visit the CSRC office. <p>Provide details.</p>	<ol style="list-style-type: none"> 1. Review and receive accomplished form <p>A Service Desk System ticket confirmation email will be provided. If the online systems are</p>	None	15 Minutes (basic request)	For Service Desk Help Topics under CSRC / Admin: <i>Administrative Officer Administrative Section</i>



	unavailable, a hardcopy or softcopy may be provided by the CSRC Admin Staff if needed.			
2. Discussion of the nature and details of the request	2. Checking of room availability and other equipment	None	15 Minutes	<i>Administrative Officer / ICT Assistant Administrative and Technical Section</i>
	2.1. Checking/evaluation of software to be installed	None	30 Minutes	<i>Computer Programmer III ICT Assistant Technical Section</i>
	2.2. Preparation of quotation	Refer to the Table of Rates below	45 Minutes	<i>Administrative Officer Administrative Section</i>
	2.3. Verification and approval	None	1 Day	<i>Program Director Administrative Section</i>
	2.4. Sending of quotation to client	None	15 Minutes	<i>Administrative Officer Administrative Section</i>
3. Ocular and confirmation of reservation	3. Wait for reservation confirmation and	None	1 Day	<i>Administrative Officer Administrative Section</i>



	the ocular schedule			
4. Payment of fees	4. Refer to the Cashier's Office for the payment transaction	Refer to the quotation sent	1 Day	<i>Administrative Officer</i> <i>Administrative Section</i>
5. Provision of needed software	5. Installation of required software	None	1 Day	<i>Requesting Party / ICT Assistant</i> <i>Technical Section</i>
	5.1. Testing of software installed	None	2 Days	<i>Requesting Party / ICT Assistant</i> <i>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</i> <i>Technical Section</i>
TOTAL:		None	3 Days	

Table of Rates

		Computer Lab 1	Classroom Lab 4	Open area	Teleconferencing room
		Venue Rental	Amenities	with computers	with tables and chairs



			(Capacity 40)	(cap:60-80)	(cap:40-50)	(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 sytem	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
<ul style="list-style-type: none"> 1. CSRC Service Desk Ticket / Email Request 2. High Performance Computing Form 1 	<ul 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
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.	1. If needed, CSRC personnel is to contact the client to gather details of the request and inform of other possible	None	1 Hour (for basic requests)	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant/ Administrative Officer Technical and</i>



<p>Or visit the CSRC office personally.</p> <p>Provide service request details.</p>	<p>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>Administrative Section</p>
	<p>1.1. 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><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant/ Technical Section</i></p>
	<p>1.2. If resources are</p>	<p>To be determin</p>	<p>1 Hour</p>	<p><i>Administrative Officer</i></p>



	available, notify client of pre-determined charges for the service	ed (TBD)		Administrative Section
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.	2. Technical Head is to notify of and discuss the signed request with the CSRC Program Director, when available.	None	2 Days	<i>Programmer III / Program Director</i> Technical and Administrative Section
	2.1. Approval or denial of the request by the CSRC Program Director	None	1 Hour	<i>Program Director</i> Administrative Section
	2.2. Admin Staff to prepare Service Contract and notify client for signing if request is approved	None	1 Day	<i>Administrative Officer</i> Administrative Section
3. Fill in Service Contract form	3. Admin Staff to explain contents of the contract to the client	None	1 Hour	<i>Administrative Officer</i> Administrative Section



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	None	2 Days	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant/ Technical Section</i>
	4.3. Setup of logical and software platform	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</i>



				Assistant II / ICT 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 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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under specific topic and submit online or visit the CSRC office.</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 Service Desk 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>1 Hour (for basic requests)</p>	<p>For Service Desk Help Topics under Application Systems:</p> <p><i>Computer Programmer III / Senior Administrative Assistant Technical Section</i></p> <p>For Service Desk Help Topics under CSRC / CSRC-Managed Websites:</p> <p><i>Computer Programmer III / Senior Administrative Assistant Technical Section</i></p> <p>For Service Desk Help Topics under CSRC / Data Center and CSRC-Managed Web Apps:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II Technical Section</i></p> <p>For Service Desk Help Topics under</p>
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				<p>CSRC / IT Support:</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>None</p>	<p>1 Day</p>	<p>For Service Desk Help Topics under CSRC / CS Network:</p> <p><i>Computer Programmer III / ICT Assistant Technical Section</i></p> <p>For Service Desk Help Topics under Application Systems:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II Technical Section</i></p> <p>For Service Desk Help Topics under CS Computers:</p> <p><i>ICT Assistant Technical Section</i></p>



				<p>For Service Desk Help Topics under CSRC / Data Center and CSRC-Managed Web Apps:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II</i> Technical Section</p>
	1.2. Notify client of unavailability of resources and deny request, if in case	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	<p><i>Administrative Officer</i> Administrative Section</p>
2. Sign any needed document(s) if applicable	2. Plan on required resources and infrastructure	None	1 Hour	<p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant/</i> Technical Section</p>



	2.1. Setup of physical/logical/software platform, onsite or offsite	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	

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



<p>1. CSRC Service Desk Ticket / Email Request</p> <p>2. Technical Assistance Form 2</p>	<p>1. Online (Verbal is to be logged online) https://servicedesk.science.upd.edu.ph/</p> <p>2. CSRC Admin. Office, Online https://csrc.science.upd.edu.ph</p>			
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 specific topic and submit online or visit the CSRC office.</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. 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>1 Hour (for basic requests)</p>	<p>For Service Desk Help Topics under Application Systems:</p> <p><i>Computer Programmer III / Senior Administrative Assistant Technical Section</i></p> <p>For Service Desk Help Topics under CSRC / CSRC-Managed Websites:</p> <p><i>Computer Programmer III / Senior Administrative Assistant Technical Section</i></p> <p>For Service Desk Help Topics under CSRC / Data Center and CSRC-Managed Web Apps:</p>



				<p><i>Computer Programmer III / Senior Administrative Assistant II Technical Section</i></p> <p>For Service Desk Help Topics under CSRC / IT Support:</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>None</p>	<p>1 Day</p>	<p>For Service Desk Help Topics under CSRC / CS Network:</p> <p><i>Computer Programmer III / ICT Assistant Technical Section</i></p> <p>For Service Desk Help Topics under Application Systems:</p> <p><i>Computer Programmer III / Senior Administrative Assistant II Technical Section</i></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 / Senior Administrative Assistant II</i> Technical Section</p>
	1.2. Notify client of unavailability of resources and deny request, if in case	None	1 Hour	<p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant/ Administrative Officer</i> Technical and Administrative Officer Section</p>
	1.3. Admin Staff to prepare needed documents, if applicable, and notify client for signing	None	4 Hours	<p><i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant/</i> Technical Section</p>



2. Sign any needed document(s) if applicable	2. Document is to be signed by the CSRC Head for approval			
	2.1. Plan on required resources and infrastructure	None	1 Hour	<i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant/ Technical Section</i>
	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	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 Assistant/ Technical Section</i>
TOTAL:		None	5 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	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under specific topic and submit online or visit the CSRC office.	1. If needed, CSRC personnel is to contact the client to gather details of the request and inform of other	None	1 Hour (for basic requests)	ICT Assistant Technical Section



<p>Provide details.</p>	<p>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>1.1. Check availability of resources and notify client of unavailability of resources and deny request, if in case</p>	<p>No ne</p>	<p>1 Day</p>	<p><i>ICT Assistant Technical Section</i></p>
	<p>1.2. Notify client of unavailability of resources and deny request, if in case</p>	<p>No ne</p>	<p>1 Hour</p>	<p><i>ICT Assistant/ Administrative Officer Technical and Administrative Section</i></p>
	<p>1.3. Admin Staff to prepare needed documents, if applicable, and notify client for signing</p>	<p>No ne</p>	<p>4 Hours</p>	<p><i>Administrative Officer Administrative Section</i></p>



2. Sign any needed document(s) if applicable	2. Plan on required resources	No ne	1 Hour	<i>ICT Assistant Technical Section</i>
	2.1. Setup of physical/logical/software platform, onsite or offsite	No ne	1 Day	<i>ICT Assistant Technical Section</i>
	2.2. Testing of base platform	No ne	4 Hours	<i>ICT Assistant Technical Section</i>
3. Verification of working platform based on request	3. Testing and monitoring	No ne	2 Days	<i>Requesting Party / ICT Assistant Technical Section</i>
TOTAL:		None	5 Days	

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
1. Visit the site https://servicedesk.science.upd.edu.ph and fill in the form under specific topic and submit online or visit the CSRC office. 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 Service Desk 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	1 Hour (for basic requests)	For Service Desk Help Topics under Application Systems: <i>Computer Programmer III / Senior Administrative Assistant II</i> Technical Section For Service Desk Help Topics under CSRC / Data Center and CSRC-Managed Web Apps: <i>Computer Programmer III</i> Technical Section For Service Desk Help Topics under CSRC / IT Support: <i>Computer Programmer III / Senior Administrative Assistant II / ICT Assistant/</i> Technical Section



	1.2. Check availability of resources and notify client of unavailability of resources and deny request, if in case	None	1 Day	<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>
	1.3. Notify client of unavailability of resources and deny request, if in case	None	1 Hour	Technical Team (CPIII / SAII / IT Assistant) / Admin Staff
	1.4. Admin Staff to prepare needed documents, if applicable, and	None	1 Day	Administrative Officer Administrative Section



	notify client for signing			
2. Sign any needed document(s) if applicable	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/s oftware 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 Assistant/ Technical Section</i>
TOTAL:		None	10 Days	



**Science and Technology Cluster
College of Science – Institute of Biology
(CS-IB)**

External Service



1. Request for Auditorium/Lecture and Conference Room

Request from U.P. Diliman units and other government and private institutions for the use of auditorium, lecture and conference room for their event.

Office or Division:	Institute of Biology Administration Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	U.P. Diliman Units and Other Government and Private Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE/SUBMIT		
2. Request form 3. Request letter with complete details		Institute of Biology Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form together with their request letter	1. Receive request form and request letter with complete details	None		<i>Administrative Assistant</i>
	1.1 Forward the request form and letter to Administrative Officer for confirmation of schedule and counter signature	None	1 Minute	<i>Administrative Assistant</i>
	1.2 Forward the request form and letter to Deputy Director for Administration for notification and counter signature	None	5 Minutes	<i>Administrative Officer</i>
	1.3 Forward the request form and letter to Director for approval and signature	None	1 Day	<i>Administrative Officer</i>
2. Follow up the approved and signed request thru email or phone call	2. Relay to client thru email or phone call	None	5 Minutes	<i>Administrative Assistant</i>
TOTAL:		None	1 Day, 11 Minutes	



2. Request for Laboratory and Museum Tour

Request from U.P. Diliman units and other government and private institutions for laboratory and museum tour within the institute.

Office or Division:	Institute of Biology Administration Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	U.P. Diliman Units and Other Government and Private Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE/SUBMIT		
4. Request letter with complete details 5. List of visitors		Institute of Biology Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and list of visitors	1. Receive request letter and list of visitors	None		<i>Administrative Assistant</i>
	1.2 Forward the request letter and list of visitors to Administrative Officer for checking and counter signature	None	1 Minute	<i>Administrative Assistant</i>
	1.3 Forward the request and letter and list of visitors to Deputy Director for Administration for notification and counter signature	None	5 Minutes	<i>Administrative Officer</i>
	1.4 Forward the request letter and list of visitors to Director for approval/signature and assignment of responsible person/s for the request	None	1 Day	<i>Administrative Officer</i>
2. Follow up the approved and signed request thru email or phone call	1. Relay to client thru email or phone call	None	5 Minutes	<i>Administrative Assistant</i>
TOTAL:		None	1 Day, 11 Minutes	



3. Request for Plant Identification and Classification

Request from public and private high school and college students for identification, classification and authentication of their specimens.

Office or Division:	Institute of Biology Administration Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Other Schools/Colleges/Universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Specimen/s (Clients can come anytime with or without request letter)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to IB Herbarium	1. Receive the specimen/s	None		URA/Staff
	2. Evaluate, identify and classify the specimen/s	None	10 Minutes	Herbarium Curator or Mr. Ramon M. Bandong
	3. Validation of the identified and classified specimen/s	None	5 Minutes	URA or Herbarium Curator
	4. Issuance of endorsement for payment to cashier	None	1 Minute	Herbarium Curator or Mr. Ramon M. Bandong
3. Proceed to Cashier's Officer for payment	5. Wait for the client to pay	PhP 150 per specimen	45 Minutes	UP Cashier's Officer
4. Wait for approval and schedule of visit/tour	6. Release of certification for authentication	None	1 Minute	URA/Staff or Mr. Ramon M. Bandong
TOTAL:		None	1 Hour, 2 Minutes	



**Science and Technology Cluster
College of Science – Institute of Chemistry
(CS-IChem)**

External Service



1. Conduct Chemical Analysis

Analyze **water samples** for the following parameters:

Color	Orthophosphate (double-reagent method)
Hardness, Total	Dissolved silica
Hardness, Carbonate	Sulfate (turbidimetric)
pH	Oil and grease (hexane extraction)
Conductivity	Cd, Cr, Co, Cu, Fe, Mn, Ni, Pb, Zn, Ca, Mg, Na, K (AAS)
Total solids dried at 103°C-105°C	Acidity
TDS dried at 180°C	Alkalinity
TSS dried at 103°C -105°C	Chloride (Argentometric)
Salinity (Argentometric Method)	Fluoride (ISE Method)
Cr-hexavalent (colorimetry)	

Services offered for **other samples**:

Moisture	Ca in limestone
Ash at 550°C	Ascorbic acid (HPLC)
Loss on ignition (900°C, 2hrs)	Caffeine in coffee & tea (HPLC)
Na in rehydration solution	Acidity in vinegar
K in rehydration solution	Ethanol in water (GC-FID)
Cr in plating solution	Rotary evaporation (50-60°C)
Dry ashing	

Conduct **spectral scan** using the following instruments:

UV-visible spectrophotometer
 FTIR (transmission, DRS, ATR)
 CD-ORD

Office or Division:	Institute of Chemistry (IC), Analytical Services Laboratory (ASL)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government, Government to Citizen, Government to Business	
Who may avail	Students, Other Government Office, Business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Consultation for the Requirements of Samples for Analysis		ASL
2. Accomplished Request for Analysis Form		



3. Proof of payment		UPD Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sample(s) and accomplish appropriate Request for Analysis Form	1. Check accomplished Request Form and sample(s) 1.1. prepare charge slip 1.2. label the samples 1.3. endorse sample(s) to designated Laboratory Personnel	None	15 Minutes	Laboratory Personnel ASL
2. Pay appropriate service fee	2. Receive payment and issue Official Receipt (OR) 2.1. Perform requested chemical analysis	Refer to Table of Fees None	15 Minutes Refer to Table of Turn-over of Results of Analysis	UPD Cash Office Laboratory Personnel ASL
3. Claim Certificate of Analysis (CoA) for the requested analysis	3. Release CoA for the requested analysis 3.1. make a duplicate copy for filing. 3.2. make the client sign in the claimed CoA logbook.	None	10 Minutes	Laboratory Personnel ASL
4. Accomplish Customer Survey Form	4. Receive accomplished Customer Survey	None	5 Minutes	Laboratory Personnel ASL
TOTAL:			45 minutes	



TABLE OF FEES			
Parameter	Fees per Sample (PHP)		
	Non-UP students and researchers/ other government agency	Small private company	Big private company/ multinationals
Color	582.00	874.00	1,048.00
Hardness, Total	465.00	697.00	836.00
Hardness, Carbonate	465.00	697.00	836.00
pH	264.00	396.00	474.00
Conductivity	264.00	396.00	474.00
Total solids dried at 103°C-105°C	509.00	662.00	794.00
TDS dried at 180°C	547.00	711.00	853.00
TSS dried at 103°C -105°C	488.00	634.00	761.00
Salinity (Argentometric Method)	681.00	1,021.00	1,226.00
Cr-hexavalent (colorimetry)	659.00	989.00	1,186.00
Orthophosphate (double-reagent method)	399.00	599.00	720.00
Dissolved silica	923.00	1,385.00	1,663.00
Sulfate (turbidimetric)	571.00	857.00	1,027.00
Oil and grease (hexane extraction)	633.00	949.00	1,139.00
AAS			
Dry ashing	764.00	1,025.00	1,229.00
Acid digestion (solid)	659.00	891.00	1068.00
Acid digestion (liquid)	764.00	1,025.00	1,229.00
Cd	355.00	490.00	588.00
Cr	355.00	490.00	588.00
Co	355.00	490.00	588.00
Cu	355.00	490.00	588.00
Fe	355.00	490.00	588.00
Mn	355.00	490.00	588.00
Ni	355.00	490.00	588.00
Pb	355.00	490.00	588.00
Zn	355.00	490.00	588.00
Ca	397.00	553.00	663.00
Mg	397.00	553.00	663.00
Na only or K only	514.00	730.00	875.00
Na and K	514.00	730.00	875.00
Acidity	433.00	650.00	780.00
Alkalinity	446.00	669.00	802.00
Chloride (Argentometric)	681.00	1,021.00	1,226.00



Fluoride (ISE Method)	547.00	822.00	985.00
Moisture			
by vacuum	402.00	603.00	722.00
using convection oven	316.00	474.00	569.00
Ash at 550°C	763.00	1,024.00	1,230.00
Loss on ignition (900°C, 2hrs)	915.00	1,371.00	1,646.00
Na in rehydration solution	514.00	730.00	875.00
K in rehydration solution	514.00	730.00	875.00
Cr in plating solution	906.00	1,359.00	1,631.00
Ca in limestone	906.00	1,359.00	1,631.00
Ascorbic acid (HPLC)	3,790.00	4,210.00	4,841.00
Caffeine in coffee & tea (HPLC)	3,790.00	4,210.00	4,841.00
Acidity in vinegar	528.00	790.00	949.00
Ethanol in water (GC-FID)	3,025.00	3,872.00	4,477.00
Rotary evaporation (50-60°C) per 250 mL sample	185.00	185.00	185.00
Spectral scan:			
UV-visible spectrophotometer	345.00	517.00	621.00
FTIR			
Transmission or DRS	696.00	966.00	1,266.00
ATR	1,222.00	1,386.00	1,662.00
CD-ORD	713.00	1,067.00	1,280.00
Full payment required before analysis is started. Payment in check should be addressed to Institute of Chemistry Trust Acct. No. 9774121-499-450.			

Analysis	Regular Turn-over (No. of Working Days)
Rotary evaporation	5
Other services	15

2. Conduct Training Course

Provide training course on Laboratory Staff Basic Skills and equipment use (FTIR and AAS).

Office or Division:	Analytical Services Laboratory (ASL), Institute of Chemistry (IC)
Classification:	Complex
Type of Transaction:	Government to Government , Government to Citizen, Government to Business
Who may avail:	Researchers, Other Government Office, Business
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Letter of request		ASL		
2. Proof of payment		UPD Cash Office		
3. Accomplished evaluation form		ASL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request indicating the number and name of participants.	1. Enlist participants in the preliminary list of attendees	None	15 Minutes	Laboratory Personnel ASL
2. Pay registration fee	2. Receive payment, issue Official Receipt (OR)	PHP 5,000.00	15 Minutes	UPD Cash Office
3. Attend training course proper	3. Facilitate training course	None	2 days	Laboratory Personnel ASL
4. Accomplish training course evaluation form	4. Collect accomplished evaluation forms	None	10 Minutes	Laboratory Personnel ASL
5. Receive Certificate of Attendance/Completion	5. Distribute Certificates of Attendance/Completion	None	10 Minutes	Laboratory Personnel ASL
TOTAL:		PhP5,000.00	2 Days, 50 Minutes	

3. Institute of Chemistry NMR Service Facility

NMR Scanning for Natural Products and Synthetic Compounds

Office or Division:	Institute of Chemistry-NMR Service Facility
Classification:	Highly Technical
Type of Transaction:	Government to Government/Government to Citizen/Government to Business
Who may avail:	Non-UP Students, Government Offices, Private Companies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>1. Samples should be dissolved in appropriate deuterated solvent and placed in 3-mm or 5-mm NMR tube.</p> <p>2. Fully filled out NMR Facility Service Form 1.</p> <p>3. Send an email to nmr.chem.upd@up.edu.ph to coordinate the date of submission.</p>		<p>NMR Service Facility form can be downloaded from: http://chem.upd.edu.ph/index.php/service-laboratory/nmr.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	<p>1.1 Receive transmittal and sample submission form.</p> <p>1.2 Check and assess submitted sample/s.</p> <p>1.3 Discuss the date of the availability of the test results.</p> <p>1.4 Prepare billing statement based on 30 mins run time.</p>	NONE	40 Minutes	<i>NMR Analyst</i>
2. Pay the fees in cash or in check.	2. Through Diliman Cash Office or Laboratory Coordinator	Refer to the Table of Fees	15 Minutes	UPD Cash Office
3. Submit a copy of the Official Receipt.	<p>3. Perform the analysis.</p> <p>3.1 Prepare an updated billing statement based on the duration of analysis.</p>	NONE	10 Days	<i>NMR Analyst</i>



4. Pay the remaining balance and submit a copy of the Official Receipt.	4. Through Diliman Cash Office or Laboratory Coordinator	Refer to the Table of Fees	15 mins	UPD Cash Office
5. Claim the Certificate of Analysis and the results.	5. Analyst will prepare and sign the Certificate of Analysis	NONE	1 Day	<i>NMR Analyst</i>
	TOTAL:		12 Days	

TABLE OF FEES (Php)				
Parameter		Fees per Sample (PHP)		
		Non-UP Students	Government Office	Private Company
Analysis	Per sample per 30 minutes	1,500.00	2,000.00	3,000.00
	Annual Fee	200,000.00	200,000.00	200,000.00
Consumables				
<i>NMR Tubes</i>	5 mm	1,675.00	1,675.00	1,675.00
	3 mm	1,584.00	1,584.00	1,584.00
<i>Deuterated Solvents (Ampoule)</i>	CDCl ₃	440.00	440.00	440.00
	CD ₃ OD	1,250.00	1,250.00	1,250.00
	CD ₃ CN	860.00	860.00	860.00
	D ₂ O	650.00	650.00	650.00
	DMSO (0.75 mL)	450.00	450.00	450.00
	DMSO (1.0 mL)	850.00	850.00	850.00
Processing		200.00	200	200.00
Administrative Charge		25% of total fees	25% of total fees	25% of total fees
Payment is required before the start of the analysis. Payment in check should be addressed to Institute of Chemistry Trust Account No. 9774254-499-439				



3. Conduct Chemical Analysis using Liquid Chromatography-Mass Spectrometry (LC-MS)

Profile metabolites present in semi-pure, HPLC-and NMR-pure samples from biological (marine or terrestrial), clinical, and/or synthetic origins.

Samples accepted include:

Small molecules (marine or terrestrial natural products, synthetic compounds, clinical samples)

Expected mass is within 50 to 1200 Daltons

Peptides and biomolecules

*Expected mass is within
400 to 2000 Daltons*

Polymers and inorganic complexes suitable for electrospray ionization

Expected mass should not exceed 2000 Daltons

Mass spectrometry-based analyses offered (in either positive or negative ionization modes) include:

Full scan MS1 For samples with unknown masses

Full scan MS1 and MS/MS For samples with unknown masses

Targeted MS1 For samples with known masses

Targeted MS1 and MS/MS For samples with known masses



Office or Division:	Institute of Chemistry, Research Building-Mass Spectrometry Facility			
Classification:	Highly technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Non-UP Students, Government Offices, Private Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Service and Sample Evaluation 2. Sample Submission 3. Billing Statement 4. Proof of Payment		Online; Fill-up the LC-MS Inquiry Form.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service and Sample Evaluation through the online LC-MS Inquiry Form	1.1 Check online request form responses. 1.2 Evaluate samples for eligibility and compatibility with service requested (Agency-Client consultation) 1.3 Notify client of evaluation results	NONE	24 Hours	LC-MS Research Assistant (RA) and LC-MS Facility Manager
2. Submit accepted samples to the LC-MS RA and pay the appropriate fees..	2.1 Receive samples from client. 2.2 Prepare statement of charges. 2.3 Issue statement of charges	Refer to the Table of Fees	20 Minutes	LC-MS RA and LC-MS Facility Manager
3. Provide proof of payment.	3.1 Receive payment or Official	NONE	10 Days	LC-MS RA



	Receipt issued by the UPD Cash Office. 3.2 Perform requested analysis			
4 Claim formal report of the requested analysis.	4 Release formal report for the requested analysis	Refer to the Table of Fees	5 Days.	<i>LC-MS RA and LC-MS Facility Manager</i>
	TOTAL:		12 Days	

Requirements for samples submitted for analysis

1. Samples should be semi-pure, HPLC- and/or NMR-pure.
2. Samples should be submitted in dry/crystalline/solid form.
3. Samples should be properly labelled with information such as weight and solubility; information should be submitted with the samples to the LC-MSRA

TABLE OF FEES*	
Service Aailed	Fee per injection per sample
	All Clients
Full scan MS1 (single injection)	PHP 2,500.00
Full scan MS1 and MS/MS (two injections)	PHP 5,000.00
Targeted MS1 (single injection)	PHP 2,500.00
Targeted MS1 and MS/MS (two injections)	PHP 5,000.00

*Fees are inclusive of solvents, vials, and instrument use.



**Science and Technology Cluster
College of Science – Institute of Chemistry
(CS-ICHEM)**

Internal Service



Conduct Chemical Analysis

Analyze **water samples** for the following parameters:

Color	Orthophosphate (double-reagent method)
Hardness, Total	Dissolved silica
Hardness, Carbonate	Sulfate (turbidimetric)
pH	Oil and grease (hexane extraction)
Conductivity	Cd, Cr, Co, Cu, Fe, Mn, Ni, Pb, Zn, Ca, Mg, Na, K (AAS)
Total solids dried at 103°C-105°C	Acidity
TDS dried at 180°C	Alkalinity
TSS dried at 103°C -105°C	Chloride (Argentometric)
Salinity (Argentometric Method)	Fluoride (ISE Method)
Cr-hexavalent (colorimetry)	

Services offered for **other samples**:

Moisture	Ca in limestone
Ash at 550°C	Ascorbic acid (HPLC)
Loss on ignition (900°C, 2hrs)	Caffeine in coffee & tea (HPLC)
Na in rehydration solution	Acidity in vinegar
K in rehydration solution	Ethanol in water (GC-FID)
Cr in plating solution	Rotary evaporation (50-60°C)
Dry ashing	

Conduct **spectral scan** using the following instruments:

UV-visible spectrophotometer
 FTIR (transmission, DRS, ATR)
 CD-ORD

Office or Division:	Institute of Chemistry (IC), Analytical Services Laboratory (ASL)	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail	UP Students and Researchers	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Consultation for the Requirements of Samples for Analysis	ASL	
Accomplished Request for Analysis Form		



Proof of payment		UPD Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample(s) and accomplish appropriate Request for Analysis Form	Check accomplished Request Form and sample(s) 2. prepare charge slip 2.1 label the samples 2.2 endorse sample(s) to designated Laboratory Personnel	None	15 Minutes	Laboratory Personnel ASL
Pay appropriate service fee	3. Receive payment and issue Official Receipt (OR) 3.1. Perform requested chemical analysis	Refer to Table of Fees	15 Minutes	UPD Cash Office
		None	Refer to Table of Turn-over of Results of Analysis	Laboratory Personnel ASL
Claim Certificate of Analysis (CoA) for the requested analysis	4. Release CoA for the requested analysis 4.1 make a duplicate copy for filing. 4.2. make the client sign in the claimed CoA logbook.	None	10 Minutes	Laboratory Personnel ASL
Accomplish Customer Survey Form	Receive accomplished Customer Survey	None	5 Minutes	Laboratory Personnel ASL
TOTAL:			45 minutes	

TABLE OF FEES	
	Fees per Sample (PHP)



Parameter	UP Diliman student	Students from other UP campus/ UP researcher
Color	323.00	485.00
Hardness, Total	258.00	387.00
Hardness, Carbonate	258.00	387.00
pH	146.00	220.00
Conductivity	146.00	220.00
Total solids dried at 103°C-105°C	283.00	425.00
TDS dried at 180°C	304.00	456.00
TSS dried at 103°C -105°C	271.00	407.00
Salinity (Argentometric Method)	437.00	567.00
Cr-hexavalent (colorimetry)	367.00	549.00
Orthophosphate (double-reagent method)	257.00	333.00
Dissolved silica	592.00	770.00
Sulfate (turbidimetric)	367.00	476.00
Oil and grease (hexane extraction)	351.00	528.00
AAS		
Dry ashing	425.00	636.00
Acid digestion (solid)	367.00	549.00
Acid digestion (liquid)	425.00	636.00
Cd	196.00	295.00
Cr	196.00	295.00
Co	196.00	295.00
Cu	196.00	295.00
Fe	196.00	295.00
Mn	196.00	295.00
Ni	196.00	295.00
Pb	196.00	295.00
Zn	196.00	295.00
Ca	254.00	295.00
Mg	254.00	295.00
Na only or K only	298.00	428.00
Na and K	247.00	362.00
Acidity	241.00	361.00
Alkalinity	248.00	371.00
Chloride (Argentometric)	437.00	567.00
Fluoride (ISE Method)	304.00	456.00
Moisture		
by vacuum	223.00	334.00
using convection oven	175.00	264.00
Ash at 550°C	425.00	638.00
Loss on ignition (900°C, 2hrs)	508.00	761.00
Na in rehydration solution	298.00	428.00



K in rehydration solution	298.00	428.00
Cr in plating solution	503.00	755.00
Ca in limestone	503.00	755.00
Ascorbic acid (HPLC)	2558.00	3410.00
Caffeine in coffee & tea (HPLC)	2558.00	3410.00
Acidity in vinegar	293.00	439.00
Ethanol in water (GC-FID)	1815.00	2420.00
Rotary evaporation (50-60°C) per 250 mL sample	185.00	185.00
Spectral scan:		
UV-visible spectrophotometer	191.00	287.00
FTIR		
Transmission or DRS	515.00	634.00
ATR	515.00	1019.00
CD-ORD	396.00	594.00
Full payment required before analysis is started. Payment in check should be addressed to Institute of Chemistry Trust Acct. No. 9774121-499-450.		

Analysis	Regular Turn-over (No. of Working Days)
Rotary evaporation	5
Other services	15

Provides equipment and supplies for research use

The following are the equipment and supplies available for research use:

Deionized water	Rotary evaporator
Ultrapure water	Fumehood
HPLC (excluding column)	Vacuum oven
GC FID (excluding column)	Convection oven
UV-vis	Furnace
FAAS	Microbalance
Spectrofluorometer	Analytical balance
FTIR	
CD-ORD	
pH meter	

Office or Division:	Analytical Services Laboratory (ASL), Institute of Chemistry (IC)
Classification:	Highly Technical
Type of Transaction:	Government to Government



Who may avail	UP Students and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form		ASL		
Proof of payment		UPD Cash Office		
Instrument use:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the request form. Check the ASL calendar for the availability of equipment.	Check the accomplished Request Form. Give a copy of the permit.	None	2 working days	Laboratory Personnel ASL
During the scheduled day, log in and secure an instrument pass.	Assist in the use of instruments. 2.1. Check the permit, give the log book, and give the instrument pass and instrument accessories (if needed). 2.2. Conduct training for first time users.	None	2 hours	Laboratory Personnel ASL
Log out and return the pass and accessories	Give the log book and accept the pass and accessories. 3.1. Inspect the instrument. 3.2. Prepare a billing statement.	None	10 Minutes	Laboratory Personnel ASL
4. Pay appropriate service fee	4. Receive payment and issue Official Receipt (OR)	Refer to Table of Fees	15 Minutes	UPD Cash Office



TOTAL:		2 Days, 2 Hours 25 Minutes	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the request form.	Check the accomplished Request Form. Prepare a billing statement.	None	15 minutes	<i>Laboratory Personnel ASL</i>
Pay appropriate service fee.	Receive payment and issue Official Receipt (OR)	Refer to Table of Fees	15 Minutes	UPD Cash Office
Provide a container.	Transfer the appropriate amount into the container.	None	15 minutes	<i>Laboratory Personnel ASL</i>
TOTAL:			45 minutes	

TABLE OF FEES			
	Fees per Sample (PHP)		
Parameter	UP-IC Researcher	UP Student/ UP Researcher	UP IC Student
Deionized water (per liter)	210.00	253.00	70.00
Ultrapure water (per liter)	229.00	288.00	149.00
HPLC (per hour)	152.00	184.00	70.00
GC FID (per hour)	193.00	232.00	60.00
UV-vis (per hour)	105.00	127.00	35.00
FAAS (per hour)	105.00	127.00	68.00
Spectrofluorometer (per hour)	105.00	127.00	60.00
FTIR (per hour)	152.00	184.00	40.00
CD-ORD (per hour)	130.00	160.00	45.00
pH meter (per hour)	105.00	127.00	Free
Rotary evaporator (per hour)	105.00	127.00	Free
Fumehood (per hour)	105.00	127.00	Free
Vacuum oven (per hour)	105.00	127.00	Free
Convection oven (per hour)	105.00	127.00	Free
Furnace (per hour)	105.00	127.00	Free
Microbalance (per hour)	105.00	127.00	Free



Analytical balance (per hour)	105.00	127.00	Free
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Conduct Training Course

Provide training course on Laboratory Staff Basic Skills Workshop. This a course on basic skills and knowledge needed by personnel working in a chemical laboratory.

Office or Division:	Analytical Services Laboratory (ASL), Institute of Chemistry (IC)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		ASL		
Proof of payment		UPD Cash Office		
Accomplished evaluation form		ASL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter of request indicating the number and name of participants.	Enlist participants in the preliminary list of attendees	None	15 Minutes	Laboratory Personnel ASL
Pay registration fee	Receive payment, issue Official Receipt (OR)	PHP 5,000.00	15 Minutes	UPD Cash Office
Attend training course proper	Facilitate training course	None	2 days	Laboratory Personnel ASL
Accomplish training course evaluation form	Collect accomplished evaluation forms	None	10 Minutes	Laboratory Personnel ASL
Receive Certificate of Attendance/ Completion	Distribute Certificates of Attendance/Completion	None	10 Minutes	Laboratory Personnel ASL
TOTAL:		PhP 5,000.00	2 Days and 50 Minutes	



Institute of Chemistry NMR Service Facility

NMR Scanning for Natural Products and Synthetic Compounds

Office or Division:	Institute of Chemistry NMR Service Facility			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Government to Citizen/Government to Business			
Who may avail:	UP Students and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Samples should be dissolved in appropriate deuterated solvent and placed in 3-mm or 5-mm NMR tube. 2. Fully filled out NMR Facility Service Form 1. 3. Send an email to nmr.chem.upd@up.edu.ph to coordinate the date of submission.		NMR Service Facility or can be downloaded from: http://chem.upd.edu.ph/index.php/service-laboratory/nmr .		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished forms together with samples	1. Receive transmittal and sample submission form. Check and assess submitted sample/s. Discuss the date of the availability of the test results. 1.4 Prepare billing statement	None	40 Minutes	<i>NMR Analyst</i>



	based on 30 mins run time			
Pay the fees in cash or in check.	2. Through Diliman Cash Office or Laboratory Coordinator	Refer to the Table of Fees	15 Minutes	UPD Cash Office
Submit a copy of the Official Receipt.	3. Perform the analysis. 3.1 Prepare an updated billing statement based on the duration of analysis.	NONE	10 Days	<i>NMR Analyst</i>
Pay the remaining balance and submit a copy of the Official Receipt.	4. Through Diliman Cash Office or Laboratory Coordinator	Refer to the Table of Fees	15 Minutes	UPD Cash Office
Claim the Certificate of Analysis and the results.	5. Analyst will prepare and sign the Certificate of Analysis	NONE	1 Day	NMR Analyst
	TOTAL:		12 Days	

TABLE OF FEES (Php)			
Parameter		Fees per Sample (PHP)	
		NMR Guild Members	UP Students
Analysis	Per sample per 30 minutes	800.00	1,100.00
	Annual Fee	200,000.00	200,000.00
Consumables			
<i>NMR Tubes</i>	5 mm	1,675.00	1,675.00
	3 mm	1,584.00	1,584.00
<i>Deuterated Solvents (Ampoule)</i>	CDCl ₃	440.00	440.00
	CD ₃ OD	1,250.00	1,250.00
	CD ₃ CN	860.00	860.00
	D ₂ O	650.00	650.00
	DMSO (0.75 mL)	450.00	450.00
	DMSO (1.0 mL)	850.00	850.00
Processing		200.00	200.00



Administrative Charge	25% of total fees	25% of total fees
Payment is required before the start of the analysis. Payment in check should be addressed to Institute of Chemistry Trust Account No. 9774254-499-439		

5. Conduct Chemical Analysis using Liquid Chromatography-Mass Spectrometry (LC-MS)

Profile metabolites present in semi-pure, HPLC-and NMR-pure samples from biological (marine or terrestrial), clinical, and/or synthetic origins.

Samples accepted include:

Small molecules (marine or terrestrial natural products, synthetic compounds, clinical samples)

Expected mass is within 50 to 1200 Daltons

Peptides and biomolecules

Expected mass is within 400 to 2000 Daltons

Polymers and inorganic complexes suitable for electrospray ionization

Expected mass should not exceed 2000 Daltons



Mass spectrometry-based analyses offered (in either positive or negative ionization modes) include:

FullscanMS1 For samples with unknown masses

Full scan MS1andMS/MS For samples with unknown masses

TargetedMS1 For samples with known masses

Targeted MS1andMS/MS For samples with known masses

Office or Division:	Institute of Chemistry, Research Building-Mass Spectrometry Facility			
Classification:	Highly technical			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Non-UP Students, Government Offices, Private Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Service and Sample Evaluation 2. Sample Submission 3. Billing Statement 4. Proof of Payment		Online; Fill-up the LC-MS Inquiry Form.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Service and Sample Evaluation through the online LC-MS Inquiry Form	Checkonline request form responses. Evaluatesamples for eligibility and compatibility with servicerequested (Agency-Client consultation) Notify client of evaluationresults	NONE	24 Hours	<i>LC-MS Research Assistant (RA) and LC-MS Facility Manager</i>



Submit accepted samples to the LC-MS RA and pay the appropriate fees..	Receivesamples fromclient. Preparestatement ofcharges. Issue statementof charges	Refer to the Table of Fees	20 Minutes	LC-MS RA and LC-MS Facility Manager
Provide proof of payment.	Receive payment or Official Receipt issued by the UPD Cash Office. Performrequested analysis	NONE	10 Days	LC-MS RA
Claimformal report of the requested analysis.	4 Release formal report for the requestedanalysis	Refer to the Table of Fees	5 Days	LC-MS RA and LC-MS Facility Manager
	TOTAL:		12 Days	

Requirements for samples submitted for analysis

Samples should be semi-pure, HPLC- and/orNMR-pure.

Samples should be submitted in dry/crystalline/solidform.

TABLE OF FEES*	
Service Availed	Fee per injection per sample
	All Clients
Full scan MS1 (single injection)	PHP 2,500.00
Full scan MS1 and MS/MS (two injections)	PHP 5,000.00
Targeted MS1 (single injection)	PHP 2,500.00
Targeted MS1 and MS/MS (two injections)	PHP 5,000.00

Sampleshouldbeproperlylabelledwithinformationsuchasweightandsolubility; information should be submitted with the sample



**Science and Technology Cluster
College of Science – Institute of Environmental
Science & Meteorology (CS-IESM)**

External Service



1. 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>
	2.1 Issuance of approval of request		5 Minutes	<i>Releasing Personnel</i>
	TOTAL:	None	1 Day, 10 Minutes	

2. 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		
3. Request Letter		Requesting Party		
4. 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 (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 1000.00/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



**Science and Technology Cluster
College of Science – Institute of Mathematics (CS-IM)**

External Service

Application for Advance Placement Examination (APE)



Request of Freshmen Students to apply for advance placement examination

Office or Division:	Institute of Mathematics (IM)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Freshmen Students of UPDiliman who have taken Pre-Calculus from STEM or equivalent strand of K-12 whose degree program requires Math 21

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Admission Notice	University of the Philippines Office of Admission
Certification that have taken Calculus in Senior High School (SHS) or	Previous Senior High School
Certification that have passed the Validation in Math 20	Institute of Mathematics
Certified photocopy of Student's High School Transcript of Records (Form 137-7 th -12 th year or	Previous High School
High School Report Cards (Form 138-7 th -12 th year)	Previous High School
Two recent 2x2 pictures of student	
Valid photocopy of identification card with signature of student	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up application form/Permit for examination and attached all documents needed to be submitted to the College of	The College of Science Secretary's Office will receive application form	None	3 Minutes	<i>Administrative Assistant</i>



Science Secretary's Office				
	Check and verified all the document submitted to be signed by the College Secretary	None	10 Minutes	Administrative Assistant
	Permit will be issued to student for the examination	None	30 Minutes	Administrative Assistant
	Institute of Mathematics will conduct the examination	None	4 Hours	Advance Placement Exam Committee
	Checking of examination per batch		3 Days	Advance Placement Exam Committee
	Issuance of certificate for passers		1 Day	Administrative Assistant
TOTAL:		None	5 Days	

Request for Office Space Rental

Request for Office Space Rental at the Institute of Mathematics

Office or Division:	Institute of Mathematics Administration Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request Memorandum of Agreement		Requesting Party Institute of Mathematics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter	1. Receive request letter	None	5 Minutes	Administrative Assistant
	Forward to the Director for approval	None	1 Day	Director



	Preparation of Memorandum of Agreement to be notarized	None	1 Day	<i>Administrative Assistant</i>
	4. Institute of Mathematics will provide office space	PHP 10,000 per month	2 Hours	<i>Administrative Assistant</i>
TOTAL:		None	2 Days, 2 Hours, 5 Minutes	



**Science and Technology Cluster
College of Science – Marine Science Institute
(CS-MSI)**

External Service



Internship Application

MSI Personnel requesting for ID

Office or Division:	Marine Science Institute			
Classification:	Complex			
Type of Transaction:	Government to Government/Government to Business			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by the supervisor/school coordinator, Curriculum vitae, Research Agreement Form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through E-mail or submit personally to the office the requirements needed.	1. Acknowledge receipt.	None	5 Minutes	<i>Receiving Personnel</i>
	2. Forward request to the director for approval to accommodate interns.		1 Day	<i>Receiving Personnel</i>
	3. Endorse the approved request to the senior staff if they can still accommodate interns in the laboratory		1 Day	<i>Receiving Personnel</i>
	4. Check and follow-up with the senior staff can accommodate		3 Days	<i>Receiving Personnel</i>



	5. Send update to the student if the request is approved.		10 Minutes	<i>Receiving Personnel</i>
2. The student will have to report to the office at least the day before the scheduled internship if approved.				<i>Requesting Party</i>
TOTAL:		None	5 Days, 15 Minutes	

Request for Campus/Unit Educational Tour

Outside institute requesting for educational tour

Office or Division:	Marine Science Institute			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All Government and Non-Government Agencies/Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter, Itinerary		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through E-mail and attach the copy of the letter and the itinerary.	1. Acknowledge receipt	None	5 Minutes	<i>Receiving Personnel</i>
	2. Forward request to the director for evaluation and approval.		2 Days	



	3. Notify the client if the request is approved. If approved;		1 Days	
	4. Schedule laboratory meeting for the rotation per batch or group.		3 Days	
2. Submit the copy of the attendance on or before the day of the tour.	1. Receive the copy of the attendance and proceed in guiding the visitors to the tour.		4 Hours	
TOTAL:		None	6 Days, 4 Hours, 5 Minutes	

International Publication Award (IPA)

Marine Science Institute Personnel applying for IPA

Office or Division:	Marine Science Institute
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. IPA forms 4.1, 4.2 and MOA; Copy of the article, Proof of affiliation, Editorial Board Page	MSI Director's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Send the e-copy and the hard copy of the filled-out forms to the director's office.	1. Acknowledge receipt.	None	5 Minutes	<i>Receiving Personnel</i>
	2. Check all the requirements submitted		1 Day	<i>Receiving Personnel</i>
	3. Forward the forms to the director for signature.		1 Day	<i>Releasing Personnel</i>
	4. Encode the application to the database and put DTS Sticker for tracking.		30 Minutes	<i>Receiving Personnel</i>
	5. Submit the signed forms to the OVCRD for signature.		1 Day	(Pause Clock)
TOTAL:		None	3 Days, 35 Minutes	

Request for Vessel

MSI Personnel requesting for ID

Office or Division:	Marine Science Institute	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	All Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Research Vessel Request Form, Cruise Plan, Passengers Manifest, List of Hazardous Chemicals and Equipment		MSI Director's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the forms to DDR for initial evaluation at least 3 weeks before the requested date of ship use	1. Review	None	3 Days	<i>Deputy Director for Research and Deputy Director for Facilities and Resources, Ship Master</i>
	2. If there are comments/revisions, forms will be returned to the requesting party for amendments			
	3. Revised forms will be reviewed again for recommendation of Deputy Director for Research and Deputy Director for Facilities and Resources for approval by the Director.		1 Day	<i>Deputy Director for Research and Deputy Director for Facilities and Resources, Director</i>
	Once approved by the Director and the schedules finalized, necessary permits for bunkering, docking, mobilization and port exit will be secure.		7 Days	<i>DDR and Ship Master</i>
Submit the following requirements to the DDR at least five (5) working days before the approved scheduled departure.	Acknowledge receipt of the submitted forms			<i>Receiving Personnel</i>



	TOTAL:	None	11 Days	

Imaging using the Confocal Laser Scanning Microscope (CLSM)

The Microbial Oceanography Laboratory houses the Zeiss LSM 710. It is an inverted CLSM with DIC and a wide range of excitation lasers controlled by Zeiss ZEN 2012 software, equipped with a motorized stage and 34 channel spectral detector offers an extension in resolution and reduction in depth of field far beyond the limits of light microscopy. It also offers the advantage of optical sectioning. Z plane optical sections are often used in 3D reconstruction. We offer imaging of biological and non-biological samples. Necessary dyes may be used if samples are non-autofluorescent, and in some cases, the client may need to provide specialized dyes depending on the target section.

Office or Division:	Marine Science Institute (UPMSI) – Microbial Oceanography Laboratory
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to use the facilities, indicating the purpose for use of microscope, background of research, and funding source. Signed by immediate supervisor		Home Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed request letter to rm 203 in MSI, or via email at microocelab@msi.upd.edu.ph	1. Read letter/email and evaluate availability schedule	None	1 Day	<i>CLSM Laboratory Technician</i>
2. Wait for email for instructions.	2. Reply to client on sample submission	None	1 Day	<i>CLSM Laboratory Technician</i>
3. Bring sample to MSI rm 203	3. Receive sample from client	None	1 Day	<i>CLSM Laboratory Technician</i>



4. Pay the required fees at the Cash Office, 2 nd floor in the Accounting Building	4. Imaging of clients' sample/s	PHP 3,000.00/hr	3 Days	<i>CLSM Laboratory Technician</i>
5. Present Official Receipt (OR) to lab technician for releasing of imaged samples	5. Receive OR and return imaged samples to client (via email or USB)	None	1 Day	<i>CLSM Laboratory Technician</i>
TOTAL:		PHP 3,000.00/hr	7 Days	



**Science and Technology Cluster
College of Science – Marine Science Institute
(CS-MSI)**

Internal Service



Water Quality Analysis (Nutrients)

Office or Division:	Marine Biogeochemistry Laboratory (MBGCL), UP Marine Science Institute (UP MSI)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Marine Science Institute Faculty and Staff, UP Diliman, UP System			
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 1.1. Endorsed to MBGCL 1.2. Signed by MBGCL Head	1. Check compliance 1.1. Wait for approval and/or revisions 1.2. Make Statement of Account	None	1 Day	<i>Receiving Officer</i> UP MSI Admin Office
2. Proceed to Marine Environment Resources Foundation, Inc. (MERF) for Payment 2.1. Approved by MERF President 2.2. Proceed to payment	2. Accomplish Invoice for approval 2.1. Accept payment 2.2. Issue receipt	Refer to Table of Rates	3 Days	<i>Accounting Officer</i> MERF
3. Show receipt to MBGCL Lab Manager 3.1. Give samples to Lab Manager	3. Lab Manager receives samples 3.1. Lab Manager performs services	None	10 Days	<i>Lab Manager</i> MBGCL



3.2. Receive Lab results from Lab Manager	3.2. Lab manager releases results			
TOTAL:		Refer to Table of Rates	13 Days	

Water Quality Analysis (Chlorophyll-A)

Office or Division:	Marine Biogeochemistry Laboratory (MBGCL), UP Marine Science Institute (UP MSI)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UP Marine Science Institute Faculty and Staff, UP Diliman, UP System

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 1.1. Endorsed to MBGCL 1.2. Signed by MBGCL Head	1. Check compliance 1.1. Wait for approval and/or revisions 1.2. Make Statement of Account	None	1 Day	<i>Receiving Officer</i> UP MSI Admin Office
2. Proceed to Marine Environment Resources Foundation, Inc. (MERF) for Payment	2. Accomplish Invoice for approval 2.1. Accept payment 2.2. Issue receipt	Refer to Table of Rates	3 Days	<i>Accounting Officer</i> MERF



2.1. Approved by MERF President				
2.2. Proceed to payment				
3. Show receipt to MBGCL Lab Manager	3. Lab Manager receives samples			<i>Lab Manager</i> MBGCL
3.1. Give samples to Lab Manager	3.1. Lab Manager performs services	None	10 Days	
3.2. Receive Lab results from Lab Manager	3.2. Lab manager releases results			
TOTAL:		Refer to Table of Rates	13 Days	

Water Quality Analysis (Total Suspended Solids)

Office or Division:	Marine Biogeochemistry Laboratory (MBGCL), UP Marine Science Institute (UP MSI)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	UP Marine Science Institute Faculty and Staff, UP Diliman, UP System

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit Request Letter</p> <p>1.1. Endorsed to MBGCL</p> <p>1.2. Signed by MBGCL Head</p>	<p>1. Check compliance</p> <p>1.1. Wait for approval and/or revisions</p> <p>1.2. Make Statement of Account</p>	None	1 Day	<p><i>Receiving Officer</i></p> <p>UP MSI Admin Office</p>
<p>2. Proceed to Marine Environment Resources Foundation, Inc. (MERF) for Payment</p> <p>2.1. Approved by MERF President</p> <p>2.2. Proceed to payment</p>	<p>2. Accomplish Invoice for approval</p> <p>2.1. Accept payment</p> <p>2.2. Issue receipt</p>	Refer to Table of Rates	3 Days	<p><i>Accounting Officer</i></p> <p>MERF</p>
<p>3. Show receipt to MBGCL Lab Manager</p> <p>3.1. Give samples to Lab Manager</p> <p>3.2. Receive Lab results from Lab Manager</p>	<p>3. Lab Manager receives samples</p> <p>3.1. Lab Manager performs services</p> <p>3.2. Lab manager releases results</p>	None	10 Days	<p><i>Lab Manager</i></p> <p>MBGCL</p>
TOTAL:		Refer to Table of Rates	13 Days	

Water Quality Analysis (Total Alkalinity)

Office or Division:	Marine Biogeochemistry Laboratory (MBGCL), UP Marine Science Institute (UP MSI)
Classification:	Highly Technical



Type of Transaction:	Government to Government			
Who may avail:	UP Marine Science Institute Faculty and Staff, UP Diliman, UP System			
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 1.1. Endorsed to MBGCL 1.2. Signed by MBGCL Head	1. Check compliance 1.1. Wait for approval and/or revisions 1.2. Make Statement of Account	None	1 Day	<i>Receiving Officer</i> UP MSI Admin Office
2. Proceed to Marine Environment Resources Foundation, Inc. (MERF) for Payment 2.1. Approved by MERF President 2.2. Proceed to payment	2. Accomplish Invoice for approval 2.1. Accept payment 2.2. Issue receipt	Refer to Table of Rates	3 Days	<i>Accounting Officer</i> MERF
3. Show receipt to MBGCL Lab Manager 3.1. Give samples to Lab Manager 3.2. Receive Lab results from Lab Manager	3. Lab Manager receives samples 3.1. Lab Manager performs services 3.2. Lab manager releases results	None	10 Days	<i>Lab Manager</i> MBGCL



TOTAL:	Refer to Table of Rates	13 Days	
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Water Quality Analysis (Carbon Content)

Office or Division:	Marine Biogeochemistry Laboratory (MBGCL), UP Marine Science Institute (UP MSI)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	UP Marine Science Institute Faculty and Staff, UP Diliman, UP System			
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 1.1. Endorsed to MBGCL 1.2. Signed by MBGCL Head	1. Check compliance 1.1. Wait for approval and/or revisions 1.2. Make Statement of Account	None	1 Day	<i>Receiving Officer</i> UP MSI Admin Office
2. Proceed to Marine Environment Resources Foundation, Inc. (MERF) for Payment 2.1. Approved by MERF President	2. Accomplish Invoice for approval 2.1. Accept payment 2.2. Issue receipt	Refer to Table of Rates	3 Days	<i>Accounting Officer</i> MERF



2.2. Proceed to payment				
3. Show receipt to MBGCL Lab Manager	3. Lab Manager receives samples			
3.1. Give samples to Lab Manager	3.1. Lab Manager performs services	None	10 Days	<i>Lab Manager</i> MBGCL
3.2. Receive Lab results from Lab Manager	3.2. Lab manager releases results			
TOTAL:		Refer to Table of Rates	13 Days	

TABLE OF RATES (PER SAMPLE)				
TYPE OF ANALYSIS		MSI STUDENTS AND RESEARCHERS	UP STUDENTS	NON-MSI RESEARCHERS AND STUDENTS
NUTRIENTS	NITRATE	375.00	750.00	900.00
	NITRITE	267.00	534.00	641.00
	PHOSPHATE	253.00	506.00	607.00
	AMMONIUM	286.00	572.00	686.00
	SILICATE	287.00	574.00	689.00
CHLOROPHYLL-A		266.00	532.00	638.00
TOTAL SUSPENDED SOLIDS		246.00	492.00	590.00
TOTAL ALKALINITY		200.00	400.00	480.00
CARBON CONTENT	PARTICULATE ORGANIC CARBON	750.00	1500.00	1800.00
	PARTICULATE INORGANIC CARBON	750.00	1500.00	1800.00



Request for MSI ID

MSI Personnel requesting for ID

Office or Division:	Marine Science Institute			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Contract		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through E-mail and attach the copy of the contract	1. Receive request and	None	1 Day	<i>Receiving Personnel</i>
	2. Wait for at least five (5) requests for batch printing <i>(If less than 5 requests or none, will proceed to printing on the 3rd day of request)</i>	None	3 Days	<i>Receiving Personnel</i>
	3. ID Printing and release	None	1 Day	<i>Releasing Personnel</i>
TOTAL:		None	5 Days	



Employee Biometrics Registration

MSI Personnel to enroll Biometrics

Office or Division:	Marine Science Institute			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	MSI Personnel Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Contract		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write your name in the logbook provided	1. Check the contract and proceed to the biometric machine	None	5 Minutes	<i>Receiving Personnel</i>
2. The staff will guide you to the machine for fingerprint enrollment		None	10 Minutes	<i>Receiving Personnel</i>
TOTAL:		None	15 Minutes	



Deputy Director for Facilities and Resources Work Order/Maintenance Request

Office or Division:	MSI Director's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	MSI Internal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDFR Work Order / Maintenance Request Form		Director's Office – Deputy Director for Facilities and Resources		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form	1. Receive request form with complete details	None	1 Minute	<i>Receiving Personnel</i>
	2. Request to be forwarded to the Deputy Director for Research (DDFR)	None	30 Minutes	<i>Receiving Personnel</i>
	3. Deputy Director for Facilities and Resources will forward the technical staff	None	1 Day	<i>Deputy Director for Facilities and Resources</i>
	4. to do the job requested	None	20 Days	<i>Technical Staff</i>
	5. Report to the DDFR the job done	None	1 Day	<i>Technical Staff</i>
	6. Final Action	None	1 Day	<i>DDFR</i>
TOTAL:		None	23 Days, 31 Minutes	



9. MSI Vehicle Request

Office or Division:	MSI Administrative Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	MSI Internal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MSI Vehicle Request		Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form	1. Receive request form with complete details	None		<i>Receiving Personnel</i>
	2. Assign Vehicle and driver	None	2 Minutes	<i>Administrative Officer</i>
TOTAL:		None	2 Minutes	

10. MSI Room Reservation

Office or Division:	MSI Director's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	MSI Internal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MSI Room Reservations		Director's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request online-form	1. Receive request form with complete details	None	1 Minute	<i>Receiving Personnel</i>
	2. Reserved the room	None	2 Minutes	<i>Administrative Officer</i>
TOTAL:		None	3 Minutes	



Travel Order Request

Office or Division:	MSI Director's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	MSI Internal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order		Director's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Travel Order	1. Receive request form with complete details and signature	None		<i>Receiving Personnel</i>
	2. forward to Director for Signature	None	2 Minutes	<i>Administrative Officer</i>
	3. Director to sign	None	1 Day	<i>Director</i>
2. Receive the Signed Travel Order	4. Release the Signed Travel Order	None	1 Minute	<i>Releasing Personnel</i>
TOTAL:		None	1 Day, 3 Minutes	

12. Travel Order

Office or Division:	MSI Director's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	MSI Internal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Employment		Administrative Office		



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Travel Order	1. Receive request form with complete details and signature	None		<i>Receiving Personnel</i>
	2. forward to Director for Signature	None	2 Minutes	<i>Administrative Officer</i>
	3. Director to sign	None	1 Day	<i>Director</i>
2. Receive the Signed Travel Order	4. Release the Signed Travel Order	None	1 Minute	<i>Releasing Personnel</i>
TOTAL:		None	1 Day, 3 Minutes	



**Science and Technology Cluster
College of Science – Materials Science and
Engineering Program
(CS-MSEP)**

External Service



1. Application of Students to Graduate Studies

To facilitate and process the application of students to graduate studies that lead to a M.S. or PhD degree for Material Science Engineering.

Office or Division:	MATERIALS SCIENCE AND ENGINEERING PROGRAM (MSEP), COLLEGE OF SCIENCE			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students interested in MSEP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements (if applicable) Application form for Graduate Program		Office of the Associate Dean for Mentoring, Academic Progress and Advancement, (Graduate Program), College of Science		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit Application form for Graduate Program to OADMAPA (Graduate Program)	1. Answer inquiries, receive and check the accomplished Application for Graduate Program at OADMAPA	None	5 Minutes	<i>Administrative Assistant (OADMAPA)</i>
	2. Forward to MSEP the accomplished application for Graduate Program for pre-evaluation and computation of General Weighted Average (GWA).		3 Days	<i>Administrative Aide and Program Director</i>
	3. Return to OADMAPA the application with GWA 2.0 or better as approved or If below, GWA, subject to a condition of 6-month provision.			<i>Administrative Assistant (OADMAPA)</i>



	TOTAL:		3 Days, 5 Minutes	

2. Process Thesis or Dissertation Proposal

To facilitate and process the Thesis or Dissertation Proposal of graduate students that lead to a M.S. or PhD degree for Material Science Engineering.

Office or Division:	MATERIALS SCIENCE AND ENGINEERING PROGRAM (MSEP), COLLEGE OF SCIENCE			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All students interested in MSEP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements (if applicable) Thesis Proposal Checklist: 1. Thesis Proposal Thesis Form 2. Abstract of Thesis Proposal Manuscript or Dissertation Proposal Checklist: 1. Dissertation . Proposal Request Form* 2. Abstract of Dissertation Proposal Manuscript		*Downloadable Forms at MSEP Website or MSEP Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach your panel at least Two (2) Weeks prior to the Thesis or Dissertation proposal date, submit to them the manuscript and accomplish the Thesis or Dissertation		None	2 Days	<i>Administrative Aide</i>



Proposal Request Form*				
2. Submit the request letter and abstract of your Thesis or Dissertation proposal manuscript for processing	<ol style="list-style-type: none"> 1. Process the request. 2. Scheduling of Thesis or Dissertation proposal. 3. Announcement of proposal will be posted at MSEP FB page and MSEP website. 	None	2 Days	<i>Administrative Aide</i>
3. Request of copy Certificate of Examination	4. Issuance and release of Certificate of Examination for Thesis or Dissertation Proposal	none	20 Minutes	<i>Administrative Aide</i>
	TOTAL:			



**Science and Technology Cluster
College of Science – National Institute of Geological
Sciences
(CS-NIGS)**

External Service



Earth Material Science Laboratories Services

X-Ray Diffraction Profile Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	UP Researchers/Other Government Researchers/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Samples should be face-powder-like, dried, and at least 3grams. X-ray Diffraction Profile Result: The result has d-spacing annotations, ideal for experienced users of the XRD Technique for material characterization Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	Receive job request form	PHP 4,500.00 per sample	10 Minutes	<i>AAS Lab-in-Charge</i>
	Check and assess submitted sample/s for analysis		30 Minutes	<i>XRD/XRF Lab assigned Researcher</i>
2. Wait for billing statement	Prepare bill statement		10 Minutes	<i>AAS Lab-in-Charge</i>
3. Pay in cash or in check	Through Diliman Cash Office			<i>UP Cahier's Office</i>
4. Wait for the results	Researcher will perform the assay		12 Days	<i>XRD/XRF Lab assigned Researcher</i>
5. Bring claim stub to receive results	Results will be sent via email to Client		1 Day	<i>XRD/XRF Lab assigned Researcher</i>
TOTAL:		PHP 4,500.00	13 Days, 50 Minutes	



Clay Minerals and synthetic materials characterization Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	UP Researchers/Other Government Researchers/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Samples should be face-powder-like, dried, and at least 3grams. Characterization Result: The result has XRD profile for orientation, glycolation, and heating of the sample and respective analysis Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	Receive job request form	PHP 14,000.00 per sample	10 Minutes	<i>AAS Lab-in-Charge</i>
	Check and assess submitted sample/s for analysis		30 Minutes	<i>XRD/XRF Lab assigned Researcher</i>
2. Wait for billing statement	Prepare bill statement		10 Minutes	<i>AAS Lab-in-Charge</i>
3. Pay in cash or in check	Through Diliman Cash Office			UP Cahier's Office
4. Wait for the results	Researcher will perform the assay		26 Days	XRD/XRF Lab assigned Researcher
5. Bring claim stub to receive results	Results will be sent via email to Client		1 Day	XRD/XRF Lab assigned Researcher
TOTAL:		PHP 14,000.00	27 Days, 50 Minutes	



Characterization and identification of an Unknown Material Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	UP Researchers/Other Government Researchers/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Samples should be face-powder-like, dried, and at least 3grams. Characterization Result: Involves full use of the XRD and XRF plus other instruments to determine the nature of the sample. Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	Receive job request form	<i>PHP 12,000.00 per sample</i>	10 Minutes	<i>AAS Lab-in-Charge</i>
	Check and assess submitted sample/s for analysis		30 Minutes	<i>XRD/XRF Lab assigned Researcher</i>
2. Wait for billing statement	Prepare bill statement		10 Minutes	<i>AAS Lab-in-Charge</i>
3. Pay in cash or in check	Through Diliman Cash Office			<i>UP Cahier's Office</i>
4. Wait for the results	Researcher will perform the assay		26 Days	<i>XRD/XRF Lab assigned Researcher</i>
5. Bring claim stub to receive results	Results will be sent via email to Client		1 day	<i>XRD/XRF Lab assigned Researcher</i>
TOTAL:		PHP 12,000.00	27 Days, 50 Minutes	



Benchtop XRF Bulk Analysis Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	UP Researchers/Other Government Researchers/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Samples should be face-powder-like, dried, and at least 3grams. XRF Result: Includes total major oxides and minor elements. Minimum of 10 samples. Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	Receive job request form	<i>PHP 4,500.00 per sample</i>	10 Minutes	<i>AAS Lab-in-Charge</i>
	Check and assess submitted sample/s for analysis		30 Minutes	<i>XRD/XRF Lab assigned Researcher</i>
2. Wait for billing statement	Prepare bill statement		10 Minutes	<i>AAS Lab-in-Charge</i>
3. Pay in cash or in check	Through Diliman Cash Office			<i>UP Cahier's Office</i>
4. Wait for the results	Researcher will perform the assay		26 Days	<i>XRD/XRF Lab assigned Researcher</i>
5. Bring claim stub to receive results	Results will be sent via email to Client		1 Day	<i>XRD/XRF Lab assigned Researcher</i>
TOTAL:		PHP 4,500.00	27 Days, 50 Minutes	



Handheld XRF Analysis Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	UP Researchers/Other Government Researchers/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Samples should be face-powder-like, dried, and at least 3grams. XRF Result: Includes total major oxides and minor elements Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	Receive job request form	PHP 3,500.00 per sample	10 Minutes	<i>AAS Lab-in-Charge</i>
	Check and assess submitted sample/s for analysis		30 Minutes	<i>XRD/XRF Lab assigned Researcher</i>
2. Wait for billing statement	Prepare bill statement		10 Minutes	<i>AAS Lab-in-Charge</i>
3. Pay in cash or in check	Through Diliman Cash Office			<i>UP Cahier's Office</i>
4. Wait for the results	Researcher will perform the assay		12 Days	<i>XRD/XRF Lab assigned Researcher</i>
5. Bring claim stub to receive results	Results will be sent via email to Client		1 Day	<i>XRD/XRF Lab assigned Researcher</i>
TOTAL:		PHP 3,500.00	13 Days, 50 Minutes	



Microwave Plasma Atomic Emission Spectrometer Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	UP Researchers/Other Government Researchers/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Samples should be face-powder-like, dried, and at least 3grams. Multi-element Result: With acid digestion, 1000 per element plus 200 per additional element. Minimum of 5 samples. Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	Receive job request form	PHP 1,000.00 per element	10 Minutes	AAS Lab-in-Charge
	Check and assess submitted sample/s for analysis		30 Minutes	XRD/XRF Lab assigned Researcher
2. Wait for billing statement	Prepare bill statement		10 Minutes	AAS Lab-in-Charge
3. Pay in cash or in check	Through Diliman Cash Office			UP Cahier's Office
4. Wait for the results	Researcher will perform the assay		26 Days	XRD/XRF Lab assigned Researcher
5. Bring claim stub to receive results	Results will be sent via email to Client		1 Day	XRD/XRF Lab assigned Researcher
TOTAL:		PHP 1,000.00	27 Days, 50 Minutes	



Atomic Absorption Spectrometer (AAS) Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	UP Researchers/Other Government Researchers/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Samples should be face-powder-like, dried, and at least 3grams. Multi-element Result: With acid digestion, 1000 per element plus 200 per additional element. Minimum of 5 samples. Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	Receive job request form	<i>PHP 1,000.00 per element</i>	10 Minutes	<i>AAS Lab-in-Charge</i>
	Check and assess submitted sample/s for analysis		30 Minutes	<i>AAS Lab assigned Researcher</i>
2. Wait for billing statement	Prepare bill statement		10 Minutes	<i>AAS Lab-in-Charge</i>
3. Pay in cash or in check	Through Diliman Cash Office			<i>UP Cahier's Office</i>
4. Wait for the results	Researcher will perform the assay		26 working days	<i>AAS Lab assigned Researcher</i>
5. Bring claim stub to receive results	Results will be sent via email to Client		1 day	<i>AAS Lab assigned Researcher</i>
TOTAL:		PHP 1,000.00	27 Days, 50 Minutes	



Inductively Coupled Plasma Mass Spectrometer Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business			
Who may avail:	UP Researchers/Other Government Researchers/Industry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Prepared samples ready for analysis Laboratory Rental: Php 31250/day includes 1x200 UHP Argon Gas Tank Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	Receive job request form	<i>PHP</i> 31,250.00	10 Minutes	<i>AAS Lab-in-Charge</i>
	Check and assess submitted sample/s for analysis		30 Minutes	<i>ICPMS Lab assigned Researcher</i>
2. Wait for billing statement	Prepare bill statement		10 Minutes	<i>AAS Lab-in-Charge</i>
3. Pay in cash or in check	Through Diliman Cash Office			<i>UP Cahier's Office</i>
4. Wait for the results	Researcher will perform the assay		15 Days	<i>ICPMS Lab assigned Researcher</i>
5. Bring claim stub to receive results	Results will be sent via email to Client		1 Day	<i>ICPMS Lab assigned Researcher</i>
TOTAL:		PHP 31,250.00	Days, 50 Minutes	



X-Ray Diffraction Profile Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Student			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Submit Request letter for student discount approved by Thesis Adviser Submit Capsule proposal of study (Introduction and Methodology) Samples should be face-powder-like, dried, and at least 3 grams X-ray Diffraction Profile Result: The result has d-spacing annotations, ideal for experienced users of the XRD Technique for material characterization. Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	Receive job request form	<i>PHP 2,250.00 per sample</i>	10 Minutes	<i>AAS Lab-in-Charge</i>
	Check and assess submitted sample/s for analysis		30 Minutes	<i>XRD/XRF Lab assigned Researcher</i>
2. Wait for billing statement	Prepare bill statement		10 Minutes	<i>AAS Lab-in-Charge</i>
3. Pay in cash or in check	Through Diliman Cash Office			<i>UP Cahier's Office</i>
4. Wait for the results	Researcher will perform the assay		12 Days	<i>XRD/XRF Lab assigned Researcher</i>



5. Bring claim stub to receive results	Results will be sent via email to Client		1 Day	<i>XRD/XRF Lab assigned Researcher</i>
TOTAL:		PHP 2,250.00	13 Days	

Handheld XRF Analysis Laboratory Services

Office or Division:	Earth Materials Science Laboratories (EMS Labs), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Student			
Who may avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out Job Request Form Submit Request letter for student discount approved by Thesis Adviser Submit Capsule proposal of study (Introduction and Methodology) Samples should be face-powder-like, dried, and at least 3grams. X-ray Diffraction Profile Result: The result has d-spacing annotations, ideal for experienced users of the XRD Technique for material characterization Fill-out Claim Stub form		Earth Material Science Laboratories (EMS Labs) Rm 113 - Atomic Absorption Spectrometry (AAS) laboratory Rm 114 - X-ray Diffraction/X-ray Fluorescence (XRD/XRF) laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	1. Receive job request form	PHP 1,750.00 per sample	10 Minutes	<i>AAS Lab-in-Charge</i>
	1 Check and assess submitted sample/s for analysis		30 Minutes	<i>XRD/XRF Lab assigned Researcher</i>



2. Wait for billing statement	Prepare bill statement		10 Minutes	<i>AAS Lab-in-Charge</i>
3. Pay in cash or in check	Through Diliman Cash Office			<i>UP Cahier's Office</i>
4. Wait for the results	Researcher will perform the assay		12 working days	<i>XRD/XRF Lab assigned Researcher</i>
5. Bring claim stub to receive results	Results will be sent via email to Client		1 day	<i>XRD/XRF Lab assigned Researcher</i>
TOTAL:			PHP 1,750.00	13 Days, 50 Minutes

2. Environment Monitoring Laboratory Services

Office or Division:	Environment Monitoring Laboratory (EML), NIGS, College of Science			
Classification:	Simple			
Type of Transaction:	Government to Government/Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Research description/abstract or project description		Rm 202 - Environment Monitoring Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request and project/research description, signed by the project leader, head researcher, or head of agency	Receive letter of request with complete details	None	10 Minutes	<i>University Research Associate</i>
	Evaluate request of equipment rental	None	1 Day	<i>Laboratory Head</i>



Wait for approval of the laboratory head	URA communicates to the client the laboratory head's decision through email	None	1 Day	University Research Associate
Payment in cash or in check	Through the University Research Associate	Turbine Volumetric Flow Meter: PHP 1000 per day Digital Flow Meter: PHP 1500 per day Turbidity Meter: PHP 1500 per day Multimeter: PHP 1500 per day Soil Infiltrometer: PHP 1000 per day Dissolved Oxygen Meter: PHP 1500 per day TSS Meter: PHP 1500 per day Water Level Meter: PHP 1500 per day	1 Day	University Research Associate
	Calibration and testing of equipment	None	1 Day	University Research Associate
4. Personal appearance of the Client to get the equipment	6. Handover of the equipment to the Client and Proper Handling and Safety Orientation of the Client	None	1 Hour	University Research Associate



	TOTAL:	Fee varies	4 Days, 1 Hour, 10 Minutes	
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Environment Monitoring Laboratory

Type of Service: External

Office or Division:	Environment Monitoring Laboratory (EML), NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request Project/research description and background Personal appearance for technical discussion with the laboratory head and researchers		Rm 202 - Environment Monitoring Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request and project/research description, signed by the project leader, head researcher, or head of agency	Receive letter of request with complete details	None	10 Minutes	<i>University Research Associate</i>
	Evaluate request for approval of the laboratory head	None	1 Day	<i>University Research Associate</i>
	Forward to the Laboratory Head	None	1 Day	<i>University Research Associate</i>
Wait for approval of the laboratory head	URA communicates to the client the laboratory	None	1 Day	<i>University Research Associate</i>



	head's decision			
Personal appearance of client for technical discussion with the laboratory head	Laboratory Head discusses with the client the technical details of the project and its goals, expected expenses on materials and labor, and other terms and conditions.	None	3 Days	Laboratory Head
Pay in cash or in check	Through the Laboratory Head or University Research Associate	<i>Fees vary depending on the expected expenses on materials. (Expenses will be discussed by the Laboratory Head with the Client)</i>	2 Days	University Research Associate
Wait for the handover of the drilling rig	Acquisition and assembly of materials	None	10 Days	University Research Associate and Drilling Technicians
	Assembly of the drilling rig	None	3 Days	University Research Associate and Drilling Technicians
Transfer of the drilling rig to the Client	Handover of the drilling rig	None	1 Day	University Research Associate and Drilling Technicians
TOTAL:		Total varies	22 Days, 10 Minutes	



Scanning Electron Microscope Laboratory Services

Office or Division:	Scanning Electron Microscope Laboratory (SEM Lab), NIGS, College of Science				
Classification:	Highly Technical				
Type of Transaction:	Government to Government/Citizen				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter-Request			Rm 013 -Scanning Electron Microscope Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
Write a Letter - Request	Scanning Electron Microscope Imaging	Academic Rate	Industry Rate	20 days	<i>Faculty/University Research Associate/Trained Graduate Assistant</i>
		PHP 2,500 (3 photos)	PHP 3,000 (3 photos)		
		PHP 4,500 per hour (unlimited photos)	PHP 6,500 per hour (unlimited photos)		
Write a Letter - Request	Scanning Electron Microscope and Energy-dispersive X-ray Spectroscopy	Academic Rate	Industry Rate	20 days	
		PHP 3,500 per sample	PHP 4,500 per sample		
Write a Letter - Request	Metal or carbon coating for Scanning Electron Microscope Analysis	PHP 500 per run		20 days	
TOTAL:				60 Days	



Nannoworks

Type of Service: External

Office or Division:	Nannoworks,NIGS, College of Science			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-Request		Rm 014/016 -Nannoworks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Write a Letter - Request	Foraminifera Analysis	P2,520	20 days	<i>Faculty/University Research Associate/Trained Graduate Assistant</i>
Write a Letter - Request	Calcareous Nannofossil Analysis	P2,464	20 days	
Write a Letter - Request	Grain Size Analysis	P1,680	20 days	
Write a Letter - Request	Wet Sieving	P2,800	20 days	
Write a Letter - Request	Mineragraphic Analysis and Sample Preparation	P3,800	20 days	
Write a Letter - Request	Petrographic Analysis and Sample Preparation	PHP 3,800	20 days	
TOTAL:				

Earth Resources Laboratory Services

Type of Service: External

Office or Division:	Earth Resources Laboratory(ERL), NIGS, College of Science
Classification:	Complex



Type of Transaction:	Government to Government/Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements (if applicable) Letter-Request		Rm 017 - Earth Resources Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Letter of request	Sample preparation + complete petrographic analysis (transmitted)	PHP 4,500/sample	20 Days	<i>Faculty Head/URA/Graduate student</i>
Letter of request	Sample preparation + complete petrographic analysis (reflected)	PHP 4,500/sample	20 Days	<i>Faculty Head/URA/Graduate student</i>
TOTAL:				

Type of Service: External

Office or Division:	Earth Resources Laboratory (ERL), NIGS, College of Science			
Classification:	Simple			
Type of Transaction:	Government to Government/Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements (if applicable) Letter-Request		Rm 017 - Earth Resources Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Letter of request	Sample preparation: polishing	PHP 1,500/sample	7 Days	Faculty Head/URA/Graduate student
TOTAL:		PHP 1,500.00	7 Days	

NIGS Library

Type of Service: External

Office or Division:	Library, NIGS, College of Science			
Classification:	Simple			
Type of Transaction:	Government to Government/Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of requirements (if applicable) Letter-Request (for Non-UP Library users) and Valid ID		National Institute of Geological Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for a type of map (e.g., geologic or topographic) of a specific place	Check Master List of map collection If available, lend copy to library client for room use only	None	15 Minutes	Library staff
TOTAL:		None	15 Minutes	



**Science and Technology Cluster
College of Science – National Institute of Molecular
Biology and Biotechnology
(CS-NIMBB)**

External Service



1. Request for Certificate of Academic Ranking (Institute Level)

Request of Student for Certificate of Academic Ranking in unit level for NMAT/Medical School Admission Requirement

Office or Division:	Administration Office, National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	NIMBB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		NIMBB Administrative Office		
2. If not filed by NIMBB Student, please provide the following: 2.1 Authorization letter from the Requesting Party; 2.2 Photocopy of identification card of NIMBB Student; 2.3 Identification card of authorized person		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out request form	1. Receive request form with complete details	None	5 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
2. Wait for the issuance of certification	2. Check student status and ranking	None	10 Minutes	<i>Administrative Assistant</i>



				NIMBB Administrative Office
	2.1 Prepare certification after checking student records	None	15 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
	2.2 Forward certification to Director's Office for signing	None	4 Hours	<i>Administrative Officer</i> NIMBB Administrative Office
	2.3 Release to Requesting Party	None	Requests received before 12:00 noon will be released within 5 Working Hours Requests received after 12:00 noon will be released within 8 working Hours	<i>Administrative Assistant</i> NIMBB Administrative Office
TOTAL:		None	2 Days	

2. Request for Locker

Request for Locker of UG and Graduate Students of NIMBB for safekeeping of academic supplies and materials

Office or Division:	Administration Office, National Institute of Molecular Biology and Biotechnology (NIMBB)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	NIMBB Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Registration form for Locker		NIMBB Administrative Office		
2. Proof of identification		Requesting Party		
3. Lock and locker combination		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out registration form	1. Receive registration form	None	5 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
	1.1 Verify student registration and enrollment status	None	15 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
	1.2 Check available locker	None	10 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
3. Provide lock and locker combination	2. Release assigned locker to Requesting Party	None	5 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
TOTAL:		None	35 Minutes	

3. Travel Order for NIMBB Students

Travel Order for NIMBB Students for Visa Application to attend Scientific Conferences for Paper/Poster presentation



Office or Division:	Administration Office, National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	NIMBB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order Form		NIMBB Administrative Office		
2. Invitation/Acceptance, Abstract/Program		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Travel Order Form	1. Receive Travel Order Form with complete requirements	None	5 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
	1.1 Verification of student registration and enrollment status	None	15 Minutes	<i>Administrative Officer</i> NIMBB Administrative Office
	1.2 Forward form to the Director for signature	None	4 Hours	<i>Administrative Officer</i> NIMBB Administrative Office
2. Wait for signed Travel Order Form	2. Release to Requesting Party	None	5 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
TOTAL:		None	4 Hours, 25 Minutes	

4. Internship/Science Immersion Program (SIP)



To assist students in developing science, technology and laboratory skills and to interact with scientist and researchers.

Office or Division:	Administration Office, National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Government Educational Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Institute Director to accommodate students for SIP with complete details: a. List of Student b. 1x1 photo for I.D. c. Schedule of internship/SIP		Requesting Party		
2. Copy of Memorandum of Agreement (MOA) 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	Fees may vary on the type of experiments / modules per laboratory as agreed upon by both parties	5 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
	1.1 Forward letter of request and document requirements to the Director for instructions and approval		4 Hours	<i>Administrative Officer</i> NIMBB Administrative Office
	1.2 Forward to Deputy Director for Facilities and Resources for coordination with the NIMBB Faculty Members that will		3 Days	<i>Deputy Director for Facilities and Resources</i> NIMBB Administrative Office



	accommodate students			
	1.3 Deputy Director for Facilities and Resources to coordinate with the Requesting Party		1 Day	<i>Deputy Director for Facilities and Resources</i> NIMBB Administrative Office
2. Wait for confirmation of schedule and laboratory fees	2. Release schedule of internship to Requesting Party with schedule of fees		1 Hour	<i>Deputy Director for Facilities and Resources</i> Administrative Office
3. Confirm to proceed with the SIP	3. Confirm schedules to assigned laboratory		1 Day	<i>Deputy Director for Facilities and Resources</i> NIMBB Administrative Office
4. Payment	4. Receive payment		10 Minutes	<i>Administrative Officer</i> NIMBB Administrative Office
	4.1 NIMBB will prepare order of payment		15 Minutes	<i>Administrative Officer</i> NIMBB Administrative Office
	4.2 Cash Office will process clearing of payment		3 Days	<i>Cashier</i> Cash Office, UP Diliman
	4.3 Cash Office will issue Official Receipt to NIMBB			<i>Cashier</i> Cash Office, UP Diliman
5. Receive Official Receipt	5. Issue Official Receipt to Client		15 Minutes	<i>Administrative Officer</i>



				NIMBB Administrative Office
TOTAL:			8 Days, 5 Hours, 45 Minutes	

5. Request for Study/Laboratory Tour

Request from other Schools/Colleges/Universities for Study/Laboratory Tour to provide information on the Science and Technology

Office or Division:	NIMBB Administration Office
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Other Schools/Colleges/Universities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request with complete details (number of guests, target date and other details of the Study/Lab Tour)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit letter of request	7. Receive letter of request with complete details	None	5 Minutes	<i>Administrative Assistant</i> NIMBB Administrative Office
8. Wait for approval and schedule of visit/tour	2. Evaluate request for approval of the Director	None	15 Minutes	<i>Administrative Officer</i> NIMBB Administrative Office
	2.1 Forward to Director's Office for instructions and approval	None	1 Day	<i>Administrative Officer</i>



				NIMBB Administrative Office
	1. Forward instructions and approval to Deputy Director for Facilities and Resources for scheduling of visit	None	15 Minutes	<i>Administrative Officer</i> NIMBB Administrative Office
	1. Deputy Director for Facilities and Resources will coordinate with Laboratory Manager for scheduling and assignment of Researchers	None	1 Day	<i>Deputy Director for Facilities and Resources</i> NIMBB Administrative Office
	2. Deputy Director for Facilities and Resources will communicate via phone or email the approval and schedule of visit/tour	None	1 Day	<i>Deputy Director for Facilities and Resources</i> NIMBB Administrative Office
TOTAL:		None	3 Days, 35 Minutes	

6. Disease Molecular Biology and Epigenetics Laboratory Services

Laboratory analysis of Cytotoxicity and Orthogonal Assays for researchers for medical and research projects.

Office or Division:	Disease Molecular Biology Laboratory (DMBEL), National Institute of Molecular Biology and Biotechnology (NIMBB)
Classification:	Highly Technical
Type of Transaction:	Government to Government/Government to Citizen/Government to Business
Who may avail:	UP Researchers/Other Government Researchers/Industry
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Fill-out Transmittal Form (in triplicates)	Disease Molecular Biology and Epigenetics Laboratory (DMBEL)
2. Fill-out Sample Submission Form (in triplicates)	Disease Molecular Biology and Epigenetics Laboratory (DMBEL)
3. Cytotoxicity assay results, if for orthogonal testing and should have the following data: a. Primary assay results b. Determined lowest bioactive concentration c. Cytotoxicity (Hepatotoxicity and nephrotoxicity) assay results	Requesting Party
4. Pre-weighed samples (usually 5 mg/tube) in 1.5ml tubes with complete labels	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms together with samples	1. Receive transmittal and sample submission form	Fees vary per type of assay, number of samples and assay format Please see table of fees	10 Minutes	Laboratory Coordinator DMBEL, NIMBB
	1.1 Check and assess submitted sample/s for disease indication		30 Minutes	Laboratory Coordinator DMBEL, NIMBB or Researcher DMBEL, NIMBB
2. Wait for billing statement	2. Prepare bill statement		10 Minutes	DMBEL assigned Researcher
3. Payment	3. NIMBB will prepare order of payment		15 Minutes	Administrative Officer NIMBB Administrative Office
	3.1 Cash Office will process clearing of payment	3 Days	Cashier Cash Office, UP Diliman	
	3.2 Cash Office will issue Official Receipt to NIMBB		Cashier	



			Cash Office, UP Diliman
	a. Researcher will perform the assay	45 Days	Laboratory Coordinator DMBEL, NIMBB or Researcher DMBEL, NIMBB
4. Wait for the results	4. Results will be sent via email to Client	20 Minutes	Laboratory Coordinator DMBEL, NIMBB
TOTAL:		48 Days, 1 Hour, 25 Minutes	

DISEASE MOLECULAR BIOLOGY AND EPIGENETICS LABORATORY

National Institute of Molecular Biology and Biotechnology
National Science Complex, Regular St., University of the Philippines Diliman
Quezon City, Philippines 1101

DMBEL Laboratory Services					
DISEASE INDICATION	TYPE OF ASSAY	Number of samples per batch; Assay format	FINAL RATES		
			UP Researcher	Government / Tuklas Lunas	Industry
Cytotoxicity Hepatotoxicity & Nephrotoxicity	Initial Indication Assay	18 samples; 2x2 format	₱43,222.66	₱54,028.57	₱72,036.10
Cytotoxicity Hepatotoxicity & Nephrotoxicity	Initial Indication Assay	8 samples; 3x3 format	₱65,864.45	₱82,330.57	₱109,774.09
Cardiotoxicity	Initial Indication Assay	97 samples; 3x3 format	₱139,882.66	₱174,603.57	₱232,804.76
Cancer	Apoptosis: Caspase 3/7 Glo	17 samples 3x3 format	₱53,062.34	₱66,327.93	₱88,437.24
Cancer	Apoptosis: Caspase 8 Glo	17 samples 3x3 format	₱53,062.34	₱66,327.93	₱88,437.24
Cancer	Apoptosis: CellEvent Caspase 3/7 via HCl	17 samples 3x3 format	₱126,520.95	₱158,151.19	₱210,868.25
Cancer	Apoptosis: CellEvent Caspase 3/7 Flowcytometry	17 samples 3x3 format	₱119,877.75	₱149,847.19	₱199,796.25
Cancer	Apoptosis: Annexin V RealTime GLO	17 samples 3x3 format	₱93,197.74	₱116,497.17	₱155,329.56
Cancer	Apoptosis: Annexin V Flowcytometry	17 samples 3x3 format	₱105,880.95	₱132,351.19	₱176,468.26
Cancer	Migration: Scratchwound	17 samples 3x3 format	₱72,042.66	₱90,053.32	₱120,071.09
Cancer	Migration and Invasion: Boyden chamber	17 samples 3x3 format	₱275,463.75	₱344,329.69	₱459,106.25
Cancer	Proliferation: CyQUANT NF	17 samples 3x3 format	₱109,823.52	₱137,279.40	₱183,039.20

DISEASE MOLECULAR BIOLOGY AND EPIGENETICS LABORATORY

National Institute of Molecular Biology and Biotechnology
National Science Complex, Regular St., University of the Philippines Diliman
Quezon City, Philippines 1101

Cancer	Proliferation: MTS	17 samples 3x3 format	₱65,580.48	₱108,975.62	₱142,634.15
Cancer	Proliferation: RealTime Glo	17 samples 3x3 format	₱94,800.58	₱81,125.73	₱108,167.84
Cancer	Proliferation: EdU Flowcytometry	17 samples 3x3 format	₱121,432.95	₱151,791.19	₱202,388.26
Cancer	Proliferation: ELK-TAD Reporter Assay	17 samples 3x3 format	₱62,579.83	₱78,224.79	₱104,299.72
Cholesterol	Filipin staining	17 samples 3x3 format	₱126,262.90	₱157,828.63	₱210,438.17



**Science and Technology Cluster
College of Science – National Institute of Physics
(CS-NIP)**

External Service



1. Request for Auditorium (ICSI) or Seminar Rooms Rental

Request of any organization or group to rent the NIP Auditorium or Seminar Rooms for various activities like symposia, seminars, meetings, etc

Office or Division:	National Institute of Physics
Classification:	Complex
Type of Transaction:	Government to Citizen and/or Government to Government
Who may avail:	Any organization or group

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with complete detail such as number of participants		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare a letter of request with complete details such as inclusive dates of event, number of participants, purpose of the event, and other important details, in hard or soft copy (email the DDFR)	Receive letter of request with complete details	Refer to the table of rates below	2 Days	<i>Deputy Director for Facilities and Resources (DDFR) and Events Technician</i>



	Check availability date and venue	None	1 Day	<i>Events Technician</i>
	Prepare Statement of Account	None	1Day	<i>Administrative Assistant</i>
	Requesting party to pay deposit and submit a photocopy of OR to NIP Administrative Assistant	None	1 Day before the event	<i>Administrative Assistant</i>
Upon issuance of Statement of Account	Requesting party to pay the full amount 2 days after the event and submit a photocopy of the OR to NIP Administrative Assistant	None	2 Days	<i>Administrative Assistant</i>
TOTAL:		None	7 Days	

AUDITORIUM (ICSI) and SEMINAR ROOMS RENTAL RATES		
	DESCRIPTION	RATE
A	ICSI - 1A (Maximum capacity: 208)	PHP 20,000.00
	PHP 2,000 Deposit upon approval	
B	Seminar Rooms (F201 to F204)	PHP 24,000.00
	Maximum capacity: 55/room	
	Per room/Time/Block	PHP 3,000.00
C	Veranda	PHP 4,000.00
D	Seminar Rooms (LP 101 to 104)	PHP 18,000.00
	Maximum capacity: 120/room	
	Per room/Time/Block	PHP 6,000.00

2. Request for the conduct Science Immersion Program (SIP)

Request for the conduct of Summer Immersion Program (SIP) by some state colleges and universities with Memorandum of Agreement or Memorandum of Understanding with the University of the Philippines

Office or Division:	National Institute of Physics
Classification:	Highly technical
Type of Transaction:	Government to Citizen, Government to Government



Who may avail:	Students of other state colleges and universities who intend to experience Physics laboratory activities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum of Agreement or Memorandum of Understanding between UP and other school/institution Proof of identification Activities to perform in the laboratory during the duration of the program		1. Administrative Office 2. Requesting party 3. NIP Laboratories		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out registration form	1. Receive registration form	None	1 Day	<i>University Research Associate</i>
	Communicate with Laboratory Coordinator and Deputy Directors of the list of participants, schedule and list of activities to be done in the laboratory	None	2 Days	<i>University Research Associate and Laboratory Coordinators</i>
Request for Certificate of Participation or Attendance	Check the list of participants with complete details after the program	None	2 Days	<i>University Research Associate and Administrative Officer</i>
TOTAL:		None	5 Days	

Request for Laboratory Tour

Request of other Schools/Colleges/Universities for Laboratory Tour which was conducted during Summer only

Office or Division:	National Institute of Physics
Classification:	Complex
Type of Transaction:	Government to Citizen



Who may avail:	Other Schools/Colleges/Universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request Number of guests Other details of the Laboratory Tour		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request	Receive letter of request with complete details	None		<i>Administrative Assistant</i>
	Evaluate request for approval of the Director	None	30 Minutes	<i>Administrative Officer</i>
	Forward to Director for instructions and approval	None	1Day	<i>Administrative Officer</i>
	Forward instructions and approval to all concerned laboratories for scheduling of visit	None	1 Day	<i>Laboratory Coordinator and University Research Associate</i>
Wait for approval and schedule of visit/tour	Director communicate the approval and schedule of visit/tour	None	1 Day	<i>Laboratory Coordinator and University Research Associate</i>
TOTAL:		None	3 Days, 30 Minutes	



**Science and Technology Cluster
College of Science – Science and Society Program
(CS-SSP)**

External Service



1. Process Request of All STS Students

To serve and process request of all (New and Old) Science, Technology and Society (STS) students of the College and the University

Office or Division:	SCIENCE AND SOCIETY PROGRAM, COLLEGE OF SCIENCE			
Classification:	Simple			
Type of Transaction:	Government to Private (Internal Clients : U.P Students)			
Who may avail:	All CS and U.P STS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Requirements (If Applicable)		University, College, Institutes		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> • Provide Copy of Advance credit form. • Submit accomplished signed by Dept. Chair. 	Application for validation for credit (Less than 66 Units)	None	5 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
<ul style="list-style-type: none"> • Submit Accomplished form duly signed by program adviser, Dept. Chair. • Validation Form. 	Application for the Advance credit without validation (more than 66 Units)	None	5 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I / Program Director</i>
<ul style="list-style-type: none"> • Submit Accomplished form duly signed by program adviser, Dept. Chair • Substitution Form. 	Request for Substitution of Subject	None	5 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I / Program Director</i>



<ul style="list-style-type: none"> • Term Paper • Essay • Reaction Paper • Project 	Submission of Project in STS1 Course	None	10 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
<ul style="list-style-type: none"> • List of Grades from Faculty concern 	Inquiry of STS1 Grades	None	3 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
Submit Request letter	Receive and Reply to Student request that needed assistance for STS1 course / subject	None	1 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
<ul style="list-style-type: none"> • List of Students of faculty / lecturer concern 	Assisting the faculty/lecturer in class submission of grades through CRS	None	5 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
<ul style="list-style-type: none"> • Disbursement Voucher • Certified True copy of FSR • DTR • Certified copy of Appointment 	Preparation for Overload Payment of Lecturers	None	5 Days	<i>Senior Admin. Assistant I</i>
<ul style="list-style-type: none"> • Disbursement Voucher • Obligation Request • Certified True copy of FSR • Overload Slip • Certification of Report of Grades have already submitted • Schedule of Classes - certified by Dean/Chair • Certification of Service Render • Certification that overloads are in excess of their regular loads 	Preparation for Overload Payment of Regular Faculty	None	5 Days	<i>Senior Admin. Assistant I</i>
Send Copy of FSR to Oat-OVCAA and Overload Slip	Database of Faculty	None	2 Days	<i>Senior Admin. Assistant I</i>



	Reproduction of materials, Forms and other Documents	None	1 Day	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
Submit the Copy of syllbus and other Documents	Assist Faculty members in encoding syllbus/references materials	None	1 Day	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
Submit Training Materials, encoding of Attendance and Directory of Participants	Assist in the Institutional Training Programs	None	1 Day	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
Laptop, USB, Bluetooth and Projector screen, microphones and sound system	Assist the invited Lecturers presentation to Class	None	1 Day	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
Projector and Projector screen, microphones and sound system	Assist Students for the Class group Presentation	None	1 Day	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
Submit Grades from Faculty concern	Assist Faculty in Submitting Grades in the CRS and encodes other information through CRS	None	1 Day	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
Submit the ff. Documents • Rationale and Objective • Final dates and Venue • Poster • Invitation • Target Participants	Preparation of Seminar / Workshop	None	10 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>



<p>Submit the ff. Documents</p> <ul style="list-style-type: none"> • Tarpaulin • Poster • I.d. and lace • pen and papers • printed materials 	Preparation of Materials for Seminar / Workshop	None	10 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
1. Submit Purchase Request with Budget approval and SPMO Approval	Workshop Venue	None	10 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
<ul style="list-style-type: none"> • Request for 3 quotations from different suppliers 	Preparation for Catering Services	None	10 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
<ul style="list-style-type: none"> • Budget utilization Request • Purchase Request with Budget Clearance • BAC Resolution • Notice of Award, Notice to Proceed, Purchase Order received by COA • Training Program • Complete Training Attendance • Official Receipt • 3 quotations or canvass from different suppliers • Annual Procurement Plan 	Preparation of voucher (catering services)	None	10 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
<ul style="list-style-type: none"> • Budget utilization Request • Purchase Request with Budget Clearance • BAC Resolution • Notice of Award, Notice to Proceed, Purchase Order received by COA • Training Program • Complete Training Attendance • Official Receipt • 3 quotations or canvass from different suppliers 	Preparation of vouchers (Venue of Workshop)	None	10 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>



<ul style="list-style-type: none"> Annual Procurement Plan 				
Submit Letter of Request and other DtALLS Needed	Issuance of Certificate (participation / Attendance / appreciation Etc.	None	1 Day	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
Submit Letter of Request endorse by the Head of Unit and the Dean	Funding request - research dissemination grant (RDG), Academic Program Improvement (API) Faculty Development Fund (FDF)	None	2 Day	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
Submit the FF. Documents: <ul style="list-style-type: none"> Request Letter Travel Authority application form Travel report of previous travel FSR Abstract Invitation Letter 	Travel Authority Request (Official and Local Travel)	None	3 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>



Submit the ff. Documents • BUR • Purchase request w/ budget Clearance • Original purchase order received by COA • Statement of account billing • 3 Quotation of Canvass from different suppliers • Annual Procurement Plan	Preparation of Vouchers (Transportati on)	None	10 Days	<i>Administrative Aide IV / Administrative aide VI / Sr. Administrative assistant I</i>
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Science and Technology Cluster School of Library and Information Studies (SLIS)

External Service

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		Office of the College Secretary or Office of Graduate Studies



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip at the Office of the College Secretary	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. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	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		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	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	1 Days	Office of the College Secretary Staff-In-Charge
	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	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		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	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. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	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		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	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. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	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		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	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	1 Day	Office of the College Secretary Staff-In-Charge
	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	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		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	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. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	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		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	1. Receives and approves request	PHP 20.00 per copy if not covered by RA 10931	1 Day	Office of the College Secretary Staff-In-Charge
	2. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	3 Days	

8. Issuance of Certification: Honorific Scholarship

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		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	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. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	5 Days	

**9. Issuance of Certification:
Honorific Scholarship**

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		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	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. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	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		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	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. Processes and issues certification	None	2 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	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		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	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. 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		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	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. Processes and issues certification	None	3 Days	
TOTAL:		PHP 20.00 per copy if not covered by RA	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		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	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. 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 		<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 200.00 Per application	20 Days	

**15. Processing:
Admission (Undergraduate – Shiftee)**

Office or Division:	School of Library and Information Studies
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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. SDT 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 		<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. Student Disciplinary Tribunal 10. SLIS 11. SLIS 12. Student's Home Unit 13. Student's Home Unit 14. 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 100.00	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	3. Processes evaluation; Releases results	None	8 Days	Faculty and Office of the College Secretary Staff-In-Charge



TOTAL:	PHP 300.00 Per applicati on if not covered by RA 10931	20 Days	
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**15. 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
1. Application Form	1. Office of the College Secretary
2. LIS Introductory Courses	2. SLIS
3. GWA/CWA Certification	3. Student's Home Unit
4. Birth Certificate – if none at the UPD OUR yet – original and photocopy	4. Philippine Statistics Authority
5. True Copy of Grades – original and photocopy	5. Student's Home Unit
6. Application Letter	6. Student
7. OCG Aptitude Test	7. Office of Counseling and Guidance
8. Certification of Good Moral Character	8. Student's Home Unit
9. SDT Clearance	9. Student Disciplinary Tribunal
10. Essay	10. SLIS
11. Interview	11. SLIS
12. Permit to Transfer – upon acceptance	12. Student's Home Unit
13. College Clearance – upon acceptance	13. Student's Home Unit
14. Medical Certificate - original and photocopy	14. 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 100.00	5 Days	Office of the College Secretary Staff-In-Charge
2. Takes UHS Medical Tests	2. Awaits results from UHS	None	5 Days	UHS
3. Attends essay and interview	3. Processes evaluation; Releases results	None	10 Days	Faculty and Office of the College Secretary Staff-In-Charge
TOTAL:		PHP 100.00 per application if not covered by RA	20 Days	

17. Processing: College Clearance

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 transferring or shifting out			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Admission (NOA) Form from accepting unit 2. College Clearance Form		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	Office of the College Secretary Staff-In-Charge
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		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	Office of the College Secretary or Office Staff-In-Charge
	2. Issues Permit with action	None	1 Days	
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	Student's Accepting Unit Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Notice of Admission	1. Evaluates request	None	2 Days	Office of the College Secretary or Office Staff-In-Charge
2. Presents duly processed College Clearance				
	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		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	Office of the College Secretary or Office Staff-In-Charge
	2. Issues Permit with action	None	1 Days	
TOTAL:		Non	2 Days	

**21. Processing:
Readmission from Absence Without Leave (AWOL)**

Office or Division:	School of Library and Information Studies
Classification:	HT
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		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	1. Evaluates student standing	None	10 Days	1. Office of the College Secretary or Office of Graduate Studies Staff-In-Charge



2. Processes for University Health Service Medical Certificate 3. Seeks Office of Counseling and Guidance Approval				2. University Health Service Staff-In-Charge 3. Office of Counseling and Guidance Staff-In-Charge
	2.	None	10 Days	
TOTAL:		None	2 Days	



Science and Technology Cluster School of Statistics (SS)

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	Receive the accomplished form	None	1 Day	<i>University Research Associate II</i> Office of the Director for Extension Services
2. Submit the research proposal	Set an initial meeting between the client and the consultant	None	5 Days	<i>University Research Associate II</i> Office of the Director for Extension Services
3. Meet with person in-charge	1. Meet with client	None	1 Hour	<i>University Research Associate II</i> Office of the Director for Extension Services <i>Faculty Member</i>
	2. Proceed with analyses/re required processing	Depends* *based on complexity of analyses <i>sometime s School provides free service</i>	5 Days	<i>Faculty Member</i>
4. Meet with person in-charge	Meet with client	None	3 Hours	<i>Faculty Member</i>
Total		None	11 Days, 4 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	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	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	Meet with client	None	1 Hour	<i>University Research Associate II</i> Office of the Director for Extension Services <i>Faculty Member</i>
	3. Proceed with analyses/required processing	None	5 Days	<i>Faculty Member</i>
4. Meet with person in-charge	4. Meet with client	None	3 Hours	<i>Faculty Member</i>
Total		None	9 Days, 4 Hours	



Social Sciences and Law Cluster Asian Center (AC)

External Service

1. Application for Asian Center M.A. Programs

Process of application for Master program

Office or Division:	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



1.1.1	Online application form	Requesting party			
1.1.2	Two 2 passport-sized photos				
1.1.3	Research Plan				
1.1.4	Certificate of Transfer Credentials for Non-UP Diliman applicants				
1.1.5	Formal letter of application addressed to the dean of the Asian Center. Please indicate full name.	Asian Center Website			
1.1.6	Curriculum vitae and duly accomplished Personal Data Form see application forms tab				
1.1.7	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				
1.1.8	Original AND photocopy of transcript of records of undergraduate degree.*	Office of the Registrar of Applicant's School of Origin			
1.1.9	Original AND photocopy of NSO Birth Certificate	Philippine Statistics Authority			
1.1.10	NSO Marriage Certificate for married female applicants*				
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	PHP 100.00	3 Days	SRE/Admin. Asst.
2. Take aptitude and application exam to be scheduled		2. Check papers and notify applicant of results	PHP. 150.00	14 Days	OCG – AC OCS
3. Proceed for interview to be scheduled if client passes exam		3. Assess applicant's performance and notify applicant	None	14 Days	AC Admission Committee
4. Process documents and follow admissions procedures at Office of the University Registrar		4. OCS to provide guidance and endorse applicant to OUR	None	14 Days	OCS Personnel; OUR



TOTAL:	PHP 250.00	46 Days	
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2. Reservation of Facilities

Processing of requests for rental and reservation of available facilities in the Asian Center

Office or Division:	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		
Reservation Form		Room 105, UP Asian Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Determine availability of desired date by calling 8 981 8500 local 3580; walking in to Room 105, emailing acrentals@up.edu.ph , or filling out online inquiry Form bit.ly/isitavailable	1. Inform client of availability or otherwise	None	1 Day	Rentals personnel
2. Read terms and conditions and discuss logistical arrangements and nature of event with Asian Center rental personnel may include ocular to be scheduled with rentals personnel	2. Determine nature of event and come to an agreement with client	None	1 Day	Rentals personnel
3. Fill out reservation form at Room 105 or download at Asian Center website and send to acrentals@up.edu.ph or drop it off in Room 105, UP Asian Center.	3. Seek approval of Assistant to the Dean for Administration and Public Affairs	None	3 Days	Assistant to the Dean for Administration and Public Affairs
	4. Calculate full cost of rental	None	1 Day	AC Admission Committee



4. Get payment slip at Room 105	and indicate so in the payment			
5. Pay reservation fee of PHP 3,000.00 and/or full amount at UP Cashier two weeks before the event	5. Give directions	Please refer to Table of Rates below	10 Minutes	Rentals personnel
6. Send copy of Official Receipt to Room 205 or to acrentals@up.edu.ph and coordinate with Rentals Office regarding events.	6. Coordinate with client	None	1 Day	Rentals personnel
TOTAL:		NONE	8 Days	

Table of Rates (Asian Center)	
Auditorium*	First three (3) hours - PHP 27,500.00 Succeeding Hours or a fraction thereof - PHP 5,300.00; Set-up/egress charge - PHP 1,500.00 per hour without air-condition
Seminar Room*	First three (3) hours - PHP 6,000.00 Succeeding hour and a fraction thereof - PHP 1,200 per hour
<i>*All facilities have a PhP 3,000 reservation fee</i>	

3. Purchase of Asian Center Publications

Processing of purchase of books and journal issues

Office or Division:	Asian Center, Publications Office
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



None		Room 205, Asian Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7.1.1.10.1.1.1 etermine availability of chosen publication by phone or email	1. Inform client of availability	None	1 Day	Publications Staff
7.1.1.10.1.1.2 f print-on-demand, go to Room 205 for payment for journal + shipping fee, if applicable/preferre	2. Receive payment	None	1 Day	Publications Staff
3. Claim issue once availability is confirmed. If print-on-demand, please wait for delivery or please pick up the issue once available.	3. Prepare issue for pick-up and notify client once available	Varies	7 Days for print on-demand	Publications Staff
TOTAL:		None		

4. Application for Tri-College PhD Philippine Studies Program

Application process for the Asian Center's graduate programs

Office or Division:	Tri-College PhD Philippine Studies Program
Classification:	Highly Technical
Type of Transaction:	Government to Citizen



Who may avail:	Anyone	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Accomplished online application form Duly accomplished Recommendation Form from two (2) former professors (if non-working); and from two (2) former professors and one (1) employer (if working), to be submitted in sealed envelopes signed across the flap by the referee (see application forms tab) Research Plan	Asian Center website	
Formal letter of application addressed to the dean of the Asian Center.	Requesting party	
Original AND photocopy of transcript of records of undergraduate degree.* Certificate of Transfer Credentials (for Non-UP Diliman applicants)	Office of the Registrar of requesting party's school of origin	
Two (2) passport-sized photos	Photo service	
Original AND photocopy of NSO Birth Certificate* NSO Marriage Certificate (for married female applicants)*	PSA and/or NSO	
Application fee of PHP 100 for Filipino students and US\$25 for foreign applicants, to be paid at the UP Cashier Receipt for aptitude examination fee of PHP 150 to be paid at the UP Cashier (OCG Trust Acct. No. 9773900-499-450)	UP Diliman Cashier's Office	
Interview by the Asian Center Admissions Committee (for those who pass the aptitude examinations) Two (2) essays (to be written in-house at the UP Asian Center), one autobiographical and one on substantive issues Aptitude examination (to be	Asian Center	



scheduled and announced after the application period)				
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	PHP 100.00 Application Fee or US\$25 for foreign applicants	3 Days	<i>Tri-College Secretariat Staff</i>
2. Wait for schedule of qualifying exam if client is not a graduate of a Philippine Studies program and interview	2. Notify client of results	None	14 Days	<i>Tri-College Secretariat Staff</i>
3. Take qualifying exam and/or defense of proposal	3. Discuss exam and interview and notify client	None	14 Days	<i>Tri-College Secretariat Staff</i>
4. Follow university admissions procedures	4. Provide guidance	None	14 Days	<i>Tri-College Secretariat Staff</i>
TOTAL:		None	45 Days	



Social Sciences and Law Cluster College of Education (CED)

External Service

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		
Letter of Request		Building, Property and Supplies Office, College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of the requesting party addressed to the College Secretary	1. Approve/ Disapprove	None	4 Hours	<i>College Secretary</i>
2. If approved, fill-up reservation form If disapproved, requesting party will be notified through text of call	2. For assessment of fees	None	15 Minutes	<i>BPSO staff</i>
3. Payment to the UP Cashiers office	3. Receive Payment and Issue Official Receipt	Benitez Theatre per Day <i>UP Activity -</i> PHP 8,000.00 <i>Non-UP Activity -</i> PHP 12,000.00 Faculty Lounge & Big Rooms - PHP 1,000.00 /Hour		<i>Cashier</i> UPD Cash Office
TOTAL:		Depends on what venue the requesting party is renting	3 Days	

2. 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
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 2. Timeline of activities		Requesting party		
3. Duly signed approval sheet of the outline 4. Certificate of GWA 5. Current Form 5		Office of the College Secretary, College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the Scholarships Committee endorsed by the adviser	1. For endorsement of Research Adviser	None	1 Day	<i>Research Adviser</i>
2. Student writes timeline of activities and have it endorsed by adviser	2. For endorsement of Research Adviser	None	1 Day	<i>Research Adviser</i>
3. Student requests for certificate of GWA	3.OSEC prepares certificate	PHP 20.00 per copy	2 Days	<i>OSEC Staff</i>
4. Student requests copy of Approved Outline from OSEC	4. OSEC provides copy of form to student	None	1 Day	<i>OSEC Staff</i>
5. Student submits his/her application with the required documents including current Form 5	5.For approval of committee	None	1 Day	<i>Scholarships Committee</i>
6. Scholarship Committee deliberates and approves applications received for the scholarship	6. For committee approval	None	1 Day	<i>Scholarships Committee</i>
7. OSEC staff prepares agreement/contract	7.OSEC Staff prepares agreement/contract	None	2 Days	<i>OSEC Staff</i>



8. OSEC Staff emails/contacts the student regarding the decision of the committee	8. OSEC Staff emails applicants	None	2 Days	OSEC Staff
9. Student signs the agreement/contract and is provided a copy of policies for the Thesis and Dissertation Grant	9. Provide the student with the agreement/Contract	None	1 Day	OSEC Staff
10. OSEC Staff prepares voucher for the grant	10.OSEC Staff prepares voucher	None	1 Day	OSEC Staff
TOTAL:		PHP 20.00 per copy of certificate	7 Days	

3. Enlistment in EDUC 300, EDUC 400 and Residency

Student enrolls to start/continue/finish theses or dissertation

Office or Division:	College of Education, Office of the College Secretary			
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 2. Form 5 for Change/Add Mat 3. Program of Study		Office of the College Secretary, College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student goes to OSEC to enlist in EDUC 300, EDUC 400 and Residency	1. OSEC receives Form 5 or Form 5a and Program of Study	None	30 Minutes	Receiving Personnel
2. SRE evaluates program of study to	2. SRE evaluates	None	1 Hour	Student Records Evaluator



check whether the student has an academic deficiency	program of study			
3. Student with deficiencies must settle their deficiencies before they will be enlisted or write a promissory letter indicating when they will settle their deficiencies	3. Student settles deficiencies or writes a promissory letter	None	1 Day	<i>Student Records Evaluator</i>
4. SRE enlists qualified student in EDUC 300, EDUC 400 or Residency	4. SRE enlists student	None	30 Minutes	<i>Student Records Evaluator</i>
TOTAL:		NONE	1 Day, 2 Hours	

4. Application for 4th MRR Extension

To process the application of Waiver of the Maximum Residency Rule of the University

Office or Division:	College of Education, Office of the College Secretary		
Classification:	Highly Technical		
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 Coordinator endorsed by adviser and Division Chair		Requesting party	
2. True Copy of Grades 3. Timetable 4. Program of Study 5. Copy of previous approved extension appeal 6. Justification of Adviser		Office of the College Secretary, College of Education	



7. Approved Outline or Research Proposal				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the Coordinator of the Graduate Program Committee for MRR appeal	1.For endorsement of Adviser and Division Chair	None	1 Day	<i>Adviser and Division Chair</i>
2. Student requests for copy of True Copy of Grades	2.OSEC prepares TCG	PHP.20.00 per copy	3 Days	<i>Office of the College Secretary</i>
3. Student prepares timetable for the duration of MRR appeal he/she is requesting	3.For endorsement of Adviser	None	1 Day	Adviser
4. Student accomplishes/updates Program of Study Curriculum Checklist	4. For signature of Adviser and Division Chair	None	1 Day	<i>Adviser and Division Chair</i>
5. Student submits all the required documents to the Office of the College Secretary including justification from the Research Adviser and approved outline or research proposal	5.For Approval of the Graduate Program Committee	None	1 Day	<i>Graduate Program Committee</i>
6. SRE evaluates MRR application	6.SRE Evaluation	None	7 Days	Student Records Evaluator
7. Graduate Program committee deliberates on the MRR applications for approval or disapproval	7.Graduate Program Committee deliberates	None	1 Day	Graduate Program Committee Members
8. Receive email regarding the action of the MRR	8. OSEC Staff emails student regarding the approval of	None	7 Days	OSEC Staff



	MRR evaluation			
TOTAL:		PHP 20.00 per copy of TCG	22 Days	

5. Application for 5th MRR Application

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:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All College of Education Graduate Program Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter addressed to the Coordinator of the Graduate Program Coordinator endorsed by adviser and Division Chair	Requesting party
2. True Copy of Grades, 3. Timetable 4. Program of Study 5. Copy of previous approved extension appeal 6. Justification of Adviser *Student should be at the writing stage or has at the minimum the Research Data needed to write their dissertation/thesis	Office of the College Secretary, College of Education

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Student writes a letter addressed to the Coordinator of the Graduate Program Committee for MRR appeal	1.For endorsement of Adviser and Division Chair	None	1 Day	<i>Adviser and Division Chair</i>
2.Student requests for copy of True Copy of Grades	2.OSEC prepares TCG	PHP.20.00 per copy	3 Days	<i>Office of the College Secretary</i>



3. Student prepares timetable for the duration of MRR appeal he/she is requesting	3.For endorsement of Adviser	None	1 Day	<i>Adviser</i>
4.Student accomplishes/updates Program of Study Curriculum Checklist	4.For signature of Adviser and Division Chair	None	1 Day	<i>Adviser and Division Chair</i>
5.Student submits all the required documents to the Office of the College Secretary including justification from the Research Adviser and approved outline or research proposal	5.For Approval of the Graduate Program Committee	None	1 Day	<i>Graduate Program Committee</i>
6. SRE evaluates MRR application	6.SRE Evaluation	None	7 Days	<i>Student Records Evaluator</i>
7. Graduate Program committee deliberates on the MRR applications for approval or disapproval	7.Graduate Program Committee deliberates	None	1 Day	<i>Graduate Program Committee Members</i>
8.OSEC Staff emails student regarding the approval of MRR evaluation	8.OSEC Staff	None	7 Days	<i>OSEC Staff</i>
TOTAL:		PHP 20.00 per copy of TCG	22 Days	

6. Application for Waiver of MRR Undergraduate Program - Extension of Residence beyond Maximum Residency Requirement MRR

To process Waiver of Maximum Residence Requirement (MRR) beyond the prescribed / normal length of residence in the program

Office or Division:	Office of the College Secretary, College of Education
Classification:	Highly Technical
Type of Transaction:	Government to Citizen



Who may avail:	All College of Education Undergraduate 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 3. Timetable 4. Curriculum Checklist 5. Other attachments as proof / support to the letter of request		Office of the College Secretary, College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the College Secretary for MRR appeal	1. For endorsement of Adviser and Division Chair	None	1 Day	<i>Adviser and Division Chair</i>
1.1 Student requests for copy of True Copy of Grades	1.1 OSEC prepares TCG	PhP20.00 per copy	3 Days	Office of the <i>College Secretary staff / SRE</i>
1.2 Student prepares timetable for the duration of MRR appeal he/she is requesting	1.2 For endorsement of Adviser	None	1 Day	<i>Adviser</i>
1.3 Student accomplishes/updates Curriculum Checklist	1.3 For signature of Adviser and Division Chair	None	1 Day	<i>Adviser and Division Chair</i>
2. Student submits all the required documents to the Office of the College Secretary	2. For Approval of the College Secretary	None	1 Day	<i>College Secretary</i>
3. SRE evaluates MRR application	3. For evaluation of SRE	None	7 Days	<i>Student Records Evaluator / OCS staff</i>
4. College Secretary checks evaluation of SRE and approves MRR application	4. For approval of the Undergradua	None	3 Days	<i>College Secretary</i>



	te Student Admission, Progress and Welfare Committee			
5. OSEC Staff emails student regarding the approval of MRR evaluation	5.For e-mail of OSEC staff	None	10 Minutes	<i>OCS Staff</i>
6. AWOL Students for more than one 1 term, secure a Medical Certificate from the University Health Service	6. For medical assessment of UHS	None	Pause clock	<i>UHS staff</i>
7. Fill-up Readmission Form: - attach letter of appeal for readmission through channels to the Dean of the College stating the reason - Attach supporting documents e.g. certificate of employment, medical certificate, etc.. - Release copy of approved appeal to student - Lift/untagged ineligibility in CRS	7. For accomplishment of the student	None	5 Minutes	<i>OCS Staff</i>
8. Secure Signature / Endorsement from the Office of Counselling and Guidance, Adviser, Department Chair, College Secretary, Dean please refer to steps	8. For accomplishment of the student	None	1 Day	<i>Student</i>



indicated in Re-admission Form. If disapproved Student file for Honorable Dismissal				
9. Submit endorsed /approve Re-admission Form with attachment and claim College Admission Slip CAS / copy of approved appeal.	For submission at OCS	None	5 Minutes	<i>OCS staff / SRE</i>
10. Prepare College Admission Slip CAS and Secure signature of the College Secretary.	For accomplishment of OCS staff / SRE	None	5 Minutes	<i>OCS staff / SRE</i>
11. For Readmission from AWOL Student - Pay AWOL fee after claiming College Admission Slip CAS from OCS.	For payment of student	PHP 225.00	30 Minutes	<i>Cashier's office staff</i>
12. Submit CAS to OUR	For submission at OUR	None	Pause clock	<i>OUR staff</i>
13. Submit UAS to OCS - Receives UAS -Submit report of approved Readmission from AWOL to OUR.	For submission to OCS	None	5 Minutes	<i>OCS staff / SRE</i>
TOTAL:		PHP 20.00 per copy of TCG PHP 225.00 for AWOL fee	18 Days, 1 Hour	



Social Sciences and Law Cluster Institute of Islamic Studies (IIS)

External Service

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	1. Accept the Duly Accomplished Form	None	30 Minutes	<i>Student Records Evaluator</i> OCS
2. Pay the required fee at IIS Library	2. Accepts payment and issues official receipt	PHP 50.00	30 Minutes	<i>Designated Collecting Officer</i> IIS Library
3. Submit Copy of OR to OCS	3. Schedule date of Proficiency Exam	None	30 Minutes	<i>Student Records Evaluator</i> OCS
TOTAL:		PHP 50.00	1 Hour, 30 Minutes	

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			
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the required request form	1.Receive proof of payment	None	10 Minutes	<i>Receiving Personnel</i> RPED
2. Submit the documents to be translated for assessment	2.Receive copy of documents to be translated	None	10 Minutes	<i>Receiving Personnel</i> RPED



3. Pay the required fee at IIS Library	3. Issue claim stub	PHP 500.00 per page	10 Minutes	Receiving Personnel RPED
4. Client receives translated documents	4. Releasing personnel receives and verifies claim stub to return translated documents *Duration of translation process vary depending on the volume of materials to be translated	None	10 Minutes	Releasing Personnel RPED
TOTAL:		None	7 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			
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the required request form	1. Receive proof of payment	None	10 Minutes	Receiving Personnel RPED
2. Submit the documents to be translated for assessment	2. Receive documents to be translated	PHP 500.00 per page	10 Minutes	Receiving Personnel RPED
3. Pay the required fee at IIS Library	3. Issue claim stub	None	10 Minutes	Receiving Personnel RPED



4. Client receives translated documents	4. Releasing personnel receives and verifies claim stub to return translated documents *Duration of translation process vary depending on the volume of materials to be translated	None	10 Minutes	<i>Releasing Personnel</i> RPED
TOTAL:		PHP 500.00 per page	40 inutes	

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:	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 addressed to the Dean		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Receive letter of request	None	10 Minutes	<i>RPED Personnel</i>
2. Follow up status of request	2. Assign Person In-charge	Honorarium	3 Days	<i>RPED Personnel</i>
TOTAL:		NONE	3 Days and 10 Minutes	

5. Islamic Lectures, Forum, Workshop, Training and Seminars

Service to Facilitate

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		
1. 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	1. Receive letter of request	None	10 Minutes	<i>RPED Personnel</i>
2. Follow up status of request	2. Assign Person In-charge	Honorarium	20 Days	<i>RPED Personnel</i>
TOTAL:		None	20 Days	

6. Islamic Consultancy

Processing of request for Islamic consultancy

Office or Division:	Institute of Islamic Studies, Research Publication and Extension Division			
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	1. Receive letter of request	None	10 Minutes	<i>Receiving Personnel Office of the Dean</i>
2. Follow up status of request	2. Assign Person In-charge to handle request	Honorarium as agreed	20 Days	<i>Receiving Personnel Office of the Dean</i>



TOTAL:	Honorarium as agreed by both parties	20 Days and 10 Minutes	
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Social Sciences and Law Cluster College of Law (CL)

External Service

1. Conduct of Bar Review

Administering of review to prepare law graduates for the Bar Examination

Office or Division:	College of Law, Training and Convention Division
Classification:	Highly Technical
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		College of Law, Training and Convention Division		
2. 2 pcs. 1.5" x 1.5" ID pictures		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES 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	None	5 Minutes	<i>Receiving Personnel</i> Training and Convention Division
2. Each applicant submits all requirements and pay the review/ registration fee	2.1. Receiving Personnel accepts the completed application form with attached requirements and corresponding fee. 2.2. ID and initial materials are given to applicant, i.e.,: Bar planner and Program 2.3. Receiving Personnel encodes registration details	PHP. 15,000.00	10 Minutes	<i>Receiving Personnel</i> Training and Convention Division
TOTAL:		PHP 15,000.00		



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2. Legal Opinion / Comments on Pending Legislations/Executive Issuances

To provide legal opinion on matters pertaining to current laws

Office or Division:	College of Law, Institute of Government and Law Reform			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits Letter of Request	Accept the Request	None	5 Days	Receiving Personnel Institute of Government and Law Reform
	Provide the Legal Opinion / Comments on Pending Legislations Executive Issuances	None	21 Days	Experts/Lawyers
TOTAL:		NONE	26 Days	

3. Codification and Revision

To amend and update existing laws

Office or Division:	College of Law, Institute of Government and Law Reform
Classification:	Highly Technical
Type of Transaction:	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		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request	1.1. Accept the request 1.2. Provide the Codification and Revision	Depending upon the MOA	26 Days	Lawyer
TOTAL:		Depending on the MOA	26 Days	

4. Registration to Mandatory Continuing Legal Education (MCLE) Program

Compliance activity for lawyers to take 36 units within 3 years.

Office or Division:	College of Law, Institute for the Administration of Justice (IAJ)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Lawyers			
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. Interested MCLE Participants submit accomplished registration form	1. Receiving Personnel accepts accomplished registration form	None	15 Minutes	<i>Receiving Personnel</i> Institute for the Administration of Justice (IAJ)
2. Applicant proceeds to the UP Law Complex Cash and Disbursing Section (UPLC CDS) 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)
3. After completing the MCLE,	3. Receiving Personnel	None	10 Minutes	<i>Receiving Personnel</i>



participant submits the Attendance Form and Evaluation Sheet to the MCLEO	accepts Attendance Form and Evaluation Sheet			Institute for the Administration of Justice (IAJ)
4. Participant receives MCLE Compliance Certificates	4. Releasing Personnel issues the MCLE Compliance Certificates	None	10 Minutes	
TOTAL:		PHP. 8,400.00	45 Minutes	

3. Application for UP Law Aptitude Examination (LAE)

Processing of UP LAE Application

Office or Division:	College of Law, Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP 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. Create online application for UPLAE and Upload required documents	1.1. Check application of Applicants for completeness and accuracy	None	3 Days	<i>Receiving Personnel</i> Office of the College Secretary
	1.2. Validate application if application is complete and accurate			<i>Student Records Evaluator</i> Office of the College Secretary
	1.2.1.If			



	application is incomplete or inaccurate, notify applicant to update his/her application			
2. If application is incomplete, Client must re-upload or update the information in his/her application. 2.1.If application is complete and accurate, proceed to next step	2. Validate application after complying with the comments on the validation	None	1 Day	Receiving Personnel Office of the College Secretary Student Records Evaluator 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 in their UPLAE Account	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	Receiving Personnel Office of the College Secretary Student Records Evaluator 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	

4. Providing Legal Assistance/Representation to Indigent Clients

Mandated service by Rule 138-A of the Rules of Court

Office or Division:	College of Law, Office of Legal Aid
Classification:	Highly Technical



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. Applicants will be interviewed by Law Interns to determine the cause of action if there is	1.1. Law Interns interviews applicants 1.2. Submission of Preliminary Interview Forms (PIFs)	None	1 Day	<i>Law Interns</i>
2. Accepting indigent or disadvantaged applicant for a case	2.The Supervising Lawyer shall recommend for acceptance or denying the application	None	3 Days	<i>Supervising Lawyer or OLA Director</i>
3. Accepted Clients	3. OLA will assists the client/s to file the case with the necessary courts or agencies related to the case	The fees will depend on the nature of the case	Pause clock	<i>Law intern Supervising Lawyer OLA Director</i>
TOTAL:		The fees will depend on the nature of the case	4 Days	

5. Tender Legal Services

To provide legal services to paying clients.

Office or Division:	College of Law, Law Internship Center
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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. Law Intern Interviews client until acceptance of the case	As stated in the contract with the client	2 Hours	<i>Law Intern</i> <i>LIC Head</i>
2. Payment of applicable fees	2. Acceptance of payment with issuance of official receipt	Defined in contract	5 Minutes	<i>Receiving Personnel</i> UP Law Complex Cash and Disbursing Section (UPLC CDS)
TOTAL:		As defined in contract	2 Hours and 5 Minutes	

6. Rendering of Legal Opinion

To provide legal opinion on matters pertaining to current laws.

Office or Division:	College of Law, Institute of Human Rights			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	All Government Agencies, Civil Society Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter for legal opinion	1. Receiving Personnel accepts letter and forwards it to the Director 1.1. Office prepares reply	None	7 Days	<i>Receiving Personnel</i> Institute of Human Rights or <i>Lawyer</i> <i>Director</i>



2. If accepted, submit pertinent documents and information	2. Prepare the legal opinion	None	Subject to agreement; depends on the urgency of the request and/or quantity of research needed	<i>Receiving Personnel</i> Institute of Human Rights or <i>Lawyer</i>
TOTAL:		NONE	Subject to agreement	

7. Receiving of Rules and Regulations filed by Different Government Agencies

Service mandated by Administrative Code of 1987

Office or Division:	College of Law, Office of National Administrative Register			
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		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 three (3) certified copies	PHP 20.00 per rule	10 Minutes	<i>Receiving Personnel</i> ONAR
2. If requirements are approved, client proceeds to UP Law Complex Cash and Disbursing Section (UPLC CDS) for payment of fees	2. Receiving Personnel directs client to the UPLC CDS for payment of fees	PHP 20.00/per rule		<i>Receiving Personnel</i> ONAR



3. Client receives Certificate/s of Registration	3. Releasing Personnel issues Certificate of Registration	None		Receiving Personnel UPLC CDS
TOTAL:		PHP 20.00 per rule	10 Minutes	

8. Issuance of Certification of Filing or Non-Filing of Rules and Regulations

To determine if a government office has filed their rules and regulations with ONAR

Office or Division:	College of Law, Office of National Administrative Register			
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		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	1. Receive Letter Request/Request Form	None	5 Minutes	ONAR Staff - Administrative Aide VI ONAR
	1.1 Verify the filing or non-filing of the rules and regulations at the Records System logbook, digital index, and hard copy files	None	Upon receipt of request	ONAR Staff – University Research Associate ONAR
	1.2 Issue Certification	PHP.100.00 per rule per certification	1 Day	ONAR staff – University Research Associate



				ONAR
	TOTAL:	PHP 100.00 per rule per certification	2 Days	

9. 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:	College of Law, Office of National Administrative Register			
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		ONAR		
3. Requested copy of rules		Collecting and Disbursing Section		
4. Order Payment Slip				
5. Certification of Filing/Non-Filing				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request form for Certified Copy/ies of Rules and Regulations filed with ONAR	Receive Letter Request/Request Form	None	2 Minutes	ONAR Staff - Administrative Aide VI ONAR
	Verify the filing or non-filing of the rules and regulations at the Records System logbook, digital index, and hard copy files	None	10 Minutes	ONAR Staff – University Research Associate ONAR
	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	



10. Request for Publication

To publish research work of faculty and REPS

Office or Division:	College of Law, Information and Publication Division			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	All Law Complex Offices and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Request Form/email/phone call		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Job request form /email/phone call	1. Receive Job Request Form	None	2 Minutes	<i>Information Officer</i>
	1.1 Verify the information to be posted	None	10 Minutes	<i>Information Officer</i>
	1.2 Secure approval of information to be posted	None	1 Hour	<i>IPD Head</i>
	1.3 Post the information upon approval	None	2 Minutes	<i>Information Officer</i>
	TOTAL:	NONE	1 Hour, 14 Minutes	

11. Processing of Certification for Bar Applications

To seek approval from the Dean for the issuance of a 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		None	1 Day	<i>Office of the Dean staff</i>



of the Dean for the Dean's approval.	1. Check completeness of document.			
	1.1 College Secretary to confirm status of student. The College Secretary will put her initials on the certificate, if student record is clear.	None	2 Days	<i>College Secretary</i>
	1.2 Sends the certificate to the Dean for approval and signature.	None	1 Day	<i>Office of the Dean staff</i>
	1.3 Dean checks the certificate and signs when approved.	None	2 Days	<i>Dean</i>
2. Receive the certificate for the Bar application	2. Once approved, release to the certificate to the student.	None	1 Day	Office of the Dean staff
TOTAL:		None	7 Days	

12. Request for Conduct of Trainings

To update skills and knowledge on human rights issues.

Office or Division:	College of Law, Institute of Human Rights
Classification:	Highly Technical



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. Request Letter		Requesting Party		
2. Pertinent documents from partner organization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to co-organize fora or symposia	1. Send letter reply	None	7 days	<i>Institute Director/Lawyer REPS</i>
2. If accepted, submit pertinent documents and information	2. If accepted, conduct planning meetings Preparation of MOA with attendance documents	Subject to agreement	30 days	<i>Institute Director/Lawyer REPS</i>
TOTAL:		Subject to agreement	Subject to agreement	



Social Sciences and Law Cluster College of Law (CL)

Internal Service

1. Receiving of Rules and Regulations filed by Different Government Agencies

Service mandated by Administrative Code of 1987

Office or Division:	College of Law, Office of National Administrative Register	
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 copy) 2. Order Payment Slip 3. Certificate of Registration	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 three (3) certified copies	PHP 20.00 per rule	10 Minutes	Receiving Personnel ONAR
2. If requirements are approved, client proceeds to UP Law Complex Cash and Disbursing Section (UPLC CDS) for payment of fees	2. Receiving Personnel directs client to the UPLC CDS for payment of fees	PHP 20.00/per rule		Receiving Personnel ONAR
3. Client receives Certificate/s of Registration	3. Releasing Personnel issues Certificate of Registration	None		Receiving Personnel UPLC CDS
TOTAL:		PHP 20.00 per rule	10 Minutes	

2. Issuance of Certification of Filing or Non-Filing of Rules and Regulations

To determine if a government office has filed their rules and regulations with ONAR

Office or Division:	College of Law, Office of National Administrative Register	
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		ONAR



5. Certification of Filing/Non-Filing				
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	1. Receive Letter Request/Request Form	None	5 Minutes	ONAR Staff - Administrative Aide VI
	1.1 Verify the filing or non-filing of the rules and regulations at the Records System logbook, digital index, and hard copy files		Upon receipt of request	ONAR Staff – University Research Associate
	1.2 Issue Certification	PHP 100.00 per rule per certification	1 Day	ONAR staff – University Research Associate
TOTAL:		PHP 100.00 per rule per certification	2 Days	

3. Request for Publication

To publish research work of faculty and REPS

Office or Division:	College of Law, Information and Publication Division			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	All Law Complex Offices and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Request Form/email/phone call		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Job request form	1. Receive Job Request Form	None	2 Minutes	Information Officer



/email/phone call				
	1.1 Verify the information to be posted	None	10 Minutes	<i>Information Officer</i>
	1.2 Secure approval of information to be posted	None	1 Hour	<i>IPD Head</i>
	1.3 Post the information upon approval	None	2 Minutes	<i>Information Officer</i>
	TOTAL:	None	1 Hour, 14 Minutes	



Social Sciences and Law Cluster College of Social Sciences and Philosophy (CSSP)

External Service

1. 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	
Letter of Request addressed to the Department Chair. To fill out request form	Department of Anthropology Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter addressed to the Chair./Student fills out request form and submits to the Museum Researcher to	1. For initial of Museum Researcher on 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. For Chair's approval	None	1 Day	<i>Receiving Personnel</i> Department of Anthropology
TOTAL:		None	2 Days	

2. 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:	Faculty, researchers, administrative personnel of the University, government offices and non-government organizations who are interested in knowing how GIS could be applied in their respective field of research			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Honorarium for facilitators and fee for venue, equipment and other workshop materials 2. 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	1.For endorsement by the Department Chair to the Training Committee	None	1 Day	<i>Client</i> <i>Government and NGOs</i>
2. Preparation and presentation of the	2.For approval of	None	5 Days	<i>Training Committee</i>



course outline of the workshop	the Chairperson			
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 and the Training Committee</i>
TOTAL:		Fees and charges depend on the number of participants and the equipment to be used	30 ays	

3. 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:	Complex		
Type of Transaction:	Government to Government, Government to Citizen, Government to Business		
Who may avail:	Teachers in the primary and secondary education		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Honorarium for facilitators and fee for venue, equipment and other workshop materials		Requesting party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up online/printed registration form and send to the Department via e-mail/snail mail	1.For endorsement by the Department Chair to Training Committee	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	3 Days	<i>Receiving Personnel</i> Department of Geography
TOTAL:		Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	3 Days	

4. 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:	Complex
Type of Transaction:	Government to Government, Government to Citizen, Government to Business
Who may avail:	Government offices and non-government organizations who are interested on the use of P3DM
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration form	Online forms provided in promotional materials



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up online/printed registration form and send to the Department via e-mail/snail mail	2. For endorsement by the Department Chair to Training Committee	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	3 Days	<i>Receiving Personnel</i> Department of Geography
TOTAL:		Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	3 Days	

5. 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:	Complex
Type of Transaction:	Government to Government/ Government to Citizen/ Government to Business
Who may avail:	Government offices and non-government organizations who are interested on the use of P3DM in their respective fields of research and practice
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Registration form	Online forms provided in promotional materials



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up online/printed registration form and send to the Department via e-mail/snail mail	1.For endorsement by the Department Chair to Training Committee	Depends on the number of participants, number of facilitators and their honorarium, rented venues and handout materials for the conduct of the workshop	3 Days	<i>Receiving Personnel</i> Department of Geography
TOTAL:		NONE	3 Days	

6. 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 thru 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 thru channels	1.Recommending approval	None	1 Day	<i>Receiving Personnel</i> Department of History <i>Department Chairperson</i>
TOTAL:		NONE	1 Day	



7. 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:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Open to teachers, history enthusiasts and social science practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished registration form		Online forms		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to attend/participate in the National Training Seminar for Teachers of Philippine History PROFESS	2. Approval	None	7 Days	<i>Receiving Personnel</i> Department of History
TOTAL:		NONE	7 Days	

8. 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:	Open to history scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished registration form		Online forms provided in promotional materials		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Request to attend /participate in the Philippine-Spanish Friendship Day Conference	Approval	None	7 Days	Receiving Personnel Department of History
TOTAL:		NONE	7 Days	

9. Administer Language Proficiency Exam

Processing request to administer Language Proficiency Examination

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics			
Classification:	Complex			
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 of Office of the Dean		
3. Attachment for 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 Proficiency Exam or submits a letter of endorsement from his/her department or college to take the Language Proficiency Exam.	1.1. Receive letter of request 1.2. Forwards request for approval. 1.3. Prepares and schedule exam.	None	10 Minutes	Receiving Personnel Department of Linguistics
2. Student takes the exam for no more than 3 Hours.	Conducts the exam and checks it afterwards.	None	1 Day	Receiving Personnel Department of Linguistics
3. The results of the exam are sent out to the requesting student's	Certification of the Language Proficiency Exam is	None	1 Days	Receiving Personnel Department of Linguistics



department or college.	issued and sent to the requesting unit's office.			
TOTAL:		NONE	2 Days and 10 Minutes	

10. 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:	Highly Technical			
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. Request for documents to be translated at the department's office 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	7 Days	<i>Receiving Personnel</i> Department of Linguistics <i>Faculty</i> Department of Linguistics
TOTAL:		NONE	7 Days	

11. Conduct seminar and training workshops

Processing of request to conduct seminar and training workshops

Office or Division:	College of Social Sciences and Philosophy, Department of Linguistics		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	All interested professional participants from within or outside university.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Filling out of Registration form online		Online registration form from promotional materials	



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 *Participants may also open their ExCRS account to register.	1. Provides form sheet for participants or logs into the ExCRS account creation page.	None	10 Minutes	<i>Receiving Personnel</i> Department of Linguistics
2. Secure payment at the CSSP Collecting Officer or pay through Bank Deposit	2. Issuance of receipt.	PHP 3,500.00	1 Hour	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
3. Email copy of receipt or deposit slip of registration	Confirm/acknowledge payment	None	5 Minutes	<i>Receiving Personnel</i> Department of Linguistics
TOTAL:		PHP 3,500.00	1 Hour, 15 Minutes	

12. 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:	Highly Technical			
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 2. Online reservation of slot		Department of Linguistics		
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	1. Direct student to the ExCRS website registration and then	None	10 Minutes	<i>Receiving Personnel</i> Department of Linguistics



*Enrollee should bring at least one government-issued ID	checks ID and information entered on the website.			
2. Online reservation for a slot in the language class through the ExCRS website http://uplinguistics.com . <ul style="list-style-type: none"> The reservation is effective for two business Days and should be paid within the given period. 	2.Monitors reservation and administers ExCRS website operations.	None	5 Minutes *2 Days reserved slot validity	<i>Receiving Personnel</i> Department of Linguistics
3. Payment of the enrollment fee at the CSSP Collecting Officer CompLab/PH 117	3.Issuance of receipt.	PHP 3,500.00	10 Minutes	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
TOTAL:		PHP 3,500.00	25 Minutes	

13. Issuance of 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, College of Social Sciences and Philosophy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for a certification for Philo 198 taken twice	1. Prepares for a Certification	None	3 Days	<i>Receiving Personnel</i> Department of Philosophy



	for Philo 198 taken twice			
TOTAL:		NONE	3 Days	

14. Endorsement of requests to take foreign language examination from 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>Department 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	



15. Evaluation of request to shift track in MIS Program

Processing of request to shift track in Master in International Studies Program

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 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 Department chair for signing 1.3. GPC and Dept. Chair signs the endorsement letter	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 <i>Dean</i>



	<p>1.4. Signed request are then forwarded to the Office of 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>			
<p>2. Student receives the decision</p>	<p>2. The Releasing Personnel contacts the student and informs him/her regarding</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Releasing Personnel</i> Department of Political Science</p>



	the decision on the request			
TOTAL:		NONE	8 Days, 10 Minutes	

16. 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		
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 records and subjects taken via the Computerized Registration System (CRS) platform and encodes the necessary information on the certification 1.3. Prepared	None	6 Hours	<i>Receiving Personnel</i> Department of Psychology <i>Chairperson</i>



	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.			
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, 10 Minutes	

17. 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 :	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	All Psych 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	Department of Psychology	



3. Research Participation Sign-up Sheet				
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 form 1.3. If approved, the research supervisor informs the student of the approval	None	15 Days	<i>Research Supervisor</i> Department of Psychology
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	None	10 Minutes	<i>Receiving Personnel</i> Department of Psychology



	pertinent information provided in the research participation pool access request form and issues the credit sticker			
TOTAL:		NONE	15 Days, 10 Minutes	

18. Conduct of 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:	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. 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. Submission of Request Letter	1.1. Receiving Personnel accepts Request Letter for processing. 1.2. Receiving Personnel informs the	Fees depend on the agreed rates in the MOA	7 Days	<i>Receiving Personnel UPPI</i> <i>Faculty in-charge of training</i>



	client regarding the action taken by the committee *Letter Requests are for endorsement through channels			
TOTAL:		Fees depend on the agreed rates in the MOA	7 Days	

19. 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:	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 2. Payment of specified fees in preparation of training/research			Population Institute	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter	1.1. Receiving Personnel accepts Request Letter for processing. 1.2. Receiving	Varied	7 Days	<i>Receiving Personnel UPPI Faculty in-charge of training</i>



	Personnel informs the client regarding the action taken by the committee *Letter Requests are for endorsement through channels			
TOTAL:		Fees depend on the agreed rates in the MOA	7 Days	

20. Data Requests

Processing of request to provide access to data for research

Office or Division:	College of Social Sciences and Philosophy, Population Institute			
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 2. Abstract		Population Institute		
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	None	5 Days	<i>Receiving Personnel UPPI Faculty in-charge of Data Archive</i>



	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			
TOTAL:		NONE	5 Days	

21. Issuance and Processing Room Reservation/Facilities

Processing of room/facilities/equipment reservations

Office or Division:	College of Social Sciences and Philosophy, Office of Associate Dean for Administration (OADA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All registered students of CSSP / non CSSP students/orgs/ Faculty/ Non-UP Personnel			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Written request from student/ organization/offices/Departments/Non UP	CSSP Office of the Associate Dean's Office for Administration OADA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CSSP Student / organization/offices/Departments/N on UP writes a letter addressed to the Associate Dean for request of reservation/permit	1.1. Receiving Personnel accepts the form and forwards it to the Dean for evaluation and approval 1.2.If	None	1 Day	<i>Receiving Personnel</i> OADA



	approved, client proceeds to fill up the reservation form			
2. Student /Orgs/ Authorized Person fills out reservation form.	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 OADA</i>
3. Student/Orgs/staff/ authorized person submits copy of signed reservation form	3. Designated Collecting Officer accepts payment for all applicable fees	Fees depend on facilities and equipment to be used	Pause clock	<i>Designated Collecting Officer CSSP Computer Laboratory</i>
TOTAL:	Fees depend on facilities and equipment to be used		1 Day and 10 Minutes	

22. 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
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Social Science Teachers K-12, tertiary level
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Registration form 2. Confirmation form 3. Attendance sheets 4. Evaluation forms; pre- and post-tests		Office of the Associate Dean for Research, Extension and Publications		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-registration 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	<i>CSSPEx Secretariat</i> CSSP-OADREP
2. Confirmation 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	<i>CSSPEx Secretariat</i> CSSP-OADREP
3. Registration Confirmed participants may will automatically be registered. On-site registrants will have to register with the Secretariat.	3. CSSP-OADREP registers the participants.	None	5 Minutes	<i>CSSPEx Secretariat</i> CSSP-OADREP
4. Payment 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.	₱ 4,500 early-bird registrants ₱ 5,000 regular registration	5 Minutes	<i>CSSPEx Secretariat</i> CSSP-OADREP <i>Receiving Personnel</i> Social Science and Philosophy Research Foundation (SSPRF)
5. Attendance Participants log their attendance on each session.	5. CSSPEx staff and volunteers monitors and	None	5 Minutes	<i>CSSPEx Secretariat and Volunteers</i> CSSP-OADREP



	records attendance.			
6. Pre-test Participants take pre-tests.	6. CSSPEX staff and volunteers administers pre-tests.	None	10 Minutes	<i>CSSPEX Secretariat and Volunteers</i> CSSP-OADREP
7. Post-test Participants take post-tests.	7. CSSPEX staff and volunteers administers post-tests.	None	10 Minutes	<i>CSSPEX Secretariat and Volunteers</i> 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	<i>CSSPEX Secretariat, Speakers and Volunteers</i> CSSP-OADREP
9. Awarding of Certificates	9. CSSPEX staff and volunteers awards certificates.	None	15 Minutes	<i>CSSPEX Secretariat and Volunteers</i> CSSP-OADREP
TOTAL:		₱ 4,500 early-bird registrant ₱ 5,000 regular registration	1 Hour and 10 Minutes	

23. **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
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Social Science Teachers K-12, tertiary level
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Registration form 2. Confirmation form 3. Attendance sheets 4. Evaluation forms; pre- and post-tests		Office of the Associate Dean for Research, Extension and Publications		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-registration 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. Confirmation Registrant confirms attendance or non-attendance.	2. PROFESS Secretariat notes attending participants and surveys specific needse.g. dietary requests, assistance for accommodation	None	5 Minutes	<i>CSSP Department</i> <i>CSSP PROFESS Secretariat</i> <i>CSSP-OADREP</i>
3. Registration Confirmed participants may will automatically be registered. On-site registrants will have to register with the Secretariat.	3.PROFESS Secretariat registers the participants.	None	5 Minutes	<i>CSSP Department</i> <i>CSSP PROFESS Secretariat</i> <i>CSSP-OADREP</i>
4. Payment 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.	₱ 4,500 early-bird registrants ₱ 5,000 regular registration	5 Minutes	<i>CSSP Department</i> <i>CSSP PROFESS Secretariat</i> <i>CSSP-OADREP</i>
5. Attendance Participants log their attendance on each session.	5. PROFESS Secretariat and volunteers	None	5 Minutes	<i>CSSP Department</i> <i>CSSP PROFESS</i>



	monitors and records attendance.			<i>Secretariat and Volunteers CSSP-OADREP</i>
6. Pre-test Participants take pre-tests.	6. PROFESS Secretariat and volunteers administers pre-tests.	None	10 Minutes	<i>CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP</i>
7. Post-test Participants take post-tests.	7. PROFESS Secretariat and volunteers administers post-tests.	None	10 Minutes	<i>CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP</i>
8. Evaluation Participants evaluates PROFESS; resource speakers evaluates participants.	8. PROFESS Secretariat and volunteers administers evaluation; resource speakers evaluates participants.	None	10 Minutes	<i>CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP Resource Speakers</i>
9. Awarding of Certificates	9. PROFESS Secretariat and volunteers awards certificates.	None	15 Minutes	<i>CSSP Department CSSP PROFESS Secretariat and Volunteers CSSP-OADREP</i>
	TOTAL:	₱ 4,500 early-bird registrant s ₱ 5,000 regular registrati on	1 Hour and 10 Minutes	

24. Facilities Reservation

Processing of reservation request for rooms and event spaces in the Palma Hall Building

Office or Division:	Office of Student Affairs, College of Social Sciences and Philosophy
Classification:	Simple



Type of Transaction:	Government to Citizen			
Who may avail:	All CSSP, NON CSSP Students and Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSSP-OSA Form 2A-CSSP 2. CSSP-OSA Form 2B Non-CSSP 3. CSSP-OSA Form 5 – AVR 4. CSSP-OSA Form 2C – Lockers 5. Payment for the approved Facilities Reservation- CSSP-OSA Form 4 Payment Form 6. Issuance of approved and paid reservation forms- Official Receipt"		Office of Student Affairs-CSSP, College Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire room/venue rental/including costs/rates	check room availability and verify schedule for conflict	None	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
2. Submit reservation form for approval	Receive the form for approval	None	1 Day	<i>Receiving Personnel</i> Office of Student Affairs
3. Go back to CSSP-OSA	Approved/confirmed reservation form. Finalize the computation of rental fees	Refers to the forms for corresponding fees depends with the client	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
4. Payment of fees proceed to CSSP Computer Laboratory CSSP-OSA Form 4	Process payment and issuance of Official Receipt	Refers to the forms for corresponding fees depends with the client	3 Minutes	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
5. Submit the official receipt to CSSP-OSA	Release of approved reservation form	None	2 Minutes	<i>Releasing Personnel</i> Office of Student Affairs
TOTAL:		All applicable fees	1 Day and 15 Minutes	



	indicated in reservation form		
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25. Request for Certificate of Good Moral

Processing of request for Certificate of Good Moral

Office or Division:	Office of Student Affairs, College of Social Sciences and Philosophy			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All CSSP Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSSP-OSA Form 3 CGMC		Office of Student Affairs-CSSP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request for certification form & present original copy of TOR graduated student / Form 5A undergraduate student	1. Receive/review accomplished request form, advise student to pay at the cashier	None	5 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
2. Pay at the cashier	2. Process payment and issuance of Official Receipt	PHP 20.00 / copy	3 Minutes	<i>Designated Collecting Officer</i> CSSP Computer Laboratory
3. Submit request form & photocopy of official receipt	3. Receive request form, photocopy of O.R and verify all information filled-up	None	3 Minutes	<i>Receiving Personnel</i> Office of Student Affairs
4. Wait for the request to be process	4. Prepare/make the certificate/document for signature of College Official	None	1 Day	<i>Receiving Personnel</i> Office of Student Affairs



5. Claim requested certificate. Claim Stub/OR/to bring letter of authorization if claiming certificates of another person	5.Release certificate	None	3 Minutes	<i>Releasing Personnel</i> Office of Student Affairs
TOTAL:		PHP 20.00 / Copy of CGMC	1 Day and 13 Minutes	

26. Issuance of Organization Recognition Certificate

Processing of Organization Recognition Certificates for CSSP-based student organizations

Office or Division:	Office of Student Affairs, College of Social Sciences and Philosophy			
Classification:	Complex			
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		Office of Student Affairs-CSSP		
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 before the deadline	2.Receive/check/verify all the submitted requirements. Signature of CSSP-OSA Coordinator in some forms and letters	None	10 Days	Receiving Personnel Office of Student Affairs
3. Wait for the release of recognized organization	3.Finalize all the documents and prepare the certificates for the signature of College Officials	None	7 Days	Receiving Personnel Office of Student Affairs
4. Claim the certificate	4.Release the certificate	None	2 Minutes	Receiving Personnel Office of Student Affairs
TOTAL:		None	17 Days, 4 Minutes	

27. Use of CSSP Multi-media Room PH400

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. Fully accomplished reservation form		CSSP Computer Laboratory/*OSA – Vinzon's Hall		
*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				
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	1.Approve/Disapprove	None	2 Minutes	Receiving Personnel CSSP



981-8500 Local 2433 or in-person at Palma Hall Room 117.				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.Approve/Disapprove	None	1 Day	Receiving Personnel CSSP Computer Laboratory
3. Student accomplishes the reservation form from http://tinyurl.com/CSSPPH400 and submits it to CSSP, Computer Laboratory Room 117.	3.Approve/Disapprove	Depends on what equipment to use	1 Day	Receiving Personnel CSSP Computer Laboratory
4. Student confirms the reservation and pays the reservation's fee at CSSP- Computer Laboratory, Room 117.	4.Approve	Depends on what equipment to use	1 Day	Receiving Personnel CSSP Computer Laboratory
TOTAL:		Fees to be based on facilities and equipment to be used	3 Days and 2 Minutes	

28. 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/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	1. Approve/Disapprove	None	2 Minutes	Receiving Personnel CSSP Computer Laboratory



Laboratory 981-8500 Local 2433 or in- person at Palma Hall Room 117.				
2. The Office/department writes a letter requesting use of facility addressed to the Coordinator, CSSP - Computer Laboratory.	2.Approve/Disapprove	None	1 Day	<i>Receiving Personnel CSSP Computer Laboratory</i>
TOTAL:		None	1 Day, 2 Minutes	

29. Use of LCD Projector

Processing of reservation for use of LCD Projector

Office or Division:	CSSP 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. Fully accomplished reservation form		CSSP Computer Laboratory		
CLIENT STEPS	AGENCY ACTION	FEEES 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.Approve/Disapprove	None	2 Minutes	<i>Receiving Personnel CSSP Computer Laborator y</i>
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.Approve/Disapprove	None	1 Day	<i>Receiving Personnel CSSP Computer Laborator y</i>



<p>3. Student pays the rental fee at CSSP-Computer Laboratory, Room 117.</p>	<p>3.Approve</p>	<p>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</p>	<p>1 Day</p>	<p><i>Receiving Personnel</i> CSSP Computer Laboratory</p>
<p>TOTAL:</p>		<p>None</p>	<p>2 Days and 2 Minutes</p>	



**Social Sciences and Law Cluster
College of Social Sciences and Philosophy (CSSP)**

Internal Service



1. 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 (OADA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request from Faculty		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party submits request letter to the Office of the Associate Dean for Administration. *Cover letter signed by faculty teaching the subject and recommendation by Department Chair, for approval by Associate Dean for Administration	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</i> OADA
2. Requesting faculty receives the approved OCLA-AFA	2. Releasing Personnel informs the faculty that the document is ready for pick-up	None	10 Minutes	<i>Releasing Personnel</i> OADA
TOTAL:		NONE	1 Day	



2. Request for Make-up Class

Processing of faculty request for make-up classes due to unscheduled class cancellations

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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up Request Form for Make-Up Class		Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits request form for Make-up Class *Document must be endorsed by the Department Chairperson of the faculty	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. Faculty receives approval for make-up classes	2. Office of the Dean returns the approved request form for make-up class to the Department	None	4 Hours	<i>Receiving Personnel</i> Office of the Dean
TOTAL:		NONE	8 Hours	



**Social Sciences and Law Cluster
College of Social Work and Community Development
(CSWCD)**

External Service



3. Rental of Facility
Request to rent facility

Office or Division:	CSWCD, Office of the Dean			
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 hrs (P10,000) 8 hrs (P20,000) Excess Hour (P3,000) 2/3 BTS 4 hrs (P6,000) 8 hrs (12,000) Excess Hour (P1,500)	4 Hours	<i>Venue Coordinator</i> Administration Office



		1/3 BTS 4 hrs (3,000) 8 hrs (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:		None	7 Days	

2. Psychosocial services

Request for Psychological Services for CSWCD students and students from other colleges

Office or Division:	CSWCD, 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</i> Office of the Dean
2. Fill up request form indicating current concerns that need to be addressed.	2.1. Receive the accomplished form for Psychosocial Committee action 2.2. . Psychosocial Committee secretariat refers to the Chair for possible identification of volunteer psychosocial support person/counsellor to be assigned 2.3. Psychosocial Committee secretariat contacts counsellor for availability 2.4. Meeting set and initial information forwarded to the counsellor 2.5. Initial support session/meeting is scheduled	None	7 days *Cases that involve self-harm are considered as urgent and are dealt as soon as possible	<i>Psychosocial Committee Secretariat</i> Office of the Dean <i>Volunteer psychosocial support person/counsellor</i> Office of the Dean
TOTAL:		None	7 Days, 4 Hours	



3. Prayer Room for those of Islamic Faith

Office or Division:	CSWCD, 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	



Social Sciences and Law Cluster UP Integrated School

External Service



1. 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/Admissions Committee			
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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two 2 recent 1.5" x 1.5" identical photos pasted in the designated boxes on the application form and test permit 2. A long white letter envelope with postal stamp for mailing of results. Names of the applicant and his/her parent/guardian and address with zip code are written in the envelope		Requesting party		
3. Original birth certificate, plus a clear photocopy. -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		
4. Receipt of payment of the non-refundable testing fee		UPD Cash Office		
5. Fully accomplished application form and test permit 6. Additional requirements: For UP Employees - Certification of Employment issued by HRDO covering the year of the application For dependents who are adopted - Proof of adoption the dependent should already be officially adopted before the application period		Admissions Committee Office UPIS Website https://www.upis.upd.edu.ph/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the application form and test permit to the UPIS Administration Office and/or download it to the UPIS	1.1. Issue application form and test permit	None	10 Minutes	Faculty Processor Admissions Committee



Website https://www.upis.upd.edu.ph/	1.2. Put date of filing in the application form			
2. Complete all requirements and submit on the date of filing indicated in the application form	2. Check the requirements and certify eligibility before payment	None	15 Minutes	Faculty Processor Admissions Committee
3. Proceed to UPD Cash Office for payment of testing fee	3. Issue Official Receipt	PHP 450.00	10 Minutes	Cashier Staff UPD Cash Office
4. Present the Official Receipt O.R. to UPIS to secure test permit and schedule	4.1. Record O.R. details 4.2. Put date of exam in the test permit	None	10 Minutes	Faculty Processor Admissions Committee
TOTAL:		PHP 450.00	45 Minutes	

4. 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/Admissions Committee]
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	<p>Students currently enrolled in Grade 6 with an average of 85% or better or its equivalent in another grading system for three grading periods</p> <p>*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.</p> <p>[Note: UPIS Grade 6 students who have completed their academic requirements are automatically admitted to Grade 7]</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished forms: application form, test permit and 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. A long white letter envelope with postal stamp for mailing of results. Names of the applicant and his/her parent/guardian and address with zip code are written in the envelope		Requesting party		
4. Receipt of payment of the non-refundable testing fee issued by the		UPD Cash Office		
5. Photocopy of the report card, the original copy to be presented for verification		Admissions Committee Office UPIS Website https://www.upis.upd.edu.ph/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the application form and test permit to the UPIS Administration Office and/or download it to the UPIS Website https://www.upis.upd.edu.ph/	1.1. Issue application form and test permit 1.2. Put date of filing in the application form	None	10 Minutes	<i>Faculty Processor</i> Admissions Committee
2. Complete all requirements and submit on the date of filing indicated in the application form	2. Check the requirements and certify eligibility before payment	None	15 Minutes	<i>Faculty Processor</i> Admissions Committee
3. Proceed to UPD Cash Office for payment of testing fee	3. Issue Official Receipt	P450.00	10 Minutes	<i>Cashier Staff</i> UPD Cash Office



4. Present the Official Receipt O.R. to UPIS to secure test permit and schedule	4.1. Record O.R. details 4.2. Put date of exam in the test permit	None	10 Minutes	<i>Faculty Processor Admissions Committee</i>
TOTAL:		PHP 450.00	45 Minutes	

5. Equipment and Facility Rental

Request reservation to use UPIS equipment and/or facility

Office or Division:	UP Integrated School Office of the Assistant Principal for Administration			
Classification:	Simple			
Type of Transaction:	Government to Government / Government to Private / Government to Citizen			
Who may avail:	Individual / Group / Association / etc. with UP related and/or Non-UP Activity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Principal with the ff. details: a. Purpose b. Equipment/Facility c. Date and Time d. Contact Person		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the UPIS 7-12 Administration Office	1.1. Receive and record the request to the database	None	10 Minutes	<i>Secretary and/or Administrative Officer Administration Office 7-12 UPIS Building</i>
	1.2. Forward to the Assistant Principal for Administration APA	None	5 Minutes	<i>Secretary Administration Office</i>
	1.3. Check availability of the	None	15 Minutes	<i>Assistant Principal for Administration APA</i>



	equipment and/or facility			Administration Office
	<p>1.4 Compute Fees and notify the client</p>	<p><u>Auditorium A/C cap: max 600:</u> UP Connected Activity PHP 15,000/Day Non-UP Activity PHP 20,000/Day</p> <p><u>Gymnasium</u> a. For Games per succeeding 2 Hours minimum Hour UP Connected Activity PHP 1,200 PHP 600 Non-UP Activity PHP 3,000 PHP 1,500 Electricity PHP 250/Hour</p> <p>b. For Functions UP Connected Activity PHP 10,000/Day Non-UP Activity PHP 12,000/Day</p> <p><u>Bulwagan cap: max 300</u> UP Connected Activity PHP 8,000/Day Non-UP Activity PHP 10,000/Day</p> <p><u>Audio-Visual Room A/C, cap: max 60</u> UP Connected Activity PHP 5,000/Day Non-UP Activity PHP 8,000/Day</p>	<p>30 Minutes</p>	<p><i>Assistant Principal for Administration</i> APA Administration Office</p>



Classrooms with LED TV

- a. Small Room cap:
max 50
UP Connected
Activity PHP
1,500/Day
Non-UP Activity
PHP 3,000/Day

- b. Big Room cap: max
100
UP Connected
Activity PHP
3,000/Day
Non-UP Activity
PHP 6,000/Day

Narra Function Room

cap: max 60
UP Connected
Activity PHP
5,000/Day
Non-UP Activity PHP
8,000/Day

with veranda and
garden
UP Connected
Activity PHP
10,000/Day
Non-UP Activity PHP
16,000/Day

Equipment Rental

- 1. LCD Projector
UP Connected
Activity PHP
300/Day
Non-UP Activity
PHP 500/Day

- 2. Sound System
UP Connected
Activity PHP
500/Day
Non-UP Activity
PHP 1,000/Day



- Note:
1. A Day is equivalent to 8 Hours.
 2. Honoraria are given to Custodial Worker, Audio-Visual Operators and Building Administrators on Weekends, Holidays and beyond 5PM on Weekdays.
 3. A 10% additional reservations beyond 6PM.
 4. Fees may change without prior notice

Honoraria Rate

- a. Weekdays 1st 3 Hours after 5PM
Building Administrator PHP 300
Audio-Visual Operator P500
Custodial Worker PHP 250
- b. Weekends/Holidays
Building Administrator PHP 500/Day
Audio-Visual Operator PHP 1,000/Day
Custodial Worker PHP 500/Day
- c. Overnight Rate
Building Administrator PHP 1,000
Audio-Visual Operator PHP 1,500



		Custodial Worker PHP 1,000		
2. Confirm reservation and pay full amount of rental fee	2. Reserve and issue receipt	None	15 Minutes	Assistant Principal for Administration APA Administration Office
TOTAL:		Fees depend on venue and status of user	1 Hour, 25 Minutes	

Table of Rates (College of Education)		
Venue/Facility	UP- Connected	Non- UP Activity
Auditorium (cap: 600)	PHP 15,000.00 per day	PHP. 20,000.00 per day
Bulwagan (cap: 300)	PHP 8,000.00 per day	PHP 10,000.00 per day
Audio-Visual Room (cap: 60)	PHP 5,000.00 per day	PHP 8,000.00 per day
Narra Function Room (cap:60)	PHP 5,000.00 per day with veranda and garden PHP 10,000.00 per day	PHP 8,000.00 per day with veranda and garden PHP 16,000.00 per day
Gymnasium (2 hours minimum)	PHP 1,200.00, PHP. 600.00 for succeeding hours *additional PHP. 250.00 electricity	PHP 3,000.00, PHP. 1,500.00 for succeeding hours *additional PHP. 250.00 electricity
Small Room with LED TV (cap:50)	PHP 10,000.00 per day	PHP 12,000.00 per day
Small Room with LED TV (cap:50)	PHP 1,500.00 per day	PHP 3,000.00 per day
Big Room with LED TV (cap:100)	PHP 3,000.00 per day	PHP 6,000.00 per day
LCD Projector	PHP 300.00 per day	PHP 500.00 per day
Sound System	PHP 500.00 per day	PHP 1,000.00 per day
Audio-Visual Operator	PHP 1,000.00 per day Overnight rate - PHP 1,500.00	
Custodial Worker	PHP 500.00 per day Overnight rate - PHP 1,000.00	
Building Administrator	Overnight rate - PHP 1,000.00	
Note: a. A Day is equivalent to 8 Hours. b. Honoraria are given to Custodial Worker, Audio-Visual Operators and Building Administrators on Weekends, Holidays and beyond 5PM on Weekdays.		



- c. A 10% additional reservations beyond 6PM.
- d. Fees may change without prior notice

Honoraria Rate

Weekdays 1st 3 Hours after 5PM
 Building Administrator PHP 300.00
 Audio-Visual Operator PHP 500.00
 Custodial Worker PHP 250.00

Weekends/Holidays
 Building Administrator PHP 500.00 per day

4. Gate Pass

Request authorization to leave the UP Integrated School Campus during class hours for personal and non-academic activity

Office or Division:	UP Integrated School [Office of the Assistant Principal for Administration/Administration Office]			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPIS students and their parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Gate Pass Form signed by the Homeroom Adviser HRA or Grade Level Coordinator GLC if HRA is not around the UPIS campus		UPIS 7-12 Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up form, have it signed by HRA and/or GLC and submit it to the 7-12 Administration Office	1.1. Receive and forward to the Assistant Principal for Administration APA and/or to the Administrative Officer if APA is not around the office	None	n/a	Secretary and/or Administrative Officer Administration Office (7-12 .P.I.S. Building



	1.2. Sign and return the gate pass to the student	None	5 Minutes	Assistant Principal for Administration APA/Administrative Officer Administration Office
2. Submit the signed form to the guard before leaving the campus	2.1. Check and receive the signed gate pass	None	5 Minutes	Guard on Duty Gate
TOTAL:		NONE	10 Minutes	

5. Commuter's Pass for 3-6

Request by parents for their child to leave the campus on their own after dismissal.

Office or Division:	UP Integrated School [Office of the Assistant Principal for Administration/Administration Office]			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPIS parents for their child			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Commuter's Pass Form		UPIS 3-6 Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to avail the Commuter's Pass Fill-up the form	1. Issue blank Commuter's Pass Form	None	n/a	Support Staff 3-6 Administration Office
2. Accomplish the form and give payment for lamination	2. Issue receipt and receive the accomplished form	PHP 20.00	5 Minutes	Support Staff 3-6 Administration Office
3. Wait for the laminated	3.1. Give the form to the	None	5 Minutes	Support Staff



commuter's pass form to be issued by the staff	Assistant Principal for Administration APA for his/her signature			3-6 Administration Office
	3.2. Signs the form and return to staff for lamination	None	5 Minutes	<i>Assistant Principal for Administration APA</i> Administration Office
	3.3. Laminates and issue the commuter's pass to the student	None	15 Minutes	<i>Support Staff</i> Administration Office
TOTAL:		None	30 Minutes	

6. Replacement of Fetcher's ID K-2

This pass is presented at the guard by parents when fetching their child

Office or Division:	UP Integrated School [Office of the Assistant Principal for Administration/Administration Office]			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UPIS K-2 parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Fetcher's ID Form signed by parents		UPIS K-2 Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the ID form	1. Receiving Personnel provides a copy of the form	None	2 Minutes	<i>Receiving Personnel</i> UPIS K-2 Administration Office



2. Proceed to the UPD Cash Office for payment	2. Issue Official Receipt (OR)	PHP 50.00	5 Minutes	Cashier UPD Cash Office
3. Present the OR to the K-2 Administration Office and submit Fetcher's ID	3. Receive, laminate, and return the Fetcher's ID	None	15 Minutes	Support Staff Administration Office
TOTAL:		PHP 50.00	20 Minutes	

7. Classroom Observations

A process by which the observer sits in on one or more classroom sessions, records the instructor's teaching practices and student actions, and then meets with the instructor to discuss the observations.

Office or Division:	UP Integrated School, Office of the Assistant Principal for Academic Programs OAPAP		
Classification:	Simple		
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 with the following details:</p> <ul style="list-style-type: none"> • Purpose • Date/s • Inclusive • Time; and • Number of Observers • Must be signed by the Faculty-in-Charge or the Head of the Unit requesting the classroom observation <p>You may also send through email at upis@upd.edu.ph</p> <p>Must be submitted at least five 5 Days before the scheduled date of observation</p>		<p>Requesting party</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the UPIS 7-12 Administration Office and/or through email	1.1. Receive and/or print, record, and forward to the Principal	None	10 Minutes	<i>Secretary and/or Administrative Officer Administration Office 7-12 UPIS Building</i>
2. Wait for approval	2.1. Evaluate request for approval	None	1 Day	<i>Principal Administration Office</i>
	2.2. Forward to the Office of the Assistant Principal for Academic Programs OAPAP	None	10 Minutes	<i>Secretary Administration Office</i>
	2.3. Schedule classroom observation/s	none	1 Day	<i>Assistant Principal for Academic Programs APAP Administration Office</i>
	2.4. Communicate with the requesting party regarding the arrangements for the Classroom Observation/s	none	30 Minutes	<i>Assistant Principal for Academic Programs APAP Administration Office</i>
TOTAL:		NONE	2 Days and 50 Minutes	

8. Issuance of Clearance for the Release of Report Cards for 6-12 students

A student's report card is issued at the end of each academic year. Before claiming it, a complete signed clearance must be presented.

Office or Division:	UP Integrated School, Office of the Assistant Principal for Academic Programs OAPAP/Records Section
Classification:	Highly Technical



Type of Transaction:		Government to Government		
Who may avail:		Grade 6-12 UPIS Students currently enrolled		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Clearance Form		UPIS Administration Office/Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Clearance Form in duplicate	1. Advise students to accomplish the Clearance Form completely	None	3 Days	Homeroom Adviser Classroom
2. Submit accomplished Clearance Form	2. Check the accomplished Clearance Form	None	1 Day	Homeroom Adviser Classroom
3. When claiming Report Cards, present Accomplished Clearance Form	3.1. Receive/ Review Accomplished Clearance if completely signed by the signatories; 3.2. Release Report Card *If Report Cards were not claim during the date of issuance, they may claim it at the Admin Office Records Section	None	1 Day	Homeroom Adviser Administration Office/Records Section Record Officer Administration Office/Records Section
TOTAL:		None	5 Days	

9. Admission of Lateral and Varsity Athletic Admission System (VAAS)

Processing of admission of lateral and Varsity Athletic Admission System (VAAS)

Office or Division:	UP Integrated School, Office of the Assistant Principal for Academic Programs OAPAP
Classification:	Simple
Type of Transaction:	Government to Government



Who may avail:	Lateral/Varsity Athletic Admission System Students VAAS students currently Enrolled in other schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Letter Request to the Chancellor/Principal</p> <p>As a general rule, UPIS does not accept transferees/lateral entrants. However, the University's Board of Regents has given The UP Diliman Chancellor authority to allow lateral entry into the UPIS of the ff. students:</p> <ol style="list-style-type: none"> 1. Children of UP personnel who are returning to the University after a study leave or special detail abroad, provided that the study leave or special detail of the parent/s was the reason for the children's failure to be enrolled at UPI.S 2. Children of Visiting Professors enrolling as special students. 3. Participants in Exchange programs of the University enrolling as special students. 		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for address to the Chancellor	1.1. Receive Letter Request to the Chancellor	None	2 Minutes.	<i>Receiving Officer</i> UPD Chancellor's Office
	2.1. Evaluate the Letter Request 2.2. Approved Letter Request and forward it to the UPI.S Administration Office Principal's Office	None	20 Minutes.	<i>UPD Chancellor</i> UPD Chancellor's Office
	3.1. Review/Evaluate/Approved Letter Request 3.2 Contact the requesting party.	None	1 Day	<i>Principal</i> Administration Office <i>Assistant Principal</i> for Academic Programs APAP Administration Office
TOTAL:		None	1 Day, 22 Minutes	



10. Parent-Teacher Consultation PTC

Request by currently enrolled UPIS student parents for teacher's consultation

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. Duly Accomplished 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>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1. Reproduce the Consultation Slip found at the UPIS Student Handbook and accomplish both copies for parents and teachers</p> <p>1.2. Write a letter addressed to the child's Homeroom Adviser HRA</p>	<p>1.1. 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>1.2. Homeroom</p>	None	1 Day	<i>Teacher Concerned/ Homeroom Adviser HRA</i>



<p>1.3. Submit duly accomplished Consultation Form and/or Letter, through your child, to the teacher concerned and/or child's Homeroom Adviser HRA</p>	<p>adviser HRA of the child evaluates the request</p> <p>1.2.1. If academic-related concern: HRA sets meeting with the teacher concerned and the parents</p> <p>1.2.2. If non-academic concern: HRA refers the letter to the Guidance Counselor and the Guidance counselor sets a meeting with the student concerned</p>			
TOTAL:		None	1 Day	

11. 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	
Classification:	Complex	
Type of Transaction:	Government to Government, Government to Private, Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



Request letter 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 UPIS 7-12 Administration Office	1.1. Receive, record and forward to the Principal	None	5 Minutes	Secretary and/or Administrative Officer Administration Office
	1.2. Endorse letter to Office of Research, Development and Publication ORDP	None	5 Minutes	Principal Administration Office
	1.3. Forward to ORDP	None	5 Minutes	Support Staff Administration Office
	1.4. Receive communication from Staff and forward to ORDP Head	None	5 Minutes	Research Associate/Support Staff Office of Research, Development and Publication ORDP
	1.5. Evaluate and respond to request	None	4 Days	ORDP Head Office of Research, Development and Publication ORDP
	1.6. Submit response letter to the Principal	None	1 Day	Research Associate/Support Staff Office of Research, Development and Publication ORDP
	1.7. Receive, record and forward to Principal	None	10 Minutes	Secretary and/or Administrative Officer Administration Office
	1.8. Check and affix signature to the response letter and release to the staff	None	10 Minutes	Principal Administration Office
	1.9. Return the response letter to ORDP	None	5 Minutes	Support Staff Administration Office



	1.10. 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, 45 Minutes	



Research and Extension Units National Engineering Center (NEC)

External Service



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			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter	1.1 Receive, evaluate request letter and check availability of facilities 1.2 Send approval/disapproval notice	None	2 Days	<i>Administrative Officer</i> Administrative Division
2. Receive and acknowledge approval/disapproval notice	2. Record acknowledgement receipt	None	1 Day	<i>Administrative Officer</i> Administrative Division
3. Pay rental fee for approved requests	3. Receive payment and issue official receipt	Refer to the Table of Rates below	1 Day	<i>Collecting Officer</i> Professional Engineering Training Division
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 and Marketing Division (EIMD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Open to anyone who has an unpublished research in any field of engineering			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover Letter 2. Curriculum Vitae of all Authors 3. Manuscript		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements via email	1.1 Receive requirements and forward to the Editor in-Chief 1.2 Assess initially the Manuscript for publication worthiness and relevance	None	60 Days (paused-clock)	<i>Publication Coordinator</i> Engineering Information and Marketing Division



	<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>2. Revise and send the revised manuscript</p>	<p>2.1 Send consolidated review to author for revisions</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</p>	<p>None</p>	<p>30 Days (paused-clock)</p>	<p><i>Publication Coordinator Engineering Information and Marketing Division</i></p>



	for revisions, inform the authors of approval for publication			
TOTAL:		None	90 Days (paused-clock)	

3. Process Application for Journal Referee

The UP NEC accepts applications for possible journal referee of the Philippine Engineering Journal.

Office or Division:	National Engineering Center - Engineering Information and Marketing Division (EIMD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Engineers, Engineering Academicians, Industry Experts in the field of Engineering			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover Letter 2. Curriculum Vitae		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via email	1.1. Receive the application and forward to the Editor in-Chief 1.2. Assess the application 1.3. Inform the applicant of the approval/disapproval of the application	None	30 Day (paused-clock)	Publication Coordinator Engineering Information and Marketing Division
2. Receive and acknowledge the result of the application	2.1 Record the acknowledgement	None	1 Day	Publication Coordinator Engineering Information and Marketing Division
TOTAL:		None	31 Days (paused-clock)	



4. Process of Application for Journal Subscription

The UP NEC accepts requests for the subscription of the Philippine Engineering Journal.

Office or Division:	National Engineering Center - Engineering Information and Marketing Division (EIMD)			
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. Request Letter 2. List of Order		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive the requirements 1.2 Prepare the orders	None	1 Day	<i>Publication Coordinator</i> Engineering Information and Marketing Division
2. Pay the necessary fees	2.1 Receive payment 2.2 Issue Official Receipt	Refer to the Table of Rates below	1 Day	<i>Publication Coordinator</i> Engineering Information and Marketing Division
TOTAL:		None	2 Days	

PHILIPPINE ENGINEERING JOURNAL ISSUE	FEES TO BE PAID
2014 and earlier	PHP 350.00
2015-2016	PHP 450.00
2017-present	PHP 600.00

5. Process request for project/consultancy/research proposals from government agencies and government owned and controlled corporations (GOCCs)

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)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All government agencies and GOCCs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request 2. Terms of Reference		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an official letter of request describing the project/consultancy/research proposal needed (e-mail requests accepted)	1. Receive and verify request; forward to NEC Executive Director or Deputy Executive Director for proper action	None	10 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
2. Attend pre-proposal meetings that may be arranged; coordinate site inspection if needed	2. Coordinate logistics of the meeting/site visit	None	10 days (paused-clock)	<i>Division Head</i> Project Development and Management Division
3. Submit agency documents as required to aid in the development of the project proposal	3. Receive documents	None	10 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
TOTAL:		None	30 days (paused-clock)	



6. Preparation and signing of Memorandum of Agreement (MOA) / Consultancy Service Agreement (CSA) between UP (through the UPNEC) and government agencies / GOCCs

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			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All government agencies and GOCCs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft MOA / CSA (already approved by the legal division of the client) 2. Notice of Award (BAC Resolution) 3. Certificate of Availability of Funds (CAF)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approve the draft MOA/CSA 2. Submit the CAF	1. Receive the approved draft MOA/CSA and CAF	None	5 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
	2. Submit the MOA/ CSA and required attachments to proper UP offices for review and endorsement 3. Return at least four (4) original copies MOA/CSA to	None	44 days (paused-clock)	<i>Division Head</i> Project Development and Management Division



	client for signature of authorized client signatories			
3. Return at least two (2) original copies of the MOA/CSA (completely signed and notarized) to UPNEC	4. Receive the two (2) original copies	None	1 day	<i>Receiving Personnel</i> Project Development and Management Division
4. Submit Notice to Proceed (NTP)	5. Receive NTP	None	5 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
TOTAL:		None	55 days (paused-clock)	

7. Process request for project/consultancy/research proposals from private institutions

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)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens, Government to Business			
Who may avail:	All private institutions, development organizations, NGOs, private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request 2. Terms of Reference		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit an official letter of request describing the project/consultancy/ research proposal needed (e-mail requests accepted)	1. Receive and verify request; forward to NEC Executive Director or Deputy Executive Director for proper action	None	10 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
2. Attend pre-proposal meetings that may be arranged; coordinate site inspection if needed	2. Coordinate logistics of the meeting/site visit	None	20 days (paused-clock)	<i>Division Head</i> Project Development and Management Division
3. Submit agency documents as required to aid in the development of the project proposal	3. Receive documents	None	5 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
TOTAL:		None	35 days (paused-clock)	

8. Preparation and signing of Memorandum of Agreement (MOA) / Consultancy Service Agreement (CSA) between UP (through the UPNEC) and private institutions

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)
Classification:	Highly Technical
Type of Transaction:	Government to Citizens, Government to Business
Who may avail:	All private institutions, development organizations, NGOs, private individuals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<ol style="list-style-type: none"> Draft MOA / CSA (already approved by the legal division of the client) Board Resolution of Secretary's Certificate Authorizing Official to Sign on Agreements in Behalf of the Company Certificate of Availability of Funds (CAF) 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Approve the draft MOA/CSA Submit the CAF and the Board Resolution or Secretary's Certificate 	<ol style="list-style-type: none"> Receive the approved draft MOA/CSA, CAF, Board Resolution or Secretary's Certificate 	None	5 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
	<ol style="list-style-type: none"> Submit the MOA/ CSA and required attachments to proper UP offices for review and endorsement Return at least four (4) original copies MOA/CSA to client for signature of authorized client signatories 	None	44 days (paused-clock)	<i>Division Head</i> Project Development and Management Division
<ol style="list-style-type: none"> Return at least two (2) original copies of the MOA/CSA (completely signed and notarized) to UPNEC 	<ol style="list-style-type: none"> Receive the two (2) original copies 	None	1 day	<i>Receiving Personnel</i> Project Development and Management Division



4. Submit Notice to Proceed (NTP)	4. Receive NTP	None	5 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
TOTAL:		None	55 days (paused-clock)	

9. 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 Citizen, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Registration Form		Engineering Marketing and Information Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the registration form	1. Receive and verify registration 1.1 Send reminders including payment 1.2 Ask for confirmation of attendance 1.3 Include in the database of initial registered participants	None	1 Day	<i>Marketing Officer</i> Engineering Marketing and Information Division
2. Pay the necessary fee	2. Receive payment and	Refer to the Table	2 Hours	<i>Collecting Officer</i> Professional Engineering Training Division



	issue official receipt 2.1 Include in the database of final registered participants	of Rates below		
TOTAL:			1 Day, 2 Hours	

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

10. 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 Citizen, Government to Government, Government to Business		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Official Request Letter stating preferred training program or issues/concerns to be addressed through training program, target dates, venue, profile of participants, etc.		Requesting Party	



2. Signed Memorandum of Agreement (MOA) or Proposal				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter	1. Receive the request letter and draft the MOA or Proposal	None	1 Day	<i>Marketing Officer</i> Engineering Marketing and Information Division or <i>Training Coordinator</i> Professional Engineering Training Division
2. Review MOA	2. Review and finalize MOA	None	90 Days (paused-clock)	<i>Training Coordinator</i> Professional Engineering Training Division
3. Sign the MOA or Proposal	3. Sign the MOA or Proposal	None	1 Day	<i>Head</i> National Engineering Center
4. Pay the agreed fees	4. Receive payment and issue an official receipt	As stated in the signed MOA or Proposal	1 Day	<i>Collecting Officer</i> Professional Engineering Training Division
TOTAL:		As stated in the signed MOA or Proposal	93 Days (paused-clock)	

11. 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 Citizen, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter stating the type of discount to be availed e.g., early bird, group, UP employee discount	1. Receive the request letter, verify applicability of discount, and issue statement of account with approved discount	None	1 Day	<i>Training Coordinator</i> Professional Engineering Training Division and <i>Collecting Officer</i> Professional Engineering Training Division
TOTAL:		None	1 Day	

TYPES OF DISCOUNTS	DISCOUNT RATE
Early Bird (Payment of Registration Fee 1 Month before the Training)	5% of the Training Fee
Group Discount (Five or more Participants paying as a Group)	5% of the Training Fee

Note: Only one type of discount can be availed per participation to a certain training program.

12. Issuance of an Electronic Copy of 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 Citizen, Government to Government, Government to Business



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter indicating training program, dates, profile of participant, approved discounts (if any), etc.	1. Receive the request letter, verify information, and issue Statement of Account	None	1 Day	Marketing Officer Engineering Marketing and Information Division and Collecting Officer Professional Engineering Training Division
TOTAL:		None	1 Day	

13. 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 Citizen, Government to Government, Government to Business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Official Request Letter		Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter indicating training program and dates	1. Receive the request letter and verify information	None	1 Hour	<i>Training Coordinator</i> Professional Engineering Training Division
2. Pay the necessary fee	2. Receive payment and issue an official receipt and certificate	PHP 350.00	1 Day	<i>Collecting Officer</i> Professional Engineering Training Division
TOTAL:		PHP 350.00	1 Day, 1 Hour	

14. Process Request to Take Business 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 Citizen, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Request Letter			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
1. Send an official request letter indicating preferred dates of examination	1. Receive the request letter, evaluate the request, and reply the approval or disapproval	None	1 Day	<i>Training Coordinator</i> Professional Engineering Training Division
2. Receive and acknowledge the notice of approval or disapproval	2. Record the acknowledgment receipt	None	1 Hour	
3. For approved, pay the necessary fee	3. Receive payment and issue an official receipt and certificate	Refer to the Table of Rates below	1 Day	<i>Collecting Officer</i> Professional Engineering Training Division
TOTAL:			2 Days, 1 Hour	

TYPES OF EXAMINATION	FEES TO BE PAID
Business Analytics Associate Certification	PHP 7,000.00
Business Analytics Professional Certification	PHP 10,000.00



Research and Extension Units National Engineering Center (NEC)

Internal Service



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			
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		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter	1.1 Receive, evaluate request letter and check availability of facilities 1.2 Send approval/disapproval notice	None	2 Days	<i>Administrative Officer</i> Administrative Division
2. Receive and acknowledge approval/disapproval notice	2. Record acknowledgement receipt	None	1 Day	<i>Administrative Officer</i> Administrative Division



3. Pay rental fee for approved requests	3. Receive payment and issue official receipt	Refer to the Table of Rates below	1 Day	Collecting Officer Professional Engineering Training Division
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 and Marketing 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 2. Curriculum Vitae of all Authors 3. Manuscript		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements via email	1.1 Receive requirements and forward to the Editor in-Chief 1.2 Assess initially the Manuscript for publication worthiness and relevance 1.3 If there are comments and request for revisions, inform the authors 1.4 If approved without comments for revisions, inform the authors that it will proceed to the review process. 1.5 Receive and consolidate reviews and comments	None	60 Days (paused-clock)	<i>Publication Coordinator</i> Engineering Information and Marketing Division
2. Revise and send the revised manuscript	2.1 Send consolidated review to author for revisions	None	30 Days (paused-clock)	<i>Publication Coordinator</i> Engineering Information and Marketing Division



	2.2 Receive the revised manuscript 2.3 Forward the revised manuscript to the reviewers 2.4 If there are still comments and request for revisions, inform the authors that publication will depend on satisfying the comments of reviewers 2.5 If approved without comments for revisions, inform the authors of approval for publication			
TOTAL:		None	90 Days (paused-clock)	

3. Process Application for Journal Referee

The UP NEC accepts applications for possible journal referee of the Philippine Engineering Journal.

Office or Division:	National Engineering Center - Engineering Information and Marketing Division (EIMD)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All faculty members of the UP College of Engineering



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover Letter 2. Curriculum Vitae		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements via email	1.1 Receive the application and forward to the Editor in-Chief 1.2 Assess the application 1.3 Inform the applicant of the approval/disapproval of the application	None	30 Day (Paused-clock)	Publication Coordinator Engineering Information and Marketing Division
2. Receive and acknowledge the result of the application	2.1 Record the acknowledgement	None	1 Day	Publication Coordinator Engineering Information and Marketing Division
TOTAL:		None	31 Days (paused-clock)	

4. 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)		
Classification:	Highly Technical		
Type of Transaction:	Government to Government		
Who may avail:	All UP units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Request 2. Terms of Reference		Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an official letter of request describing the project/consultancy/ research proposal needed (e-mail requests accepted)	1. Receive and verify request; forward to NEC Executive Director or Deputy Executive Director for proper action	None	10 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
2. Attend pre-proposal meetings that may be arranged; coordinate site inspection if needed	2. Coordinate logistics of the meeting/site visit	None	20 days (paused-clock)	<i>Division Head</i> Project Development and Management Division
3. Submit agency documents as required to aid in the development of the project proposal	3. Receive documents	None	5 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
4. Approve proposal 5. Submit budget-funded proposal	4. Receive approved and budget-funded proposal	None	10 days (paused-clock)	<i>Receiving Personnel</i> Project Development and Management Division
TOTAL:		None	40 days (paused-clock)	

5. 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		Engineering Marketing and Information Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplish the registration form	2.1 Receive and verify registration 2.2 Send reminders including payment 2.3 Ask for confirmation of attendance 2.4 Include in the database of initial registered participants	None	1 Day	<i>Marketing Officer</i> Engineering Marketing and Information Division
3. Pay the necessary fee	3.1 Receive payment and issue official receipt 3.2 Include in the database of final registered participants	Refer to the Table of Rates below	2 Hours	<i>Collecting Officer</i> Professional Engineering Training Division
TOTAL:			1 Day, 2 Hours	

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



6. 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:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Request Letter stating preferred training program or issues/concerns to be addressed through training program, target dates, venue, profile of participants, etc. 2. Signed Memorandum of Agreement (MOA) or Proposal		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter	1. Receive the request letter and draft the MOA or Proposal	None	1 Day	<i>Marketing Officer</i> Engineering Marketing and Information Division or <i>Training Coordinator</i> Professional Engineering Training Division
2. Review MOA	3. Review and finalize MOA	None	90 Days (paused-clock)	<i>Training Coordinator</i> Professional Engineering Training Division
4. Sign the MOA or Proposal	4. Sign the MOA or Proposal	None	1 Day	<i>Head</i> National Engineering Center
5. Pay the agreed fees	5. Receive payment and	As stated in the signed	1 Day	<i>Collecting Officer</i> Professional Engineering Training Division



	issue an official receipt	MOA or Proposal		
TOTAL:		As stated in the signed MOA or Proposal	93 Days (paused-clock)	

7. 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		
1. Official Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter stating the type of discount to be availed e.g., early bird, group, UP employee discount	1. Receive the request letter, verify applicability of discount, and issue statement of account with approved discount	None	1 Day	<i>Training Coordinator</i> Professional Engineering Training Division and <i>Collecting Officer</i> Professional Engineering Training Division
TOTAL:		None	1 Day	

TYPES OF DISCOUNTS	DISCOUNT RATE
Early Bird (Payment of Registration Fee 1 Month before the Training)	5% of the Training Fee



Group Discount (Five or more Participants paying as a Group)	5% of the Training Fee
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Note: Only one type of discount can be availed per participation to a certain training program.

8. Issuance of an Electronic Copy of 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. Official Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter indicating training program, dates, profile of participant, approved discounts (if any), etc.	1. Receive the request letter, verify information, and issue Statement of Account	None	1 Day	Marketing Officer Engineering Marketing and Information Division and Collecting Officer Professional Engineering Training Division
TOTAL:		None	1 Day	

9. 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			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter indicating training program and dates	1. Receive the request letter and verify information	None	1 Hour	<i>Training Coordinator</i> Professional Engineering Training Division
2. Pay the necessary fee	2. Receive payment and issue an official receipt and certificate	PHP 350.00	1 Day	<i>Collecting Officer</i> Professional Engineering Training Division
TOTAL:		PHP 350.00	1 Day, 1 Hour	

10. Process Request to Take Business 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. Official Request Letter			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an official request letter	1. Receive the request letter,	None	1 Day	<i>Training Coordinator</i>



indicating preferred dates of examination	evaluate the request, and reply the approval or disapproval			Professional Engineering Training Division
2. Receive and acknowledge the notice of approval or disapproval	2. Record the acknowledgement receipt	None	1 Hour	
3. For approved, pay the necessary fee	3. Receive payment and issue an official receipt and certificate	Refer to the Table of Rates below	1 Day	<i>Collecting Officer</i> Professional Engineering Training Division
TOTAL:			2 Days and 1 Hour	

TYPES OF EXAMINATION	FEES TO BE PAID
Business Analytics Associate Certification	PHP 7,000.00
Business Analytics Professional Certification	PHP 10,000.00

Research and Extension Units Building Research Service (BRS)



External Service

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:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Request Letter 2. Terms of Reference	Requesting Party	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Receive and acknowledge request	None	1 Day	<i>Receiving Personnel</i> U.P. Building Research Service
2. Schedule consultation to discuss the required assistance	2.1 Attend consultation to determine client's needs	None	7 Days (paused-clock)	<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	3.1 Prepare proposal in response to the ToR	None	7 Days (paused-clock)	<i>University Research Associate</i> U.P. Building Research Service <i>Director</i> U.P. Building Research Service
4. Acceptance of proposal	4.1 Preparation of Memorandum of Agreement (MOA)	Amount based on MOA	90 Days (paused-clock)	<i>University Research Associate</i> U.P. Building Research Service <i>Director</i> U.P. Building Research Service
5. Sign MOA	5.1 Sign MOA	None	1 Day	<i>Director</i> U.P. Building Research Service
TOTAL:		None	105 Days (paused-clock)	

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:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter w/ Consultation Schedule		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for Technical Consultation	1.1 Receive and acknowledge request	None	1 Day	<i>Receiving Personnel</i> U.P. Building Research Service
2. Finalize schedule of consultation	2.1 Schedule a consultation to meet the client's needs and refer to appropriate agency if necessary	None	6 Days (paused-clock)	<i>University Research Associates</i> U.P. Building Research Service <i>Director</i> U.P. Building Research Service
TOTAL:		None	7 Days (paused-clock)	

3. Request for Technical Information

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:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



1. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of inquiry or email inquiry	1.1 Reply to inquiry	None	1 Day	<i>Receiving Personnel</i> U.P. Building Research Service
TOTAL:		None	1 Day	



Research and Extension Units Building Research Service (BRS)

Internal Service

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 2. Terms of Reference		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Receive and acknowledge request	None	1 Day	<i>Receiving Personnel</i> U.P. Building Research Service
2. Schedule consultation to discuss the required assistance	2.1 Attend consultation to determine client's needs	None	7 Days (paused-clock)	<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	3.1 Prepare proposal in response to the ToR	None	7 Days (paused-clock)	<i>University Research Associate</i> U.P. Building Research Service <i>Director</i> U.P. Building Research Service
4. Acceptance of proposal	4.1 Preparation of Memorandum of Agreement (MOA)	Amount based on MOA	90 Days (paused-clock)	<i>University Research Associate</i> U.P. Building Research Service <i>Director</i> U.P. Building Research Service
5. Sign MOA	5.1 Sign MOA	None	1 Day	<i>Director</i> U.P. Building Research Service
TOTAL:		None	105 Days (paused-clock)	

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/ Consultation Schedule		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for Technical Consultation	1.1 Receive and acknowledge request	None	1 Day	<i>Receiving Personnel</i> U.P. Building Research Service
2. Finalize schedule of consultation	2.1 Schedule a consultation to meet the client's needs and refer to appropriate agency if necessary	None	6 Days (paused-clock)	<i>University Research Associates</i> U.P. Building Research Service <i>Director</i> U.P. Building Research Service
TOTAL:		None	7 Days (paused-clock)	

3. Request for Technical Information

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		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of inquiry or email inquiry	1.1 Reply to inquiry	None	1 Day	<i>Receiving Personnel</i> U.P. Building Research Service
TOTAL:		None	1 Day	



Research and Extension Units National Center for Transportation Studies (NCTS)

External Service

1. Request for Technical Services (Transport related studies)

This process allows any individual or organization to tap NCTS technical expertise in conducting research, extension and capacity building activities in the fields of transportation planning, traffic engineering, road traffic safety, traffic law enforcement and other transport related studies.

**Office or
Division:**

National Center for Transportation Studies – Admin Group



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		
1. Request letter and Terms of Reference to the Director 2. Notice of approval/ disapproval 3. Technical proposal 4. Draft Contract-reviewed & approved by client 5. Final contract, notice to proceed and mobilization fund		Requesting Party Administrative Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter to the Director	1. Receive formal request letter, Terms of Reference and assign tracking number	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Acknowledge receipt of notice	2. Inform client on status of request (approve/ disapprove)	None	7 Days	<i>Receiving personnel</i> Administrative Group
3. Receive proposal	3. If request approved, submit proposal to client	None	15 Days	Assigned Group
4. Review, evaluate and sign contract	4. If accepted by Client, enter into a Contract	None	8 Days	Assigned Group
5. Receive output	5. Provision of technical expertise in transportation and traffic studies	As stipulated in the contract	20 Days Pause-clock	Assigned Group
TOTAL:		None	51 Days	



2. Request and provision of technical expertise in academic research in the University (collaborator, thesis panel/ critic)

The Center provide assistance in academic research to undergraduate and graduate students in the University. This activity includes support in facilitating thesis advisory, thesis authorship and research contributor.

Office or Division:	National Center for Transportation Studies – Admin Group			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All units within the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to the Director with endorsement/ note from adviser		Requesting Party		
2. Notice of approval/ disapproval		Administrative Group		
3. Approved requests and endorsement letter				
4. Appropriate Certificate for service rendered		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter to the Director	1. Receive formal request letter and assign tracking number	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Acknowledge receipt of approval	2. Inform requestor on status of request (approve/ disapprove)	None	5 Days	<i>Receiving personnel</i> Administrative Group
3. Presentation of research output	3. Provision of technical expertise in academic research	None	10 Days Pause-clock	Assigned Group
TOTAL:		None	16 Days	



3. Request and provision of technical expertise thru Committee memberships (Technical Working Group) for government and non-government organizations and attendance in meetings, workshops and seminars

The Center provides extension services thru provision of technical expertise. This activity seeks to involve NCTS personnel in formal membership and participation in various Technical Working Group (TWG).

Office or Division:	National Center for Transportation Studies – Admin Group			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Request letter to the Director Invitation from requesting agency with endorsement from the Director Notice of acceptance/ non-acceptance Copy of Office Order/ Memo 		Requesting Party Administrative Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter of invitation to the Director	1. Receive formal request letter of invitation from lead agency	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Acknowledge receipt of notice	2. Notice of acceptance/ non-acceptance	None	10 Days	<i>Receiving personnel</i> Administrative Group
3. Acknowledgement of Attendance / Certificate of Appreciation	3. Attendance of technical experts in committee memberships, meetings, workshops and seminars	None	20 Days Pause-clock	Assigned Group
TOTAL:		None	31 Days	



4. Request to use available transport software and programs thru experts' assistance

This activity facilitates NCTS technical assistance to UP students in available transport software use and tutorship.

Office or Division:	National Center for Transportation Studies – Admin Group			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to the Director 2. Notice of approval/ disapproval		Requesting Party Administrative Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter to the Director with endorsement from adviser	1. Receive request letter to the Director with endorsement from adviser	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Acknowledge receipt of notice	2. Inform students on status of request (approve/ disapprove)	None	10 Days	<i>Receiving personnel</i> Administrative Group
3. Utilization of the software	3. Provision of the software	None	20 Days Pause-clock	Assigned Group
TOTAL:		None	31 Days	

5. Request and provision of assistance to students through the Student Affairs Coordinator (on-the-job training/ internship and tours)

This activity involves the practical and academic exposure of students in the Center's line of activities.

Office or Division:	National Center for Transportation Studies – Admin Group
Classification:	Highly Technical



Type of Transaction:	Government to Citizen			
Who may avail:	Schools and Universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to the Director with endorsement from adviser 2. Notice of approval/ disapproval 3. Appropriate Certificate for service rendered		Requesting Party Administrative Group Student Affairs Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter to the Director with endorsement from adviser	1. Receive formal request letter and assign tracking number	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Acknowledge receipt of notice	2. Inform requestor on status of request (approve/ disapprove)	None	8 Days	<i>Receiving personnel</i> Administrative Group
3. Satisfy required number of hours	3. Provision of internship program	None	10 Days Pause-clock	<i>Student Affairs Coordinator</i>
4. Presented activity output	4. Culminating Activity / Issuance of Certificate upon completion	None	1 Day	<i>Student Affairs Coordinator</i>
TOTAL:		None	20 Days	

6. Request and to host students, researchers and research projects

This service involves the facilitation of hosting exchange students, researchers including specific research projects related to transport.



Office or Division:	National Center for Transportation Studies – Admin Group			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All Units within the University and other transport related agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to the Director with endorsement from institution 2. Notice of approval/ disapproval 3. Memorandum of Agreement (MOA)		Requesting Party Administrative Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter to the Director with endorsement from institution	1. Receive formal request letter and assign tracking number	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Acknowledge receipt of notice	2. Inform requestor on status of request (approve/ disapprove)	None	10 Days	<i>Receiving personnel</i> Administrative Group
3. Review and approve MOA	3. Prepare MOA upon approval	None	15 Days	<i>Receiving personnel</i> Office of the Director
4. Abide by the MOA	4. Accommodation of request	As stipulated in the MOA	As stipulated in the MOA	Assigned Group
TOTAL:			26 Days	

7. Processing of requests and conduct of Regular Training Programs in Transportation

The Center conducts several Civil Service Commission (CSC) and Professional Regulation Commission (PRC) Accredited Programs in a year to capacitate any



individual involve in the fields of traffic administration, road safety audit, road works safety, traffic law enforcement, emissions inventory and other transport related topics. The process illustrates on how qualified personnel may avail of the service.

Office or Division:	National Center for Transportation Studies – Training Group			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Duly Accomplished Application Form; 2. Endorsement Letter from head office; 3. Copy of collegiate transcript of records for highest level attained or Xerox copy of diploma of highest level attained; 4. 500 to 1000 words narration of your experiences that you feel relevant to the training course you are applying for; 5. Statement of actual duties and functions; 6. Two recent 1 ½ “ x 1 ½’ photographs with signature at the back. 7. Notice of acceptance/ non-acceptance 		<p>Training Group Requesting Party</p> <p>Training Group</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit duly accomplished application form and other pertinent documents 	<ol style="list-style-type: none"> 1. Entertain inquiry about Regular training program through online, phone or walk-in and <ol style="list-style-type: none"> 1.1 Provide application form for the desired training program 1.2 Receive, validate and evaluate the accomplished application form 	None	4 Days	<i>Receiving personnel</i> Training Group



2. Acknowledge receipt of notice	2. Issuance of Acceptance or non-acceptance letter to applicant	None	5 Days	<i>Receiving personnel</i> Training Group
3. Payment of Training Fee	3. Receive payment	Use Schedule of fees	1 Day	<i>Receiving personnel</i> Administrative Group
4. Comply with minimum attendance rule 4.1 80% of attendance 4.2 Less than 80% of attendance	4. Issue Certificate 4.1 Certificate of Attendance and Appearance 4.2 Certificate of Appearance	None	1 Day	<i>Releasing personnel</i> Training Group
TOTAL:		Use Schedule of Fees	11 Days	

Schedule of Fees		
Training Program	No. of Training Days	Amount
Traffic Administration Course	Five (5) Days	PHP 12,000
Road Safety Audit	Five (5) Days	PHP 12,000
Road Works Safety	Five (5) Days	PHP 12,000
Traffic Management for Traffic Law Enforcers Level I	Five (5) Days	PHP 12,000
Traffic Management for Traffic Law Enforcers Level II	Five (5) Days	PHP 12,000
Advanced Traffic Administration Course	Five (5) Days	PHP 12,000
Emissions Inventory for Smaller Cities	Five (5) Days	PHP 12,000
Traffic Impact Assessment for Technical Evaluators	Three (3) Days	PHP 7,500

8. Processing of requests and conduct of Customized Training Programs



The Center provides capacity building, training and extension service thru the development and conduct of requested technical-specific training programs. This service is specifically designed to address and capacitate the technical needs of personnel in local government units, government offices and private organization in the field of transportation.

Office or Division:	National Center for Transportation Studies – Training Group			
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		
1. Request letter to the Director 2. Notice of approval/ disapproval 3. Technical proposal document 4. Contract/ Memorandum of Agreement/ Terms of Reference		Requesting Party Administrative Group Training Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Director	1. Receive formal request letter and assign tracking number	None	1 Day	<i>Receiving personnel</i> Training Group
2. Acknowledge receipt of request	2. Inform client on status of request (approve/ disapprove)	None	5 Days	<i>Receiving personnel</i> Training Group
3. Acknowledge receipt of proposal	3. If request approved, submit proposal to client	None	15 Days	<i>Receiving personnel</i> Training Group
4. Review, evaluate and approve contract	4. If accepted by Client, enter into a Contract/ Memorandum of Agreement/ Terms of Reference	As stipulated in the contract	20 Days Pause-clock	<i>Receiving personnel</i> Administrative Group
TOTAL:		None	41 Days	



9. Issuance of Certified true copies of Certificates on Training Program Attended (Participants/ Lecturers)

The activity involves the verification and validation of certificates on training programs attended by the participants and lecturers. The issuance of the certified true copies of the said certificates are being accomplished for any legal purpose that may serve them.

Office or Division:	National Center for Transportation Studies – Training Group			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Lecturers and Graduates of the Training Programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form 2. Identification Card or original/ copy of Certificate of the requestor		Administrative Group Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the request form	1. Receive accomplished request form	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Receive Certified true copies of Certificates	2. Verification, validation, reproduction and issuance of Certificate of Appearance/ Certificate of Recognition	None	2 Days	<i>Releasing personnel</i> Training Group
TOTAL:			3 Days	



10. Processing of requests and provision of Transport Data

National Center for Transportation Studies Library thru the Data and Information Unit is regularly collecting transport data from different transport related agencies. The data collected is readily available for any user upon formal request.

Office or Division:	National Center for Transportation Studies – Library / Data and Information Unit			
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. Request letter to the Director with endorsement from institution			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Director	1. Receive formal request letter and assign tracking number	None	1 Day	<i>Receiving personnel</i> Administrative Group
	2. Validate availability of requested data	None	3 Days	<i>Librarian</i> NCTS Library
2. Acknowledge receipt of data	3. Process and send the requested data	None	3 Days	<i>Librarian</i> NCTS Library
TOTAL:			7 Days	



11. Processing of requests for Library Access/ Use

The NCTS Library service includes the granting of access to use NCTS library materials and resources for UP and non-UP clients. The process below describes on how to avail of the service.

Office or Division:	National Center for Transportation Studies – Library			
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. ID 2. Referral letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry through phone and email	1. Library inquiry	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Present UP ID / Form 5	2. Usage of library of U.P. students/ faculty/ employee/ alumni 2.1 Borrowing and returning of library collections are strictly for U.P. students/ faculty/ employee/ alumni	None	1 Day	<i>Librarian</i> NCTS Library
3. Present referral letter and ID	3. Usage of library of non-U.P. library clients	PHP 50	1 Day	<i>Librarian</i> NCTS Library



TOTAL:	PHP 50	3 Days	
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12. Processing of acceptance of donations for the Library.

The NCTS Library is accepting donations to upgrade its library resources and collections. Acceptance of donations involves the sending and issuance of acknowledgement letter.

Office or Division:	National Center for Transportation Studies – Library			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of materials to be donated 2. Letter of Intent		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of intent	1. Receive letter of intent and assign tracking number	None	1 Day	<i>Receiving personnel</i> Administrative Group
	2. Confirm the list of donation	None	7 Days	<i>Librarian</i> NCTS Library
2. Send materials for donation	3. Receive the donations	None	1 Day	<i>Librarian</i> NCTS Library
3. Receive acknowledgement letter	4. Send acknowledgement letter to the donor	None	1 Day	<i>Librarian</i> NCTS Library
TOTAL:			10 Days	

13. Processing and accommodation of requests as resource person for interviews, lectures, seminars, workshops, etc.

Part of the technical and extension service being provided by the Center includes accommodating request for resource person/s in lectures, seminars, workshops and interviews.

The process involved the allocation of NCTS personnel on the scheduled activities.



Office or Division:	National Center for Transportation Studies – Admin Group			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to the Director with topics / guide questions 2. Notice of approval/ disapproval 3. Copy of lecture materials, video and data outputs 4. Issue appropriate certificates		Requesting Party Administrative Office Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request	1. Receive formal request letter and assign tracking number	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Acknowledge receipt of notice	2. Inform requestor on status of request (approve/ disapprove)	None	3 Days	<i>Releasing personnel</i> Administrative Group
3. Issue of appropriate certificate	3. Rendering of requested service	None	5 Days	Assigned Group
TOTAL:			9 Days	

14. Accommodation and rendering of extension services to the community related to transportation and traffic (e.g. UPD Transportation Committee/ OVCCA requests, etc.)

The Center accommodate and render extension services to UP community’s requests for transport related assistances.



Office or Division:	National Center for Transportation Studies – Admin Group			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All UP Units and Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to the Director 2. Notice of acceptance 3. Copy of any derivative outputs using the report submitted by the Center		Requesting Party Administrative Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request	1. Receive formal request letter and assign tracking number	None	1 Day	<i>Receiving personnel</i> Administrative Group
2. Acknowledge receipt of notice of acceptance	2. Accept requests to render community service	None	7 Days	<i>Receiving personnel</i> Administrative Group
3. Receive report	3. Rendering of requested services and submission of report	None	15 Days Pause-clock	Assigned Group
TOTAL:			23 Days	

15. Accommodation of requests to use equipment and facilities

The Center accommodates request for the use of NCTS equipment and facilities. The process involves the granting of permit to use equipment and facility.

Office or Division:	National Center for Transportation Studies – Admin Group
Classification:	Complex



Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All UP Units occasionally Non-UP Units (case to case basis)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Request letter to the Director with endorsement from adviser 5. Notice of approval/ disapproval		Requesting Party Administrative Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Send letter of request	1. Receive formal request letter 1.1 assign tracking number 1.2 Evaluate request	None	4 Days	<i>Receiving personnel</i> Administrative Group
5. Acknowledge receipt of notice	2. Inform requestor on status of request (approve/ disapprove)	None	2 Days	<i>Receiving personnel</i> Administrative Group
6. Pay approved UP rates	3. Allow Use of equipment and facilities	Use Schedule of Fees	3 Days	<i>Releasing personnel</i> Administrative Group
TOTAL:		Use Schedule of Fees	9 Days	

Schedule of Fees		
Room	Duration	Amount
NCTS Toyota Training Room	Per four hour block	PhP 5,000.00
Room C	Per four hour block	PHP 2,500.00
Room D	Per four hour block	PHP 4,000.00



**Research and Extension Units
Philippine Learning Center for Environment and
Social Sustainability (PHILCESS)**

External Service



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 Citizen, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished registration form		PHILCESS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about training programs	Respond to phone and email inquiries accordingly	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS



2. Request for invitation letter(s)	Send invitation letter(s) to clients with details of the training	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS
3. Request for training syllabus and profile of resource persons	Send training syllabus and profile of resource persons	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS
4. Reserve training slot(s)	Confirm reservation and prepare Statement of Account	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS
5. Pay the necessary training fee	Receive payment and issue Official Receipt	Refer to the table of rates below	1 Day	<i>Collection Officer</i> Accounting
TOTAL:			5 Days	

Number of Training Days	Training Fee
4 Days	PHP 18,000.00
3 Days	PHP 13,000.00

2. Provide government discount for public training

PHILCESS provides discounted slots to participants from government agencies and LGUs, except GOCCs, upon written request of participants.

Office or Division:	Philippine Learning Center for Environment and Social Sustainability (PHILCESS)
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government



Who may avail:	All Government Agencies, LGUs, and other Government Instrumentalities (except GOCCs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter/email for government discount citing DBM National Budget Circular No. 563 dated April 22, 2016 re allowable training budget of PHP 2,000 per day.	Respond to request for government discount for government employees	None	1 Day	Center Director PHILCESS
2. Reserve training slot(s)	Confirm reservation and prepare Statement of Account	None	1 Day	Project Planning and Development Officer B PHILCESS
3. Pay the necessary training fee	Receive payment and issue Official Receipt	Refer to the Table of Rates below	1 Day	Collection Officer Accounting
TOTAL:			3 Days	

Number of Days	Training Fee
4 days	PHP 8,000.00
3 days	PHP 6,000.00

3. Process Request for In-house training

Requests for in-house training on programs on environmental and social sustainability customized to the requirements of requesting organization



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, Government to Development Organizations			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Training needs assessment 2. Memorandum of Understanding or Agreement		PHILCESS		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organization requests for in-house training	1.1 PHILCESS conducts training needs assessment either through meetings with client or training needs survey 1.2 PHILCESS meets with prospective resource persons to customize training syllabus based on client requirements 1.3 Prepare line-item budget 1.4 Prepare proposal for in-house training 1.5 Prepare draft Memorandum of Understanding or Agreement	None	11 Days	Project leader PHILCESS



<p>2. Requesting organization reviews proposal and draft Memorandum of Understanding or Agreement</p>	<p>Waits for approval of MOU/MOA and proposal by client</p>		<p>7 Days (paused- clock)</p>	<p>Requesting organization</p>
<p>3. Requesting organization sends approved MOU/MOA and proposal</p>	<p>3.1 Send MOU/MOA incorporating comments from client to Office of Chancellor for review and approval with the following attachments: <ul style="list-style-type: none"> - Certificate of no special budgetary outlay from UP - Line-item budget </p> <p>3.2 OVCRD and Diliman Legal Office review MOU/MOA</p> <p>3.2 Send reviewed MOU/MOA to requesting organization</p>	<p>None</p>	<p>15 Days (paused- clock)</p>	<p><i>University Research Associate II</i> PHILCESS</p> <p>OVCRD and DLO</p> <p><i>University Research Associate II</i></p>



				PHILCESS
4. Requesting organization approves proposal and signs Memorandum of Understanding or Agreement	Office of the Chancellor signs MOU/MOA	None	5 Days (paused- clock)	Office of the Chancellor
5. Requesting organization requests details of arrangement for the training	<p>PHILCESS prepares logistical requirements needed for the training, including but not limited to:</p> <ul style="list-style-type: none"> - Statement of account - Venue and food arrangement - Training materials from resource persons - Site visit arrangement, if any - Transportation and insurance of resource persons and staff - Accommodation of resource persons and staff, if needed 	None	10 Days	<p><i>University Research Associate II</i></p> <p>PHILCESS</p>
6. Pay the training fee indicated in the proposal	Receive payment and issue Official Receipt	Amount is based on agreed upon budget indicated in	1 Day	<p><i>Collection Officer</i></p> <p>Accounting</p>



		the proposal		
TOTAL:			49 Days (paused- clock)	

4. Prepare Documentation reports for development partners

As part of the commitment of PHILCESS to development partners, documentation reports are prepared after the conduct of the training and submitted to development partners, especially for training programs where development partners provide technical and/or financial assistance.

Office or Division:	Philippine Learning Center for Environment and Social Sustainability (PHILCESS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Development Organizations			
Who may avail:	Partner Development Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Provision of technical and/or financial support		Partner Development Organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Provide technical or financial support to PHILCESS training programs and send request for documentation	Prepare documentation report including processing of evaluation forms	None	8 Days	<i>Project Development Assistant</i> PHILCESS
	Review of documentation report for submission to development partners			<i>Project Leader</i> PHILCESS
	Submit documentation reports, with Statement of Account, if any			<i>University Research Associate II</i> PHILCESS
2. Transfer financial support, if any, to UP Diliman account for WB-ADB Trust Account and send proof of payment transfer	Acknowledge payment transfer through email	None	1 Day	<i>University Research Associate II</i> PHILCESS
	1.2 Send verification letter to Accounting re payment transfer			
	1.3 Provide Official Receipt to Development Partner, if any			
TOTAL:			9 Days	

5. Prepare Mid-year and Year-end progress reports for development partners

Development partners request mid-year and year-end progress reports from all learning centers, including PHILCESS.

Office or Division:	Philippine Learning Center for Environment and Social Sustainability (PHILCESS)
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Classification:	Highly Technical			
Type of Transaction:	Government to Development Organizations			
Who may avail:	Partner Development Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter or email		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for progress reports (mid-year, end-year, etc.)	1.1 Prepare progress reports as requested	none	8 Days	<i>Project Leader</i> PHILCESS
	1.2 Review of progress reports for submission to development partner			<i>Center Director</i> PHILCESS
	1.3 Submit progress reports to development partner			<i>Project Leader</i> PHILCESS
2. Receive and acknowledge reports	Send acknowledgment email		1 Day	<i>Project Leader</i> PHILCESS
TOTAL:			9 Days	

6. Prepare Presentations about PHILCESS for Development Partners



From time to time, development partners request for presentations regarding the activities and progress of PHILCESS to be presented during Community of Practice Meetings and other meetings among development orgs

Office or Division:	Philippine Learning Center for Environment and Social Sustainability (PHILCESS)			
Classification:	Complex			
Type of Transaction:	Government to Development Organizations			
Who may avail:	Partner Development Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for presentation about PHILCESS	1.1 Prepare presentation about PHILCESS as requested	None	4 Days	<i>Project Leader</i> PHILCESS
	1.2 Review of presentation for submission to development partner			<i>Center Director</i> PHILCESS
	1.3 Submit presentation to development partner			<i>Project Leader</i> PHILCESS
2. Receive and acknowledge presentation	Send acknowledgment email	None	1 Day	<i>Project Leader</i> PHILCESS
TOTAL:			5 Days	



7. Prepare Annual Work Plan for Development Partners

As part of the Memorandum of Understanding with development partners, PHILCESS prepares an Annual Work Plan with corresponding budget request, if any, for review and approval of development partners.

Office or Division:	Philippine Learning Center for Environment and Social Sustainability (PHILCESS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Development Organizations			
Who may avail:	Partner Development Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter/email 2. Approved budget for PHILCESS, if any		Development partners		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for annual work plan	1.1 Prepare line up of training programs and activities for the year in consultation with development partners 1.2 Prepare line item budget 1.3 Prepare proposal and implementation budget with corresponding budget request 1.4 Review of proposal and	None	10 Days	<i>Project Leader</i> PHILCESS



	implementation plan 1.5 Submit annual work plan with budget			<i>Center Director</i> PHILCESS <i>Project Leader</i> PHILCESS
2. Receive and acknowledge work plan	Send acknowledgment email	None	1 Day	<i>Project Leader</i> PHILCESS
TOTAL:			11 Days	



**Research and Extension Units
Philippine Learning Center for Environment and
Social Sustainability (PHILCESS)**

Internal Service



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



1. Accomplished registration form		PHILCESS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about training programs	Respond to phone and email inquiries accordingly	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS
2. Request for invitation letter(s)	Send invitation letter(s) to clients with details of the training	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS
3. Request for training syllabus and profile of resource persons	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
4. Reservation of training slot(s)	Confirm reservation and prepare Statement of Account	None	1 Day	<i>Project Planning and Development Officer B</i> PHILCESS
5. Pay the training fee	Receive payment and issue Official Receipt	Refer to the Table of Rates below	1 Day	<i>Collection Officer</i> Accounting
TOTAL:			5 Days	

Number of Training Days	Training Fee
4 Days	PHP 9,000.00
3 Days	PHP 6,500.00



**Research and Extension Units
Training Center for Applied Geodesy and
Photogrammetry (TCAGP)**

External Service



1. Process 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			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Government			
Who may avail:	All government 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 4. Confirmation of acceptance		TC Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Accomplish the online application form	1. Open online application form for duration of application period	None	1 Day	TC Committee
2. Submit recommendation/ endorsement letter	2. Evaluate and send out the official acceptance letter	None	5 Days	TC Committee
3. Confirm acceptance enrollment to the training	3. Received the confirmation, assign trainee number and finalize official classlist	None	1 Hour	TC Committee
TOTAL:			6 Days, 1 Hour	

2. Process 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		
Classification:	Simple		
Type of Transaction:	Government to Citizens, Government to Business		
Who may avail:	All private 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 4. Confirmation of acceptance		TC Committee		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online application form	1.1 Open online application form for duration of application period	None	1 Day	TC Committee
2. Submit recommendation /endorsement letter	2.1 Evaluate and send out the official acceptance letter	None	5 Days	TC Committee
3. Confirm acceptance enrollment to the training	3.1 Received the confirmation, assign trainee number and finalize official class list	None	1 Hour	TC Committee
4. Pay the necessary fees	4. Receive payment and deposit to UPD Cash Office	PHP 4,500.00/course	30 Minutes	Cashier (UPD Cash Office)
TOTAL:		PHP 4,500.00/ course	6 Days, 1 Hour and 30 Minutes	

3. Process Request for Customized/Short Training Courses

The UPTCAGP offers any customized/short training courses to provide a more responsive approach to knowledge development and capability building with geomatics technology.

Office or Division:	Training Center for Applied Geodesy and Photogrammetry
Classification:	Complex



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		Requesting Party		
2. Memorandum of Agreement (MOA)		TCAGP Director/TC Committee		
3. Terms of Reference				
4. Proposed Budget (as stated in the MOA)				
5. Workplan/Implementation of Activities Schedule				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter	1.1 Receive letter with complete attachments	None	1 Day	TC Committee
2. Draft MOA, TOR, Proposed Budget	2.1 Review and submit draft MOA with complete attachments	None	90 Days (paused-clock)	TC Committee
3. Signed the agreed MOA	3.1 Receive 2 copies of notarized MOA (1 for TCAGP, 1 for OC)	None	1 Day	TC Committee
4. Pay the corresponding fee	4.1 Received payment	Based on Agreed Rates	1 Day	TC Committee
TOTAL:		Based on Agreed Rates	93 Days (paused-clock)	

4. Process Request to Engage in Research Projects

The UPTCAGP can engaged in research projects as part of its extension services either with government agencies/institutions, the industry, professionals and other stakeholders.



Office or Division:	Training Center for Applied Geodesy and Photogrammetry			
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		
4. Request Letter		Requesting Party		
5. Terms of Reference		TCAGP Director – Research and Extension Committee		
6. Line-Item-Budget				
7. Workplan/Implementation of Activities Schedule				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter	1.1 Receive letter with complete attachments	None	1 Day	TCAGP Director/Research and Extension Committee
2. Draft MOA with complete attachments	2.1 Review and submit draft MOA for finalization	None	90 days (paused-clock)	TCAGP Director/Research and Extension Committee
3. Signed the agreed MOA	3.1 Receive 2 copies of notarized MOA (1 for TCAGP, 1 for OC)	None	1 Day	TCAGP Director/Research and Extension Committee
4. Pay the corresponding fee	4. Receive payment	Based on Approved LIB and MOA	1 Day	TC Committee
TOTAL:		Based on Approved LIB and MOA	93 Days (paused-clock)	

5. Process Request to Engage in Extension Services



The UPTCAGP provides extension services through a Memorandum of Understanding or Deed of Undertaking with its stakeholders.

Office or Division:	Training Center for Applied Geodesy and Photogrammetry			
Classification:	Complex			
Type of Transaction:	Government to Citizens, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Requesting Party		
2. Memorandum of Understanding (MOU)/Deed of Undertaking		TCAGP Director/Research and Extension Committee		
3. Terms of Reference				
4. Line-Item Budget (as stated in the MOU/DOU)				
5. Workplan/Implementation of Activities Schedule				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter	1.1 Receive letter and send a formal reply	None	1 Day	TCAGP Director/Research and Extension Committee
2. Draft MOU/DOU with complete attachments	2. Review and submit MOU/DOU with complete attachments	None	90 Days (paused-clock0	TCAGP Director/Research and Extension Committee
3. Signed the agreed MOA	3.1 Receive 2 copies of notarized MOU/DOU (1 for TCAGP, 1 for OC)	None	1 Day	TCAGP Director/Research and Extension Committee
4. Pay the corresponding fee	4.1 Receive payment	Based on Approved LIB and MOA	1 Day	TC Committee
TOTAL:		Based on Approved	93 Days	



	LIB and MOA	(paused-clock)	
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6. Process Request for LiDAR Data from TCAGP Research Projects

The UPTCAGP provides LiDAR data from previous or present research projects to private companies or professionals with agreed rates.

Office or Division:	Training Center for Applied Geodesy and Photogrammetry			
Classification:	Complex			
Type of Transaction:	Government to Citizens, Government to Business			
Who may avail:	All private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter stating the purpose of the use of data		TCAGP Director/Research and Extension Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter	1.1 Receive the request letter, approve/disapprove and forward to data distribution team 1.2 Make a formal reply e.g. rejected, approved, or forwarded to Business Development Officer	None	5 Days	TCAGP Director/Research and Extension Committee
2. Acknowledgment of response and provide data storage device	2.1 Prepare and package data 2.2 Provide data storage device	None	30 Days (paused-clock)	Research Committee Head and Data Archiving and Distribution Team
3. Pay the corresponding fee	3.1 Receive payment	Based on	1 Day	TC Committee



		Agreed Rates		
4. Sign a Non-Disclosure Agreement (NDA)	4.1 Provide Ftp Link 4.2 Provide data storage device	None	1 Day	Research Committee Head and Data Archiving and Distribution Team
5. Download data	5. Make sure FTP folder is up and running	None	60 Days (paused-clock)	
TOTAL:		Based on Agreed Rates	97 Days (paused-clock)	

7. Process Request for the Borrowing of Surveying Instrument

The UPTCAGP allows for borrowing of its surveying instrument / equipment to students, researchers, faculty and other professionals outside UP Diliman.

Office or Division:	Training Center for Applied Geodesy and Photogrammetry			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Accomplished Borrower's form (2 copies)		TCAGP Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter	1. Receive the request letter and verify if the requested equipment is available		3 Days <i>Please note that there will be maximum of 2 months of the scheduled use of the surveying instruments with TCAGP</i>	TCAGP Director



			<i>instrument man (all expenses are to be charged to the requested party)</i>	
2. Follow-up the requested vehicle	2.1 Sign request letter and borrower's form	None	15 Minutes	<i>TCAGP Director</i>
3. Pay the corresponding fee	3.1 Receive payment	Based on Agreed Rates	1 Day	<i>TC Committee</i>
4. Receipt of surveying instruments	4.1 Release of Surveying instruments	None	30 Minutes	<i>TCAGP Instrument Man</i>
TOTAL:		Based on Agreed Rates	4 Days, 45 Minutes	



Research and Extension Units Training Center for Applied Geodesy and Photogrammetry (TCAGP)

Internal Service

1. Process 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	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	All UP Units	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Request letter	TCAGP Director	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter	1. Receive the request letter and verify if the requested data are available	None	5 Days	<i>TCAGP Director</i>
2. Follow-up the requested data	2. Make a formal reply	None	5 Days	<i>UP DREAM Commercial Services – Data Acquisition Team</i>
3. Receipt of requested data and sign Non-Disclosure Agreement	3. Release of requested data	None	1 Day	<i>UP DREAM Commercial Services – Data Acquisition Team</i>
TOTAL:		None	11 Days	

2. Process 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		
Classification :	Simple		
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 copies)		TCAGP Director	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter	1.1 Receive the request letter and verify if the requested equipment is available	None	3 Days <i>Please note that there will be at least 2 days prior to the scheduled use of the surveying instruments</i>	TCAGP Director
2. Follow-up the requested vehicle	2.1 Sign request letter and borrower's form	None	15 Minutes	TCAGP Director
3. Pay the corresponding fee	3.1 Receive payment	Based on Approved Rates	1 Day	TC Committee
4. Receipt of surveying instruments	4.1 Release of Surveying instruments	None	30 Minutes	TCAGP Instrument Man
TOTAL:		Based on Approved Rates	4 Days, 45 Minutes	

3. Process 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
Classification:	Simple



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		TC Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online application form	1.1 Open online application form for duration of application period	None	1 Day	TC Committee
2. Submit recommendation/endorsement letter	2.1 Evaluate and send out the official acceptance letter	None	5 Days	TC Committee
3. Confirm acceptance enrollment to the training	3.1 Received the confirmation, assign trainee number and finalize official class list	None	1 Hour	TC Committee
TOTAL:		None	6 Days, 1 Hour	





Research and Extension Units National Institute for Science and Mathematics Education Development (NISMED)

External Service

1. Training of Teachers

NISMED a research institute attached to the College of Education established in 1964. It is a center for research, curriculum development, **teacher training**, and extension work for science and mathematics education.

Office or Division:	NISMED
Classification	Highly Technical
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request from requesting party (e.g. Schools, University, Organization) 2. MOA/MOU/Conforme		Requesting Party Administration Office		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request to the Administration Office	1.1. Receives the letter of request	None	3 Minutes	1.1. Receiving Personnel
	1.2. Forwards letter of request to the Director for action	None	3 Minutes	1.2. Records Officer
	1.3. The Director consults the Deputy Directors or concerned staff if request is to be accepted.	None	4 Hours	1.3. Director
	1.4. If request is accepted, the training design and line item budget are prepared and then forwarded to the requesting party for perusal.	Depends on the financial capacity of the requesting party Refer to Table of Sample Computation Below	14 Days	1.4. Director, Deputy Director for Research and Extension (DDRE), Training Coordinator, and Administrative Officer V (AO V)
	1.5. Once both parties agree on the training design and LIB, a MOA/ MOU/ Conforme is made and forwarded to the client for perusal.	None	2 Days	1.5. Director, Training Coordinator, and AO V
2. Sign the final MOA/ MOU/ Conforme	2.1 Receives the signed MOA/ MOU/ Conforme *Director signs the document	None	3 Minutes	2.1. Receiving Personnel *Director



	2.2 Issues the Official Receipt		3 Minutes	2.2 Special Collecting Officer
	Total:		16 Days, 4 Hours, 12 Minutes	

Sample Computation of Training Fee (38 Participants)

Particulars	Amount
Personnel Services	
A. Honoraria	
Training Coordinator @PHP700.00/week x 3 weeks	PHP 2,100.00
Lecturer/Trainer @PHP1,300.00/hour x 28 hours	PHP 36,400.00
Facilitator @PHP650.00/hour x 28 hours	PHP 18,200.00
Pretest and Posttest Scoring	
14 items x PHP2.00/item x 2 sets x 38 persons	PHP 2,128.00
Training Materials Development Cost	PHP 7,000.00
B. Report Writing (including payment for review of the overall report)	PHP 10,000.00
C. Project Support Staff (15% of the Total of Personnel Services)	PHP 13,381.41
Maintenance and Other Operating Expenses	PHP 23,230.00
A. Supplies and Materials	
Training Kit @PHP600.00/person x 38 persons	PHP 3,000.00
(training bag, notebook, ballpen, ID w/ lace, certificate jacket)	PHP 2,000.00
Trainer's Materials PHP1,000.00/trainer x 3 trainers	PHP 15,578.50
Materials for Lesson Implementation	
B. Printing Expenses	
(training design and schedule, registration form, training handouts,	PHP 4,813.11
Pretest/posttest, program evaluation form, evaluation questionnaire,	PHP 13,584.49
Report, certificate, tarpaulin)	PHP <u>13,584.49</u>
	PHP165,000.00
Sundry (2%)	PHP4,342.10/participant
Administrative Cost (10%)	
UP Utilities (10%)	
TOTAL	



2. Development of Curriculum Materials

NISMED a research institute attached to the College of Education established in 1964. It is a center for research, curriculum development, teacher training, and extension work for science and mathematics education.

Office or Division:	NISMED			
Classification	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request from requesting party (e.g. Schools, University, Organization)		Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request to the Administration Office	1.1 Receives the letter of request.	None	3 Minutes	1.1 Receiving Personnel
	1.2 Request is forwarded to the Director for action.	None	3 Hours	1.2 Records Officer
	1.3 The Director consults the Deputy Directors or concerned staff if request is to be accepted.	None	4 Hours	1.3 Director
	1.4 If request is accepted, the specifications of the type and design of materials and line item budget is prepared for approval of the requesting party.	Depends on the financial capacity of the requesting party	21 Days	1.4 Director, Coordinator, and AO V



	1.5 Once both parties agree on the design and LIB, a MOA/ MOU/ Conforme is made and forwarded to the client for the signature	None	2 Days	1.5 Director, Coordinator, and AO V
2. Sign the final MOA/ MOU/ Conforme	2.1 Receives the signed MOA/ MOU/ Conforme *Director signs the document 2.2 Issues the Official Receipt	None	3 Minutes 3 Minutes	2.1 Records Officer *Director 2.2 Special Collecting Officer
	Total:		23 Days, 7 Hours, and 9 Minutes	

3. Conduct Research and Impact Studies

NISMED a research institute attached to the College of Education established in 1964. It is a center for research, curriculum development, teacher training, and extension work for science and mathematics education.

Office or Division:	NISMED			
Classification	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request from requesting party (e.g. Schools, University, Organization)		Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request to the Administration Office	1.1 Receives the letter of request	None	3 Minutes	1.1 Record Officer



	1.2 Request is forwarded to the Director for action.	None	3 Hours	1.2 <i>Records Officer</i>
	1.3 The Director consults the Deputy Director or concerned staff if request is to be accepted.	None	4 Hours	1.3 <i>Director</i>
	1.4 If request is accepted, the research design and line item budget are prepared for approval of the requesting party.	Depends on the financial capacity of the requesting party	14 Days	1.4 <i>Director, Coordinator, and AO V</i>
	1.5 Once both parties agree on the design and LIB, a MOA/ MOU/ Conforme is made and forwarded to the requesting party for signature	None	2 Days	1.5 <i>Director, Research Coordinator, and AO V</i>
2. Sign the final MOA/ MOU/ Conforme	2.1 Receive the signed MOA/ MOU/ Conforme *Director signs the document 2.2 Issue Official Receipt	None	3 Minutes 3 Minutes	2.1 <i>Records Officer</i> * <i>Director</i> 2.2 <i>Special Collecting Officer</i>
	Total:		16 Days, 7 Hours, and 9 Minutes	



4. Provide Printing Services

NISMED a research institute attached to the College of Education established in 1964. It is a center for research, curriculum development, teacher training, and science and math education and extension work that is the reason we have a Printing Section.

Office or Division:	NISMED Desktop and Printing Section			
Classification	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sample design (1 Original) Job Order Request (3 Copies)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the sample design to the Desktop and Printing Section	1. Receive the required documents (hard or soft copy) and check for completeness 1.1 Prepare Job Order Request (JOR) with estimated cost for the client to sign *submit the signed document to AO for approval	Partial Cost= Price of the paper used* + 400 (No. of plates used) Total Cost= Cost x 1.3 (Constant Factor) *Depends on the type, size, and quantity	3 Minutes 30 Minutes	1. <i>Printing Supervisor (hard copy), and Printing Quality Control Officer (soft copy)</i> 1.1 <i>Printing Supervisor</i> *AO V
2. JOR with the schedule of pick-up/ delivery.	2. Production will start once the approved JOR is received; Prepares billing statement and gives a copy to the requesting party	None	5 Days	2. <i>PQCO</i>



3. Pay the agreed cost	3. Issue Official Receipt	Agreed cost	5 Minutes	3. <i>Special Collecting Officer</i>
	Total:		5 Days, and 38 Minutes	

5. Provide Rental Service for Facilities (Hostel)

NISMED houses a 48-room hostel that can accommodate as many as 120 guests at a time.

Office or Division:	NISMED Hostel			
Classification	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a reservation (via online, phone call or walk-in) *for online reservation an acknowledgement of receipt of email will be received.	1.1. Checks the availability of room on the requested date 1.2. Confirms reservation	None	15 Minutes	1. <i>Front desk Staff</i>
2. Accomplish the registration form upon check-in	2.1. Records the information based on the registration form submitted 2.2. Informs client of the house rules 2.3 Gives the Wifi password 2.4. Gives room keys will be given	None	15 Minutes	2. <i>Front desk Staff</i>



3. Pay the room rate upon check-in	3.1. Issues billing statement 3.2. Issues the Official Receipt	Refer to Table of Rates Below	5 Minutes	3.1. <i>Front Desk Staff</i> 3.2. <i>Special Collecting Officer</i>
	Total:		35 Minutes	

Table of Fees			
	Single (Daily)	Double (Daily)	Triple (Daily)
Type A (airconditioned, private toilet and bath)	PHP 1,395.00	PHP 1,900.00	-
Type B (airconditioned, toilet and bath shared by two rooms)	PHP 1,145.00	PHP 1,785.00	-
Type C (Ceiling fan, toilet and bath shared by two rooms)	PHP 440.00	PHP 740.00	PHP 925.00

6. Provide Rental Service for Facilities

The Institute provides rental services for different function rooms for academic purposes.

Office or Division:	NISMED General Services Section			
Classification	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Director		Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.1. Make a reservation (via phone call or walk-in)	1.1. Checks availability of room on the requested date		15 Minutes	1.1. Administrative Assistant (AA)
1.2. Client may opt for an ocular inspection of the function rooms	1.2. Shows the client the different function rooms	None	20 Minutes	1.2. Technician
1.3. Client confirms the room to be rented and the date	1.3. Records in the calendar the room reservation		5 Minutes	1.3. Administrative Assistant
2. Submit a letter of request addressed to the Director	2.The Director acts on the request based on the recommendation by the AA	None	3 Minutes	2. Director
3. Gets billing statement from the AA; Pays the amount a day before the scheduled date of use of function room.	3. Issue Official Receipt *for UP Units, a billing statement is issued before issuing an OR	Refer to Table of Rates Below	5 Minutes	3. Special Collecting Officer
Total:			48 Minutes	

Rate of Facilities*			
Function Room		UP Units	Non-UP
Auditorium (Capacity: 300pax)	First 3 Hours	PHP 6,315.00	PHP 10,410.00
	Succeeding rate/hour	PHP 1,260.00	PHP 2,085.00
Audio Visual Room (75pax)	First 3 Hours	PHP 1,665.00	PHP 2,550.00
	Succeeding rate/hour	PHP 330.00	PHP 510.00
Conference Room (30pax)	First 3 Hours	PHP 1,110.00	PHP 1,695.00
	Succeeding rate/hour	PHP 225.00	PHP 345.00



Seminar Room/ Micro Teaching (30pax)	First 3 Hours	PHP 705.00	PHP 1,290.00
	Succeeding rate/hour	PHP 135.00	PHP 255.00
Teachers Learning Laboratory (60pax)	First 3 Hours	PHP 1,665.00	PHP 2,550.00
	Succeeding rate/hour	PHP 330.00	PHP 510.00

Additional charges:

- 30% of the total rental for technical and janitorial services
- Rental of equipment and electricity usage
- Overtime pay of technician

**Approved by the Chancellor 25 August 2013*



Natural Sciences Research Institute

External Services



1. Advanced Molecular Biology Workshop, Registration

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 Citizen, Government to Government, Government to Business			
Who may avail:	Student, Private and Other Government Office, Business			
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	1. Evaluate if applicant meets minimum requirements 1.1 Check availability of slots. 1.2 Email applicant on the result of application with link to Registration Form if qualified	None	1 Day 1 Day 1 Day	<i>University Researcher</i> <i>Or</i> <i>University Research Associate</i> BRSL <i>Lab Secretary</i> BRSL <i>University Researcher</i> BRSL
qualified applicants with slots, submit Accomplished Registration Form.	2. Check and accept accomplished registration form. 2.1 Inform applicant of payment procedures.	None	Pause-clock	<i>University Researcher</i> <i>Or</i> <i>University Research Associate</i> BRSL <i>Lab Secretary</i> BRSL



3. Pay registration fee at BRSL or email proof of payment if sent via courier	3. Prepare statement of charges 3.1 Accept payment 3.2 Acknowledge receipt of proof of payment by email if sent by courier 3.2 Fill out remittance form 3.3 Issue Official Receipt (OR)	PHP 15,000.00	5 Minutes	<i>Lab Secretary</i> BRSL
	3.3 Photocopy OR		Paused-clock	<i>Lab Secretary</i> BRSL <i>Lab Secretary</i> BRSL
			10 Minutes	<i>Special Collecting Officer</i> NSR/ Administrative Office <i>Lab Secretary</i> BRSL
TOTAL:		PHP 15,000.00	3 Days, 15 Minutes	

2. Basic Molecular Biology Workshop, Registration

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 Citizen, Government to Government, Government to Business			
Who may avail:	Student, Private and Other Government Office, Business			
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	1. Check availability of slots 1.1 Send link to Registration Form	None	2 Days	<i>Lab Secretary</i> BRSL <i>University Researcher</i> Or



				University Research Associate BRSL
omplish Registration Form	2. Check and accept accomplished registration form 2.1 Inform applicant of payment procedures	None	Paused-clock	Lab Secretary BRSL
3. Pay registration fee at BRSL or email proof of payment if sent via courier	3. Prepare statement of charges 3.1 Accept payment 3.2 Acknowledge receipt of proof of payment by email if sent by courier 3.2 Fill out remittance form 3.3 Issue Official Receipt (OR) 3.3 Photocopy OR	PHP 12,000.00	5 Minutes 5 Minutes Paused-clock 10 Minutes	Lab Secretary BRSL Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSRI Administrative Office Lab Secretary BRSL
TOTAL:		PHP 12,000.00	2 Days, 20 Minutes	

3. Laboratory Animal Workshop, Registration

A one day workshop with lecture and hands-on sessions on proper care and handling of laboratory animals, drug administration using different routes, 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 Citizen, Government to Government, Government to Business	
Who may avail:	UP Student, Non-UP Student, Private or Other Government Office, Business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. School or Company Identification Card		Requesting Party



2. Proof of payment		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, email or visit BRSL to register	1. Check availability of slots 1.1 Inform applicant of payment procedures	None	2 Day	<i>Lab Secretary</i> BRSL
3. Pay registration fee at BRSL or email proof of payment if sent via courier	3. Prepare statement of charges 3.1 Accept payment 3.2 Acknowledge receipt of proof of payment by email if sent by courier 3.2 Fill out remittance form 3.3 Issue Official Receipt (OR) 3.3 Photocopy OR	Refer to Table of Rates Below	5 Minutes 5 Minutes Paused-clock 10 Minutes	<i>Lab Secretary</i> BRSL <i>Lab Secretary</i> BRSL <i>Lab Secretary</i> BRSL <i>Special Collecting Officer</i> NSRI Administrative Office <i>Lab Secretary</i> BRSL
TOTAL:			2 Days, 20 Minutes	

TABLE OF RATES

CLIENT TYPE	REGISTRATION FEE (PHP)
UP Student	5,000.00
Non-UP Student or Researcher	6,000.00
Government/Private Agency, Small & Medium Scale Industry	6,000.00
Multinational and Large Scale Industry	6,000.00

4. Microalgae Workshop, Registration

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)
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Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Private or Government Employee, Business			
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	1. Check availability of slots 1.1 Send link to Registration Form	None	2 Days	<i>University Researcher Or University Research Associate BRSL</i>
2. Accomplish Registration Form	2. Check accomplished registration form 2.1 Inform applicant of payment procedures	None	Pause-clock	<i>University Researcher Or University Research Associate BRSL Lab Secretary</i>
3. Pay registration fee at BRSL or email proof of payment if sent via courier	3. Prepare statement of charges 3.1 Accept payment 3.2 Acknowledge receipt of proof of payment by email if sent by courier 3.2 Fill out remittance form 3.3 Issue Official Receipt (OR) 3.3 Photocopy OR	PHP 5,000.00	5 Minutes 5 Minutes Paused-clock 10 Minutes	<i>Lab Secretary BRSL Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSR/ Administrative Office Lab Secretary BRSL</i>
TOTAL:		Php 5,000.00	2 Days, 30 Minutes	



5. Plant Chromosome Preparation Workshop, Registration

A one day workshop with lecture and hands-on sessions on techniques used in preparing slides for *Allium cepa* test.

Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Private or Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School or Company Identification Card		BRSL		
2. Proof of payment		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, email or visit BRSL to register	1. Check availability of slots 1.1 Inform applicant of payment procedures	None	2 Day	<i>Lab Secretary</i> BRSL
2. Pay registration fee at BRSL or email proof of payment if sent via courier	2. Prepare statement of charges	PHP 4,000.00	10 Minutes	<i>Lab Secretary</i> BRSL
	2.1 Receive payment		5 Minutes	<i>Lab Secretary</i> BRSL
	2.2 Acknowledge receipt of proof of payment by email if sent via courier			<i>Lab Secretary</i> BRSL
	2.3 Fill out remittance form			<i>Lab Secretary</i>
	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>
TOTAL:		PHP 4,000.00	2 Days, 20 Minutes	



6. Request for 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 Citizen, Government to Government, Government to Business			
Who may avail:	Student, Private and Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP or other Identification card		UP or Requesting Party		
Accomplished Request Form		BRSL		
Sample (liquid, water-miscible; approx. 2 ml)		Requesting Party		
Proof of Payment		NSRI Administrative Office Or UPD Cashier's Office		
Accomplished Evaluation Form		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form	1. Check accomplished Request Form and acceptability of sample 1.2 Schedule test 1.3 Refrigerate sample if needed	None	10 Minutes	<i>Lab Secretary</i> BRSL <i>University Research Associate</i> BRSL



2. Pay charges based on client type and number of samples	2. Prepare Statement of Charges 2.1 Receive payment 2.2 Fill out remittance form 2.3 Issue Official Receipt (OR)	Refer to Table of Rates below	30 Minutes	<i>Lab Secretary</i> <i>BRSL</i>
	2.4 Photocopy OR 2.5 Conduct test 2.6 If necessary, conduct preliminary sample preparation as agreed upon by both parties 2.7 Take photomicrograph (if requested)	To be determined as agreed upon by both parties	5 Days Paused-clock	<i>NSRI Special Collecting Officer</i> <i>Or</i> <i>UPD Cashier's Office</i> <i>Lab Secretary</i> <i>BRSL</i> <i>University Research Associate</i> <i>BRSL</i>
3. Claim service report	3. Prepare and check service report 3.1 Release service report	None	Paused-clock 5 Minutes	<i>University Research Associate and Lab Head</i> <i>BRSL</i> <i>Lab Secretary</i> <i>BRSL</i>
4. Accomplish Evaluation Form	6. Check for completeness, file for analysis	None	5 Minutes	<i>Lab Secretary</i> <i>BRSL</i>
TOTAL:			5 Days, 50 Minutes	

TABLE OF RATES

CLIENT TYPE	1 sample (PHP)	2 samples (PHP)	3 samples (PHP)	4 samples (PHP)	Photo-micrography (PHP)
UP Diliman College of Science Students	3,100.00	3,500.00	4,000.00	4,350.00	215.00
Other UP Students	5,900.00	6,650.00	7,600.00	8,300.00	240.00
Non-UP Students and Researchers	7,700.00	8,750.00	10,000.00	10,950.00	320.00



Government, small and medium scale industries	8,100.00	9,200.00	10,550.00	11,500.00	340.00
Multinational and large scale industries	10,500.00	12,000.00	13,700.00	14,950.00	420.00

7. Request for Genotoxicity or Antigenotoxicity Testing (*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 and (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 Citizen, Government to Government, Government to Business
Who may avail:	Student, Other Government Office, Business

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UP Identification Card	BRSL
1. Accomplished Request Form	BRSL
2. Accomplished Evaluation Form	BRSL
3. Sample (water miscible, in 350 mL volume, stored in ice)	Project of Requesting party
4. Proof of Payment	NSRI Administrative Office Or UPD Cashier's Office

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	Lab Secretary BRSL University Researcher BRSL University Researcher BRSL



2. Pay charges based on number of samples	2. Issue Statement of Charges	Refer to Table of Rates below	10 Minutes	Lab Secretary BRSL
	2.1 Receive payment		30 Minutes	Lab Secretary BRSL
	2.2 Accomplish remittance form			Lab Secretary BRSL
	2.3 Issue Official Receipt (OR)			NSRI Special Collecting Officer Or UPD Cashier's Office Lab Secretary BRSL
	2.4 Photocopy OR			University Researcher BRSL
2.5 Conduct test based on number of samples	20 Days (1 or 2 samples)			
	30 Days (3 samples)			
		40 Days (4 samples)		
3. Claim service report	3. Prepare and check service report	None	Paused-clock	University Researcher and Lab Head BRSL
	3.1 Release service report		5 Minutes	Lab Secretary BRSL
4. Accomplish evaluation form	5. Check for completeness, file for analysis	None	5 Minutes	Lab Secretary BRSL
TOTAL:				

TABLE OF RATES

CLIENT TYPE	1 sample (PHP)	2 samples (PHP)	3 samples (PHP)	4 samples (PHP)
GENOTOXICITY TESTING				
UPD College of Science Students	3,800.00	4,300.00	4,600.00	5,400.00
Other UP Students	7,400.00	8,400.00	9,000.00	10,500.00
Non-UP Students	9,900.00	11,200.00	12,000.00	14,000.00
Government Agencies, Small and Medium Scale Industries	10,400.00	11,900.00	12,700.00	14,800.00
Multinational and Large Scale Industries	13,700.00	15,600.00	16,700.00	19,300.00
ANTIGENOTOXICITY TESTING				



UPD College of Science Students	5,200.00	5,700.00	6,000.00	6,800.00
Other UP Students	10,000.00	11,200.00	11,800.00	13,300.00
Non-UP Students	13,000.00	15,000.00	15,800.00	17,500.00
Government Agencies, Small and Medium Scale Industries	14,300.00	15,700.00	16,600.00	18,600.00
Multinational and Large Scale Industries	18,800.00	20,600.00	21,800.00	14,500.00

8. Request for Research Assistance, Equipment and Chemical Use

Research assistance is provided to clients in need of a laboratory 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 Citizen, Government to Government, Government to Business			
Who may avail:	Student, Private and Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification card		Requesting party		
Request or Endorsement Letter		Requesting party		
Research protocol		Requesting party		
Completed service request form		BRSL		
Proof of Payment		BRSL		
Completed 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	1. Check availability of lab, equipment, supplies, and/or chemicals 1.1. Request for endorsement letter and protocol	None	2 Days	Lab Secretary BRSL



2. Submit endorsement letter and research protocol	2. Evaluate endorsement and protocol 2.1 Provide service request form if protocol is feasible	None	Paused-clock	University Research Associate BRSL
3. Accomplish service request form	3. Check accomplished 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	University Research Associate BRSL Lab Head BRSL University Research Associate BRSL
6. Work in the lab; use of equipment	6. Provide assistance, supervision, supplies on labwork and/or equipment/chemical use 6.1 Supervise clean up after use	None	Paused-clock	University Research Associate BRSL
8. Pay charges	8. Prepare statement of charges based on all materials used and minimum of 1 hour use 8.1. Receive payment 8.2 Fill out remittance form 8.3 Issue Official Receipt (OR) 2.4 Photocopy OR	Refer to Table of Rates below	30 Minutes	Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSRI Administrative Office Or UPD Cashier Lab Secretary BRSL
9. Accomplish evaluation form	6. Receive and file evaluation form for analysis	None	5 Minutes	Lab Secretary
TOTAL:			2 Days, 50 Minutes	

TABLE OF RATES

	CLIENT TYPE
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LIST OF EQUIPMENT	UPD COLLEGE OF SCIENCE STUDENTS (PHP)	OTHER UP STUDENTS (PHP)	NON-UP STUDENTS AND RESEARCHERS (PHP)	GOVERNMENT, SMALL & MEDIUM SCALE INDUSTRY (PHP)	MULTINATIONALS & LARGE SCALE INDUSTRY (PHP)
Autoclave	40.00	45.00	55.00	60.00	70.00
Top loading balance	200.00	200.00	210.00	220.00	275.00
Centrifuge (swing-bucket)	60.00	110.00	130.00	140.00	170.00
Centrifuge (refrigerated)	310.00	355.00	450.00	500.00	615.00
Centrifuge (spindown)	25.00	25.00	35.00	35.00	45.00
Cryostat	100.00	275.00	300.00	400.00	500.00
Hotplate Stirrer	30.00	30.00	40.00	40.00	50.00
Incubator	50.00	55.00	70.00	80.00	100.00
Biosafety Cabinet Class II	60.00	65.00	90.00	100.00	120.00
Micropipettor	40.00	45.00	55.00	60.00	70.00
Oven up to 225°C	50.00	55.00	70.00	80.00	100.00
Shaker	30.00	30.00	40.00	40.00	50.00
Sonicator	70.00	85.00	110.00	120.00	150.00
Stove	30.00	30.00	40.00	40.00	50.00
Top-loading balance	200.00	200.00	210.00	220.00	275.00
UV Transilluminator (per view)	30.00	45.00	55.00	60.00	70.00
Vacuum pump	25.00	25.00	30.00	30.00	35.00
Vortex mixer	35.00	40.00	50.00	55.00	65.00
Water Bath	50.00	100.00	150.00	150.00	200.00

9. Microscopy Services

Use of microscope (light, fluorescence, phase contrast) is provided to requesting parties with biological and other samples to analyze.



Office or Division:	Biological Research and Services Laboratory (BRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Private or Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification card		Requesting party		
2. Request or Endorsement Letter		Requesting party		
4. Accomplished service request form		BRSL		
3. Sample (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 1.1 Request for endorsement letter from adviser, if student 1.1 Provide service request form	None	2 Days	<i>University Research Associate Or University Researcher BRSL Lab Secretary BRSL</i>
3. Accomplish service request form	3. Check accomplished service request form 3.1 Endorse service request form	None	5 Minutes	<i>University Research Associate Or University Researcher BRSL Lab Head BRSL</i>
5. Arrange schedule	5. Set schedule	None	5 Minutes	<i>Lab Secretary BRSL</i>



6. Use microscope	6. Provide assistance 6.1 Supervise clean up	None	Paused-clock	University Research Associate Or University Researcher BRSL
8. Pay appropriate service fee, minimum 1 hour use	8. Prepare statement of charges 8.1. Receive payment 8.2 Fill up remittance form 8.3 Issue Official Receipt (OR) 2.4 Photocopy OR	Refer to Table of Rates below	30 Minutes	Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSRI Administrative Office Or UPD Cashier Lab Secretary BRSL
9. Accomplish evaluation form	6. Receive and file evaluation form for analysis	None	5 Minutes	Lab Secretary BRSL
TOTAL:			2 Days, 45 Minutes	

10. Request for 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 Citizen, Government to Government, Government to Business	
Who may avail:	Student, Other Government Office, Business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Identification card		Requesting party
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 1.1 Request for research protocol	None	2 Days	Lab Secretary BRSL
2. Submit research protocol	2. Evaluate protocol 2.1 Provide service request form if protocol is feasible	None	Paused-clock	University Research Associate BRSL
3. Accomplish service request form	3. Check accomplished request form	None	5 Minutes	University Research Associate BRSL
	3.1 Endorse service request form		5 Minutes	Lab Head BRSL
	3.2 Coordinate with other lab users, set schedule with client		5 Minutes	University Research Associate BRSL
6. Work in the lab	6. Provide assistance 6.1 Supervise clean up after use	None	Paused-clock	University Research Associate BRSL
8. Pay charges	8. Prepare statement of charges, minimum of 1 hour use 8.1. Receive payment 8.2 Fill out remittance form 8.3 Issue Official Receipt (OR)	Refer to Table of Rates below	30 Minutes	Lab Secretary BRSL
	2.4 Photocopy OR			Lab Secretary BRSL Special Collecting Officer NSRI Administrative Office Or UPD Cashier Lab Secretary BRSL
9. Accomplish evaluation form	6. Receive and file evaluation form for analysis	None	5 Minutes	Lab Secretary
TOTAL:			2 Days, 50 Minutes	



TABLE OF RATES

TYPE OF SERVICE	UPD COLLEGE OF SCIENCE STUDENTS (PHP)	OTHER UP STUDENTS (PHP)	NON-UP STUDENTS AND RESEARCHERS (PHP)	GOVERNMENT, SMALL & MEDIUM SCALE INDUSTRY (PHP)	MULTINATIONAL S & LARGE SCALE INDUSTRY (PHP)
Lab room use (per hour)	22.00	45.00	71.00	76.00	99.00

11. DNA Paternity/Maternity Testing/Parentage

DNA paternity/maternity/parentage testing is the use of DNA profiles to determine whether an individual is the biological parent of another individual.

Office or Division:	NSRI, DNA Analysis Laboratory			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Laboratory Forms		NSRI, DNA Analysis Laboratory		
Original PSA Birth Certificates 2 valid primary identification cards Recent 2 x 2 ID photos Original PSA Marriage Certificate (if applicable) Court Order (if applicable)		Requirements nos. 2-6 will be submitted by requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on desired DNA analysis Email/FB/ Messenger Walk-in	Give basic information and answer inquiries on services or tests;	None	15 Minutes 30 Minutes	<i>Receiving personnel (DNA Analysis Laboratory)</i>
Make an appointment for consultation or sample collection and pay the schedule reservation fee	Reserve date and time of appointment and receive schedule reservation fee	PHP 500.00 per appointment (cost of 1st appointment is deductible from cost of	15 Minutes	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>



		consultation or test)		
Consultation (If needed)	Discuss options and provide advice on technical matters	PHP 1,000.00	1 Hour	Case Manager (DNA Analysis Laboratory)
Sample collection: Go to the laboratory at the scheduled date and time; submit requirements; and accomplish laboratory forms.	Check submitted requirements and accomplished forms Prepare for Sample Collection.	None	2 Hours	Laboratory External Officer Sample Collector Case Manager (DNA Analysis Laboratory)
Payment for Consultation/Sample Collection: pay the appropriate fees and provide proof of payment to the laboratory	Guide Requesting Party on making payment; check proof of payment and file a copy in the client record	Refer to Table of Rates below	15 Minutes	Laboratory External Officer (DNA Analysis Laboratory) Special Collecting Officer Or UPD Cashier's Office
Sample Collection: Allow laboratory to collect samples for testing.	Collect samples and document sample collection	None	2 Hours	Laboratory External Officer Sample Collector Case Manager (DNA Analysis Laboratory)
Wait for completion and results of the requested DNA analysis	Perform requested DNA analysis	None	14 Days	DNA Analysts
Claim DNA analysis results	Release or send-out result	None	1 Hour (with consultation if needed)	Releasing personnel Case Manager (if needed) (DNA Analysis Laboratory)
Accomplish customer survey evaluation form: Customer survey form	Receive and file evaluation form for analysis	None	5 Minutes	Releasing personnel (DNA Analysis Laboratory)
TOTAL:				



TABLE OF RATES

DNA Analysis	PHP
Paternity Testing (Alleged Father, Mother and one Child)	65,000.00
Paternity Testing (Alleged Father and one Child)	65,000.00
Maternity Testing (Alleged Mother and one Child)	65,000.00
Additional child to test for Paternity or Maternity	25,000.00

12. DNA Profiling (Blood Sample)

DNA profiling is the process of determining an individual's unique DNA characteristics.

Office or Division:	NSRI, DNA Analysis Laboratory			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Laboratory Forms		NSRI, DNA Analysis Laboratory		
Original PSA Birth Certificates		Requirements nos. 2-6 will be submitted by requesting party		
2 valid primary identification cards				
Recent 2 x 2 photos				
Original PSA Marriage Certificate (if applicable)				
Court Order (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on desired DNA analysis Email/FB/ Messenger Walk-in	Give basic information and answer inquiries on services or tests	None	15 Minutes 30 Minutes	<i>Receiving personnel (DNA Analysis Laboratory)</i>
Make an appointment for consultation or sample collection and pay the schedule reservation fee	Reserve date and time of appointment and receive schedule reservation fee	PHP 500 per appointment (cost of 1st appointment is deductible from cost of consultation or test)	15 Minutes	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>



Consultation (If needed)	Discuss options and give advice on technical matters	PHP 1,000.00	1 Hour	Case Manager (DNA Analysis Laboratory)
Sample collection: Go to the laboratory at the scheduled date and time; submit requirements; and accomplish laboratory forms.	Check submitted requirements and accomplished forms Prepare for Sample Collection.	None	2 Hours	Laboratory External Officer Sample Collector Case Manager (DNA Analysis Laboratory)
Payment for Consultation/ Sample Collection: pay the appropriate fees and provide proof of payment to the laboratory	Guide Requesting Party on making payment; check proof of payment and file a copy in the client record	PHP 45,000 per individual	15 Minutes	Laboratory External Officer (DNA Analysis Laboratory) Special Collecting Officer Or UPD Cashier's Office
Sample Collection: Allow laboratory to collect samples for testing.	Collect samples and document sample collection	None	2 Hours	Laboratory External Officer Sample Collector Case Manager (DNA Analysis Laboratory)
Wait for completion and results of the requested DNA analysis	Perform requested DNA analysis	None	14 Days	DNA Analysts
Claim DNA analysis results	Release or send-out result	None	1 Hour (with consultation if needed)	Releasing personnel Case Manager (if needed) (DNA Analysis Laboratory)
Accomplish customer survey evaluation form: Customer survey form	Receive and file evaluation form for analysis	None	5 Minutes	Releasing personnel (DNA Analysis Laboratory)
TOTAL:				



13. Kinship Analysis (aSTR/XSTR/YSTR/Mitochondrial)

Kinship Analysis is the use of DNA profiles to determine whether an individual is a relative of another individual.

Office or Division:	NSRI, DNA Analysis Laboratory			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Laboratory Forms		NSRI, DNA Analysis Laboratory		
Original PSA Birth Certificates 2 valid primary identification cards Recent 2 x 2 photos Original PSA Marriage Certificate (if applicable) Court Order (if applicable)		Requirements nos. 2-6 will be submitted by requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on desired DNA analysis Email/FB/ Messenger Walk-in	Give basic information and answer inquiries on services or tests;	None	15 Minutes 30 Minutes	<i>Receiving personnel (DNA Analysis Laboratory)</i>
Make an appointment for consultation or sample collection and pay the schedule reservation fee	Reserve date and time of appointment and receive schedule reservation fee	PHP 500.00 per appointment (cost of 1st appointment is deductible from cost of consultation or test)	15 Minutes	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>
Consultation (If needed)	Discuss options and provide advice on technical matters	PHP 1,000.00	1 Hour	<i>Case Manager (DNA Analysis Laboratory)</i>
Sample collection: Go to the laboratory at the scheduled date and time; submit requirements; and accomplish laboratory forms.	Check submitted requirements and accomplished forms 4.1 Prepare for Sample Collection.	None	2 Hours	<i>Laboratory External Officer Sample Collector Case Manager (DNA Analysis Laboratory)</i>



Payment for Consultation/Sample Collection: pay the appropriate fees and provide proof of payment to the laboratory	Guide Requesting Party on making payment; check proof of payment and file a copy in the client record	Refer to Table of Rates below	15 Minutes	Laboratory External Officer (DNA Analysis Laboratory) Special Collecting Officer Or UPD Cashier's Office
Sample Collection: Allow laboratory to collect samples for testing.	Collect samples and document sample collection	None	2 Hours	Laboratory External Officer Sample Collector Case Manager (DNA Analysis Laboratory)
Wait for completion and results of the requested DNA analysis	Perform requested DNA analysis	None	14 Days	DNA Analysts
Claim DNA analysis results	Release or send-out result	None	1 Hour (with consultation if needed)	Releasing personnel Case Manager (if needed) (DNA Analysis Laboratory)
Accomplish customer survey evaluation form: Customer survey form	Receive and file evaluation form for analysis	None	5 Minutes	Releasing personnel (DNA Analysis Laboratory)
TOTAL:				

TABLE OF RATES

DNA Analysis	PHP
aSTR for 2 to 3 individuals (simultaneous processing)	65,000.00
Additional individual for aSTR	25,000.00
YSTR for 2 to 3 individuals (simultaneous processing)	90,000.00
Additional individual for YSTR	30,000.00
Mitochondrial Analysis for 1 individual	65,000.00



14. DNA Profiling (Bone Samples from Cemetery or Funeral Parlor)

DNA profiling is the process of determining an individual's unique DNA characteristics.

Office or Division:	NSRI, DNA Analysis Laboratory			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Laboratory Forms		NSRI, DNA Analysis Laboratory		
Original PSA Birth Certificates 2 valid primary identification cards Recent 2 x 2 photos Original PSA Marriage Certificate (if applicable) Permit from the cemetery or funeral parlor administration and Municipal Health Office or DOH permit Court Order (if applicable)		Requirements nos. 2-6 will be submitted by requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on desired DNA analysis Email/FB/ Messenger Walk-in	Give basic information and answer inquiries on services or tests;	None	15 Minutes 30 Minutes	<i>Receiving personnel (DNA Analysis Laboratory)</i>
Make an appointment for consultation or sample collection and pay the schedule reservation fee	Reserve date and time of appointment and receive schedule reservation fee	PHP 500.00 per appointment (cost of 1st appointment is deductible from cost of consultation or test)	15 Minutes	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>
Consultation (If needed)	Discuss options and provide advice on technical matters	PHP 1,000.00	1 Hour	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>
Pay the fees for outside sampling and requested DNA analysis. (Note: The requesting party will	Guide Requesting Party on making payment for outside	Refer to Table of Rates below	15 Minutes	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>



coordinate with other agencies as needed and obtain all permits required e.g. coordinate with the cemetery/funeral parlor administration and Municipal Health Office or DOH and obtain permits)	sampling; check proof of payment and file a copy in the client record			<i>Special Collecting Officer Or UPD Cashier's Office</i>
Meet the sample collection team at the site of collection; Submit documents required by the DNA laboratory and fill up laboratory forms	Check accomplished forms Sample Collection	None	2 Hours	<i>Laboratory External Officer Sample Collector Case Manager</i>
Wait for completion and results of the requested DNA analysis	Perform requested DNA analysis	None	90 Days	<i>DNA Analysts</i>
Claim DNA results	Release or send- out results	None	1 Hour (with consultation if needed)	<i>Releasing personnel (DNA Analysis Laboratory)</i>
Accomplish customer survey evaluation form: Customer survey form	Receive and file evaluation form for analysis	None	5 Minutes	<i>Releasing personnel (DNA Analysis Laboratory)</i>
TOTAL:				

TABLE OF RATES

Outside Sampling Fee	PHP
Within Metro Manila and Rizal Province	10,000.00
Calabarzon and Bulacan	20,000.00
Places that will be reached by Plane (exclusive of airfare)	25,000.00
DNA Analysis	
DNA Profiling (per bone sample)	350,000.00



0. DNA Profiling of Bone Samples from Cemetery or Funeral Parlor with Comparison to Living Individuals

DNA profiling is the process of determining an individual's unique DNA characteristics. DNA profile generated will then be compared with living individuals.

Office or Division:	NSRI, DNA Analysis Laboratory			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Laboratory Forms		NSRI, DNA Analysis Laboratory		
Original PSA Birth Certificates 2 valid primary identification cards Recent 2 x 2 photos Original PSA Marriage Certificate (if applicable) Permit from the cemetery or funeral parlor administration and Municipal Health Office or DOH permit Court Order (if applicable)		Requirements nos. 2-6 will be submitted by requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on desired DNA analysis Email/FB/ Messenger Walk-in	Give basic information and answer inquiries on services or tests;	None	15 Minutes 30 Minutes	<i>Receiving personnel (DNA Analysis Laboratory)</i>
Make an appointment for consultation or sample collection and pay the schedule reservation fee	Reserve date and time of appointment and receive schedule reservation fee	PHP 500.00 per appointment (cost of 1st appointment is deductible from cost of consultation or test)	15 Minutes	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>
Consultation (If needed)	Discuss options and provide advice on technical matters	PHP 1,000.00	1 Hour	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>



Pay the fees for outside sampling and requested DNA analysis. (Note: The requesting party will coordinate with other agencies as needed and obtain all permits required e.g. coordinate with the cemetery/funeral parlor administration and Municipal Health Office or DOH and obtain permits)	Guide Requesting Party on making payment for outside sampling; check proof of payment and file a copy in the client record	Refer to Table of Rates below	15 Minutes	Laboratory External Officer (DNA Analysis Laboratory) Special Collecting Officer Or UPD Cashier's Office
Meet the sample collection team at the site of collection; Submit documents required by the DNA laboratory and fill up laboratory forms	Check accomplished forms Sample Collection	None	2 Hours	Laboratory External Officer Sample Collector Case Manager
Wait for completion and results of the requested DNA analysis	Perform requested DNA analysis	None	90 Days	DNA Analysts
Claim DNA results	Release or send- out results	None	1 Hour (with consultation if needed)	Releasing personnel (DNA Analysis Laboratory)
Accomplish customer survey evaluation form: Customer survey form	Receive and file evaluation form for analysis	None	5 Minutes	Releasing personnel (DNA Analysis Laboratory)
TOTAL:				

TABLE OF RATES

Outside Sampling Fee	PHP
Within Metro Manila and Rizal Area	10,000.00
Calabarzon and Bulacan Area	20,000.00
Places that will be reached by Plane (exclusive of airfare)	25,000.00
DNA Analysis	
DNA Profiling (per bone sample)	350,000.00



Paternity Testing (Alleged Father, Mother and one Child, simultaneous processing)	65,000.00
Paternity Testing (Alleged Father and one Child, simultaneous processing)	65,000.00
Maternity Testing (Alleged Mother and one Child, simultaneous processing)	65,000.00
Additional child to test for Paternity or Maternity (simultaneous processing)	25,000.00
Individual profile	65,000.00

1. Sample Collection and 5 year storage (Blood samples)

Collection of biological sample for storage and possible conduct of DNA analysis.

Office or Division:	NSRI, DNA Analysis Laboratory			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Laboratory Forms		NSRI, DNA Analysis Laboratory		
Original PSA Birth Certificates 2 valid primary identification cards Recent 2 x 2 photos Original PSA Marriage Certificate (if applicable) Court Order (if applicable)		Requirements nos. 2-6 will be submitted by requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on desired DNA analysis Email/FB/ Messenger Walk-in	Give basic information and answer inquiries on services or tests;	None	15 Minutes 30 Minutes	<i>Receiving personnel (DNA Analysis Laboratory)</i>
Make an appointment for consultation or sample collection and pay the schedule reservation fee	Reserve date and time of appointment and receive schedule reservation fee	P500.00 per appointment (cost of 1st appointment is deductible from cost of consultation or test)	15 Minutes	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>
Consultation (If needed)	Discuss options and provide advice on	PHP 1,000.00	1 Hour	<i>Case Manager (DNA Analysis Laboratory)</i>



	technical matters			
Sample collection: Go to the laboratory at the scheduled date and time; submit requirements; and accomplish laboratory forms.	Check submitted requirements and accomplished forms 4.1 Prepare for Sample Collection.	None	2 Hours	Laboratory External Officer Sample Collector Case Manager (DNA Analysis Laboratory)
Payment for Consultation/Sample Collection: pay the appropriate fees and provide proof of payment to the laboratory	Guide Requesting Party on making payment; check proof of payment and file a copy in the client record	None	15 Minutes	Laboratory External Officer (DNA Analysis Laboratory) Special Collecting Officer Or UPD Cashier's Office
Sample Collection: Allow laboratory to collect samples for storage.	Collect and store samples; document sample collection and storage	PHP 5,000.00	2 Hours	Laboratory External Officer Sample Collector Case Manager (DNA Analysis Laboratory)
Accomplish customer survey evaluation form: Customer survey form	Receive and file evaluation form for analysis	None	5 Minutes	Releasing personnel (DNA Analysis Laboratory)
TOTAL:		PHP 5,000.00		

2. Sample Collection and 5 year storage (Bone samples)

Collection of biological sample for storage and possible conduct of DNA analysis.

Office or Division:	NSRI, DNA Analysis Laboratory
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Laboratory Forms		NSRI, DNA Analysis Laboratory		
Original PSA Birth Certificates 2 valid primary identification cards Recent 2 x 2 photos Original PSA Marriage Certificate (if applicable) Permit from the cemetery or funeral parlor administration and Municipal Health Office or DOH permit Court Order (if applicable)		Requirements nos. 2-6 will be submitted by requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on desired DNA analysis Email/FB/Messenger Walk-in	Give basic information and answer inquiries on services or tests;	None	15 Minutes 30 Minutes	Receiving personnel (DNA Analysis Laboratory)
Make an appointment for consultation or sample collection and pay the schedule reservation fee	Reserve date and time of appointment and receive schedule reservation fee	PHP 500.00 per appointment (cost of 1st appointment is deductible from cost of consultation or test)	15 Minutes	Laboratory External Officer (DNA Analysis Laboratory)
Consultation (If needed)	Discuss options and provide advice on technical matters	PHP 1,000.00	1 Hour	Laboratory External Officer (DNA Analysis Laboratory)
Pay the fees for outside sampling, sample processing and storage requested. (Note: The requesting party will coordinate with other agencies as needed and obtain all permits required e.g. coordinate with the cemetery/funeral parlor administration and Municipal Health Office or	Guide Requesting Party on making payment for outside sampling; check proof of payment and file a copy in the client record	Refer to Table of Rates below	15 Minutes	Laboratory External Officer (DNA Analysis Laboratory) Special Collecting Officer Or UPD Cashier's Office



DOH and obtain permits)				
Meet the sample collection team at the site of collection; Submit documents required by the DNA laboratory and fill up laboratory forms	Check accomplished forms Sample collection Processing and storage	None	2 Hours 20 Days	Laboratory External Officer Sample Collector Case Manager
Accomplish customer survey evaluation form: Customer survey form	Receive and file evaluation form for analysis	None	5 Minutes	Releasing personnel (DNA Analysis Laboratory)
TOTAL:				

TABLE OF RATES

Outside Sampling Fee	PHP
Within Metro Manila and Rizal Area	10,000.00
Calabarzon and Bulacan Area	20,000.00
Places that will be reached by Plane (exclusive of airfare)	25,000.00
Requested Processing	
5-years Storage of one (1) unprocessed bone sample	5,000.00
Cleaning and 5-years Storage of one (1) bone sample	25,000.00

3. Sample Collection and Sending Out of Samples (Blood/Buccal samples)

Collection of biological sample for sending out to other countries for possible conduct of DNA analysis.

Office or Division:	NSRI, DNA Analysis Laboratory	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Accomplished Laboratory Forms	NSRI, DNA Analysis Laboratory	
Original PSA Birth Certificates 2 valid primary identification cards Recent 2 x 2 photos Original PSA Marriage Certificate (if applicable)	Requirements nos. 2-6 will be submitted by requesting party	



Court Order/Embassy request (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire on desired DNA analysis Email/FB/ Messenger Walk-in	Give basic information and answer inquiries on services or tests;	None	15 Minutes 30 Minutes	<i>Receiving personnel (DNA Analysis Laboratory)</i>
Make an appointment for consultation or sample collection and pay the schedule reservation fee	Reserve date and time of appointment and receive schedule reservation fee	P500.00 per appointment (cost of 1st appointment is deductible from cost of consultation or test)	15 Minutes	<i>Laboratory External Officer (DNA Analysis Laboratory)</i>
Consultation (If needed)	Discuss options and provide advice on technical matters	PHP 1,000.00	1 Hour	<i>Case Manager (DNA Analysis Laboratory)</i>
Sample collection: Go to the laboratory at the scheduled date and time; submit requirements; and accomplish laboratory forms.	Check submitted requirements and accomplished forms 4.1 Prepare for Sample Collection.	None	2 Hours	<i>Laboratory External Officer Sample Collector Case Manager (DNA Analysis Laboratory)</i>
Payment for Consultation/Sample Collection: pay the appropriate fees and provide proof of payment to the laboratory	Guide Requesting Party on making payment; check proof of payment and file a copy in the client record	None	15 Minutes	<i>Laboratory External Officer (DNA Analysis Laboratory) Special Collecting Officer Or UPD Cashier's Office</i>
Sample Collection: Allow laboratory to	Collect and secure samples for	PHP 5,000.00	2 Hours	<i>Laboratory External Officer Sample Collector</i>



collect samples for sending.	sending via Courier; document sample collection and prepare documents for send out	sample collection fee PHP 5,000.00 for courier fee		Case Manager (DNA Analysis Laboratory)
Accomplish customer survey evaluation form: Customer survey form	Receive and file evaluation form for analysis	None	5 Minutes	Releasing personnel (DNA Analysis Laboratory)
TOTAL:		PHP 5,000.00 sample collection fee PHP 5,000.00 for courier fee		

19. Consultation

Consultation to seek professional advice with concerns in the field of forensic science and population genetics.

Office or Division:	NSRI, DNA Analysis Laboratory			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. valid primary identification card 2. research proposal (if applicable)		Requirements will be submitted by requesting party.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make an appointment Email/FB Messenger Walk-in	Reserve date and time	None	15 Minutes 30 Minutes	Receiving personnel (DNA Analysis Laboratory)
Go to the laboratory at the scheduled date and time for consultation with	Advise and discuss the specific of the case	PHP 1,000.00 per hour	1 Hour	Case Manager



the necessary documents and information				
Accomplish customer survey evaluation form: Customer survey form	Receive and file evaluation form for analysis	None	5 Minutes	<i>DNA Analysis Laboratory personnel</i>
TOTAL:		PHP 1,000.00 per hour		

20. Appearance in court

In cases that the Case Manager is requested to appear in court as expert witness to explain the results of the DNA analysis.

Office or Division:	NSRI, DNA Analysis Laboratory			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. valid primary identification card of the authorized representative of the requesting party (may be the counsel or any relative that can coordinate with the laboratory) 2. court order/subpoena (if applicable)		Requirements will be submitted by requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make an appointment to discuss arrangements for a court appearance Email/FB Messenger Walk-in	Reserve date and time for court appearance	None	15 Minutes	<i>Receiving personnel (DNA Analysis Laboratory)</i>
Presenting lawyer of the requesting party will send the word	Case Manager edits the JA	None	20 Days	<i>Case Manager</i>



document of the JA through email				
Pre-trial consultation, notarization and payment of court appearance	Notarization	Refer to the table of Rates below	1 Hour	<i>DNA Analysis Laboratory personnel and Case Manager</i>
TOTAL:				

TABLE OF RATES

Outside Sampling Fee	PHP
Within Metro Manila and Rizal Area	10,000.00
Calabarzon and Bulacan Area	20,000.00
Places that will be reached by Plane (exclusive of airfare)	25,000.00

21. Consultation for thesis/research studies

For discussion to be possible resource speakers, collaborators or thesis advisers/panel.

Office or Division:	NSRI, DNA Analysis Laboratory			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. valid primary identification card of the authorized representative of the requesting party (may be the counsel or any relative that can coordinate with the laboratory) 2. Letter of request	Requirements will be submitted by requesting party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Make an appointment to discuss arrangements for a court appearance Email/FB Messenger Walk-in	Reserve date and time for court appearance	None	15 Minutes	Receiving personnel (DNA Analysis Laboratory)
Consultation	Discussion of possible collaboration	None	1 Hour	DNA Analysis Laboratory personnel and Case Manager
TOTAL:				

22. Microbiological Analysis of Drinking Water

Determines the microbiological quality of drinking water based on the following parameters: (1) coliform count; (2) heterotrophic plate count; (3) coliform and heterotrophic plate counts; (4) detection of *Pseudomonas aeruginosa*; (5) detection of fecal streptococci; and (6) coliform and heterotrophic plate counts, detection of *P. aeruginosa* and fecal streptococci.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	<i>Laboratory Secretary</i> MRSL
2.. Pay charges	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	<i>Special Collecting Officer</i> Administrative Office



				Or UPD Cashier's Office
	2.1. Conduct requested analysis		3 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Receive report	3. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			6 Days 1 Hour	

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF DRINKING WATER		
Parameter/s	Classification	Amount (PHP)
Coliform count	College of Science (CS) Students	150.00
	UP Students Outside of CS	180.00
	Non-UP Students	210.00
	Other Government Office, Small Business	260.00
	Big Business	300.00
Heterotrophic plate count	College of Science (CS) Students	200.00
	UP Students Outside of CS	240.00
	Non-UP Students	280.00
	Other Government Office, Small Business	340.00
	Big Business	400.00
Coliform count & Heterotrophic plate count	College of Science (CS) Students	300.00
	UP Students Outside of CS	360.00
	Non-UP Students	420.00
	Other Government Office, Small Business	510.00
	Big Business	600.00
Detection of <i>P. aeruginosa</i>	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00
Detection of fecal streptococci	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00
Coliform count, Heterotrophic plate count,	College of Science (CS) Students	1,300.00
	UP Students Outside of CS	1,560.00
	Non-UP Students	1,820.00
	Other Government Office, Small Business	2,210.00



Detection of <i>P. aeruginosa</i> & Detection of fecal streptococci	Big Business	2,600.00
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23. Microbiological Analysis of Non-Drinking Water

Determines the microbiological quality of non-drinking water based on the following parameters: (1) coliform count; (2) heterotrophic plate count; (3) coliform and *E. coli* counts; (4) *seudomonas aeruginosa* count; and (5) fecal streptococci count.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		3 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Receive report	3. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			6 Days 1 Hour	



TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF NON-DRINKING WATER		
Parameter/s	Classification	Amount (PHP)
Coliform count	College of Science (CS) Students	400.00
	UP Students Outside of CS	480.00
	Non-UP Students	560.00
	Other Government Office, Small Business	680.00
	Big Business	800.00
Heterotrophic plate count	College of Science (CS) Students	400.00
	UP Students Outside of CS	480.00
	Non-UP Students	560.00
	Other Government Office, Small Business	680.00
	Big Business	800.00
Coliform & <i>E. coli</i> counts	College of Science (CS) Students	700.00
	UP Students Outside of CS	840.00
	Non-UP Students	980.00
	Other Government Office, Small Business	1,190.00
	Big Business	1,400.00
<i>P. aeruginosa</i> count	College of Science (CS) Students	900.00
	UP Students Outside of CS	1,080.00
	Non-UP Students	1,260.00
	Other Government Office, Small Business	1,530.00
	Big Business	1,800.00
Fecal streptococci count	College of Science (CS) Students	1,000.00
	UP Students Outside of CS	1,200.00
	Non-UP Students	1,400.00
	Other Government Office, Small Business	1,700.00
	Big Business	2,000.00



24. Microbiological Analysis of Food and Beverage

Determines the microbiological quality of food and beverage based on the following parameters: (1) aerobic plate count; (2) yeast and mold count; (3) coliform count with detection of *E. coli*;

(4) aerobic plate count, yeast and mold count, and coliform count with detection of *E. coli*;

(5) coliform and *E. coli* counts; (6) detection of *Salmonella*; (7) detection of *Salmonella* with confirmatory tests; (8) *S. aureus* count; (9) *S. aureus* count with confirmatory tests; (10) *B. cereus* count; (11) *B. cereus* count with confirmatory tests; (12) detection of *Vibrio*; (13) detection of *Vibrio* with confirmatory tests; (14) detection of *Aeromonas*; (15) detection of *Aeromonas* with confirmatory tests; (16) halophilic bacteria count; and (17) lactic acid bacteria count.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		16 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL



Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	<i>Special Collecting Officer</i> Administrative Office Or <i>UPD Cashier's Office</i>
Receive report	4. Release report	None	15 Minutes	<i>Laboratory Secretary</i> MRSL
TOTAL:			19 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF FOOD AND BEVERAGE		
Parameter/s	Classification	Amount (PHP)
Aerobic plate count	College of Science (CS) Students	300.00
	UP Students Outside of CS	360.00
	Non-UP Students	420.00
	Other Government Office, Small Business	510.00
	Big Business	600.00
Yeast and mold count	College of Science (CS) Students	400.00
	UP Students Outside of CS	480.00
	Non-UP Students	560.00
	Other Government Office, Small Business	680.00
	Big Business	800.00
Coliform count with detection of <i>E. coli</i>	College of Science (CS) Students	550.00
	UP Students Outside of CS	660.00
	Non-UP Students	770.00
	Other Government Office, Small Business	940.00
	Big Business	1,100.00
Aerobic count, Yeast and mold count & coliform count with detection of <i>E. coli</i>	College of Science (CS) Students	1,150.00
	UP Students Outside of CS	1,380.00
	Non-UP Students	1,610.00
	Other Government Office, Small Business	1,960.00
	Big Business	2,300.00
Coliform and <i>E. coli</i> counts	College of Science (CS) Students	850.00
	UP Students Outside of CS	1,020.00
	Non-UP Students	1,190.00
	Other Government Office, Small Business	1,450.00
	Big Business	1,700.00
Detection of <i>Salmonella</i>	College of Science (CS) Students	900.00
	UP Students Outside of CS	1,080.00
	Non-UP Students	1,260.00
	Other Government Office, Small Business	1,530.00
	Big Business	1,800.00
	College of Science (CS) Students	1,400.00



Detection of <i>Salmonella</i> with confirmatory tests	UP Students Outside of CS	1,680.00
	Non-UP Students	1,960.00
	Other Government Office, Small Business	2,380.00
	Big Business	2,800.00
<i>S. aureus</i> count	College of Science (CS) Students	900.00
	UP Students Outside of CS	1,080.00
	Non-UP Students	1,260.00
	Other Government Office, Small Business	1,530.00
<i>S. aureus</i> count with confirmatory tests	College of Science (CS) Students	1,300.00
	UP Students Outside of CS	1,560.00
	Non-UP Students	1,820.00
	Other Government Office, Small Business	2,210.00
	Big Business	2,600.00

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF FOOD AND BEVERAGE
(continued)

Parameter/s	Classification	Amount (PHP)
<i>B. cereus</i> count	College of Science (CS) Students	900.00
	UP Students Outside of CS	1,080.00
	Non-UP Students	1,260.00
	Other Government Office, Small Business	1,530.00
	Big Business	1,800.00
<i>B. cereus</i> count with confirmatory tests	College of Science (CS) Students	1,400.00
	UP Students Outside of CS	1,680.00
	Non-UP Students	1,960.00
	Other Government Office, Small Business	2,380.00
	Big Business	2,800.00
Detection of <i>Vibrio</i>	College of Science (CS) Students	900.00
	UP Students Outside of CS	1,080.00
	Non-UP Students	1,260.00
	Other Government Office, Small Business	1,530.00
	Big Business	1,800.00
Detection of <i>Vibrio</i> with confirmatory tests	College of Science (CS) Students	1,400.00
	UP Students Outside of CS	1,680.00
	Non-UP Students	1,960.00
	Other Government Office, Small Business	2,380.00
	Big Business	2,800.00
Detection of <i>Aeromonas</i>	College of Science (CS) Students	900.00
	UP Students Outside of CS	1,080.00
	Non-UP Students	1,260.00
	Other Government Office, Small Business	1,530.00
	Big Business	1,800.00
Detection of <i>Aeromonas</i> with confirmatory tests	College of Science (CS) Students	1,400.00
	UP Students Outside of CS	1,680.00
	Non-UP Students	1,960.00
	Other Government Office, Small Business	2,380.00



	Big Business	2,800.00
Halophilic bacteria count	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00
Lactic acid bacteria count	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00

25. Microbiological Analysis of Cosmetics and Pharmaceuticals

Determines the microbiological quality of cosmetic and pharmaceutical products based on the following parameters: (1) total aerobic microbial count by USP method; (2) total aerobic microbial count by BAM method; (3) total yeast and mold count by USP method; (4) total yeast and mold count by BAM method; (5) Enterobacteriaceae count by USP method; (6) detection of *E. coli* by USP method; (7) detection of *E. coli* by BAM method; (8) detection of *Salmonella* by USP method; (9) detection of *Salmonella* by BAM method; (10) detection of *P. aeruginosa* by USP method; (11) detection of *P. aeruginosa* by BAM method; (12) detection of *S. aureus* by USP method; (13) detection of *S. aureus* by BAM method; (14) detection of *C. albicans* by USP method; and (15) detection of *C. albicans* by BAM method.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or



				<i>UPD Cashier's Office</i>
	2.1. Conduct requested analysis		16 Days	<i>Laboratory Aide Laboratory Technician Analysts MRSL</i>
	2.2. Prepare and check report		3 Days	<i>Analysts Laboratory Head MRSL</i>
Pay balance, if not fully paid	Receive payment and issue OR, if applicable		15 Minutes	<i>Special Collecting Officer Administrative Office Or UPD Cashier's Office</i>
Receive report	4. Release report	None	15 Minutes	<i>Laboratory Secretary MRSL</i>
TOTAL:			19 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF COSMETICS AND PHARMACEUTICALS

Parameter/s	Classification	Amount (PHP)
Total aerobic microbial count by USP method	College of Science (CS) Students	400.00
	UP Students Outside of CS	480.00
	Non-UP Students	560.00
	Other Government Office, Small Business	680.00
	Big Business	800.00
Total aerobic microbial count by BAM method	College of Science (CS) Students	375.00
	UP Students Outside of CS	450.00
	Non-UP Students	530.00
	Other Government Office, Small Business	640.00
	Big Business	750.00
Total yeast and mold count by USP method	College of Science (CS) Students	400.00
	UP Students Outside of CS	480.00
	Non-UP Students	560.00
	Other Government Office, Small Business	680.00
	Big Business	800.00
Total yeast and mold count by BAM method	College of Science (CS) Students	375.00
	UP Students Outside of CS	450.00
	Non-UP Students	530.00
	Other Government Office, Small Business	640.00
	Big Business	750.00
Enterobacteriaceae count by USP method	College of Science (CS) Students	1,050.00
	UP Students Outside of CS	1,260.00
	Non-UP Students	1,470.00
	Other Government Office, Small Business	1,790.00
	Big Business	2,100.00
	College of Science (CS) Students	900.00



Detection of <i>E. coli</i> by USP method	UP Students Outside of CS	1,080.00
	Non-UP Students	1,260.00
	Other Government Office, Small Business	1,530.00
	Big Business	1,800.00
Detection of <i>E. coli</i> by BAM method	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00
Detection of <i>Salmonella</i> by USP method	College of Science (CS) Students	1,400.00
	UP Students Outside of CS	1,680.00
	Non-UP Students	1,960.00
	Other Government Office, Small Business	2,380.00
	Big Business	2,800.00
Detection of <i>Salmonella</i> by BAM method	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF COSMETICS AND PHARMACEUTICALS (continued)		
Parameter/s	Classification	Amount (PHP)
10. Detection of <i>P. aeruginosa</i> by USP method	College of Science (CS) Students	750.00
	UP Students Outside of CS	900.00
	Non-UP Students	1,050.00
	Other Government Office, Small Business	1,300.00
	Big Business	1,500.00
11. Detection of <i>P. aeruginosa</i> by BAM method	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00
12. Detection of <i>S. aureus</i> by USP method	College of Science (CS) Students	750.00
	UP Students Outside of CS	900.00
	Non-UP Students	1,050.00
	Other Government Office, Small Business	1,300.00
	Big Business	1,500.00
13. Detection of <i>S. aureus</i> by BAM method	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00
	College of Science (CS) Students	750.00



14. Detection of <i>C. albicans</i> by USP method	UP Students Outside of CS	900.00
	Non-UP Students	1,050.00
	Other Government Office, Small Business	1,300.00
	Big Business	1,500.00
15. Detection of <i>C. albicans</i> by BAM method	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00

26. Microbiological Analysis of Surfactant

Determines the microbiological quality of surfactant based on the following parameters:

- (1) aerobic plate count; (2) yeast and mold count; (3) detection of *E. coli*; (4) detection of *P. aeruginosa*; and (5) detection of *S. aureus*.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		16 Days	Laboratory Aide Laboratory Technician Analysts MRSL



	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
Receive report	4. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			19 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF SURFACTANT		
Parameter/s	Classification	Amount (PHP)
Aerobic plate count	College of Science (CS) Students	400.00
	UP Students Outside of CS	480.00
	Non-UP Students	560.00
	Other Government Office, Small Business	680.00
	Big Business	800.00
Yeast and mold count	College of Science (CS) Students	400.00
	UP Students Outside of CS	480.00
	Non-UP Students	560.00
	Other Government Office, Small Business	680.00
	Big Business	800.00
Detection of <i>E. coli</i>	College of Science (CS) Students	900.00
	UP Students Outside of CS	1,080.00
	Non-UP Students	1,260.00
	Other Government Office, Small Business	1,350.00
	Big Business	1,800.00
Detection of <i>P. aeruginosa</i>	College of Science (CS) Students	750.00
	UP Students Outside of CS	900.00
	Non-UP Students	1,050.00
	Other Government Office, Small Business	1,300.00
	Big Business	1,500.00
Detection of <i>S. aureus</i>	College of Science (CS) Students	750.00
	UP Students Outside of CS	900.00
	Non-UP Students	1,050.00
	Other Government Office, Small Business	1,300.00
	Big Business	1,500.00



27. Microbiological Testing of Bioactive-Containing Liquid

Determines the inhibitory effect of liquids containing bioactive substances against selected test organisms using different test methods: (1) antimicrobial agar plate assay using NA, PDA or GYP; (2) antimicrobial agar plate assay using Mueller Hinton Agar; (3) Minimum Inhibitory Concentration (MIC) test; (4) percent kill test; and (5) use dilution test.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		16 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
Receive report	4. Release report	None	15 Minutes	Laboratory Secretary



				MRSLS
TOTAL:			19 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR MICROBIOLOGICAL TESTING OF BIOACTIVE-CONTAINING LIQUID		
Test	Classification	Amount (PHP)
Antimicrobial agar plate assay using NA, PDA or GYP (per agar plate)	College of Science (CS) Students	500.00
	UP Students Outside of CS	500.00
	Non-UP Students	500.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00
Antimicrobial agar plate assay using Mueller Hinton Agar (per agar plate)	College of Science (CS) Students	600.00
	UP Students Outside of CS	700.00
	Non-UP Students	700.00
	Other Government Office, Small Business	1,020.00
	Big Business	1,200.00
Minimum Inhibitory Concentration (MIC) test (per 5 concentrations against 1 test organism)	College of Science (CS) Students	1,250.00
	UP Students Outside of CS	1,500.00
	Non-UP Students	1,700.00
	Other Government Office, Small Business	2,130.00
	Big Business	2,500.00
Percent kill test (per sample concentration against 1 organism for 1 exposure time)	College of Science (CS) Students	2,100.00
	UP Students Outside of CS	2,520.00
	Non-UP Students	2,900.00
	Other Government Office, Small Business	3,570.00
	Big Business	4,200.00
Use dilution test for disinfectant (per sample concentration against 1 test organism)	College of Science (CS) Students	1,250.00
	UP Students Outside of CS	1,500.00
	Non-UP Students	1,700.00
	Other Government Office, Small Business	2,120.00
	Big Business	2,500.00



28. Microbiological Testing of Bioactive-Containing Materials

Determines the efficacy against selected test organisms of different materials that contain bioactive substance: (1) paint strip; and (2) fabric, film or glass strip.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	As agreed upon by both parties according to the experimental design developed for the Requesting Party's objectives	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		16 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office



Receive report	4. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			19 Days 1 Hour 15 Minutes	

29. Assessment of Surface Microflora by Swabbing

Determines the count of microorganisms on a specified surface area

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges	2. Receive payment and issue OR	As agreed upon by both parties according to the experimental design developed for the Requesting Party's objectives	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		As agreed upon by both parties according to the experimental design	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head



				MRSL
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 minutes	<i>Special Collecting Officer</i> Administrative Office Or <i>UPD Cashier's Office</i>
Receive report	4. Release report	None	15 Minutes	<i>Laboratory Secretary</i> MRSL
TOTAL:			-	

30. Preservative Challenge Test in Foods and Cosmetics

Determines the efficacy of a preservative in a product against a test organism using artificially contaminated product.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Meet with Analyst/s re: Requesting Party's objectives	1. Prepare proposal and costing	None	Paused-clock	<i>Analysts</i> MRSL
Approval of proposal and costing	2. Finalize experimental design and costing	As agreed upon by both parties	10 Days	<i>Analysts</i> MRSL
	2.1. Prepare timetable	None	1 Hour	<i>Analysts</i> MRSL
	2.2. Conduct preliminary experiments, if necessary	As agreed upon by both parties	As agreed upon by both parties	<i>Analysts</i> MRSL
Pay deposit	3. Receive payment and issue OR	As agreed upon by both parties	15 Minutes	<i>Special Collecting Officer</i> Administrative Office Or



				<i>UPD Cashier's Office</i>
	3.1. Conduct requested analysis		As agreed upon by both parties	<i>Laboratory Aide Laboratory Technician Analysts MRSL</i>
	3.2. Prepare and check report		3 Days	<i>Analysts Laboratory Head MRSL</i>
4. Pay balance	4. Receive payment and issue OR		15 minutes	<i>Special Collecting Officer Administrative Office Or UPD Cashier's Office</i>
Receive report	5. Release report	None	15 Minutes	<i>Laboratory Secretary MRSL</i>
TOTAL:			-	

31. Storage/Stability Studies on Foods and Cosmetics

Determines the microbiological stability of a product within a specified period.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meet with Analyst/s re: Requesting Party's objectives	1. Prepare proposal and costing	None	Paused-clock	<i>Analysts MRSL</i>
2. Approval of proposal and costing	2. Finalize experimental design and costing	As agreed upon by both parties	10 Days	<i>Analysts MRSL</i>
	2.1. Prepare timetable	None	1 Hour	<i>Analysts MRSL</i>



Pay deposit	3. Receive payment and issue OR	As agreed upon by both parties	15 Minutes	<i>Special Collecting Officer</i> Administrative Office Or <i>UPD Cashier's Office</i>
	3.1. Conduct requested analysis		As agreed upon by both parties	<i>Laboratory Aide</i> <i>Laboratory Technician</i> <i>Analysts</i> MRSL
	3.2. Prepare and check report		3 Days	<i>Analysts</i> <i>Laboratory Head</i> MRSL
4. Pay balance	4. Receive payment and issue OR		15 minutes	<i>Special Collecting Officer</i> Administrative Office Or <i>UPD Cashier's Office</i>
5. Receive report	5. Release report	None	15 Minutes	<i>Laboratory Secretary</i> MRSL
TOTAL:			-	

32. Isolation of Selected Microorganism from a Given Sample

Isolates and purifies a microorganism that belongs to any of the following groups from a given sample: (1) aerobic bacteria; (2) yeast and mold; (3) lactic acid bacteria; and (4) nitrogen fixing bacteria.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample	None	30 Minutes	<i>Laboratory Secretary</i> MRSL



	1.1. Prepare Statement of Charges			
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	<i>Special Collecting Officer Administrative Office Or UPD Cashier's Office</i>
	2.1. Conduct requested analysis		20 Days	<i>Laboratory Aide Laboratory Technician Analysts MRSL</i>
	2.2. Prepare and check report		3 Days	<i>Analysts Laboratory Head MRSL</i>
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	<i>Special Collecting Officer Administrative Office Or UPD Cashier's Office</i>
Receive report	4. Release report	None	15 Minutes	<i>Laboratory Secretary MRSL</i>
TOTAL:			23 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR ISOLATION OF MICROORGANISMS FOR THE ONE (1) ISOLATE		
Test	Classification	Amount (PHP)
Isolation of aerobic bacteria	College of Science (CS) Students	362.00
	UP Students Outside of CS	432.00
	Non-UP Students	504.00
	Other Government Office, Small Business	612.00
	Big Business	720.00
Isolation of yeast and mold	College of Science (CS) Students	450.00
	UP Students Outside of CS	540.00
	Non-UP Students	630.00
	Other Government Office, Small Business	770.00
	Big Business	900.00
Isolation of lactic acid bacteria	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00



Isolation of nitrogen-fixing bacteria	College of Science (CS) Students	500.00
	UP Students Outside of CS	600.00
	Non-UP Students	700.00
	Other Government Office, Small Business	850.00
	Big Business	1,000.00

TABLE OF RATES FOR ISOLATION OF ONE (1) ADDITIONAL ISOLATE FOR ALL GROUPS OF MICROORGANISMS	
Classification	Amount (PHP)
College of Science (CS) Students	150.00
UP Students Outside of CS	180.00
Non-UP Students	210.00
Other Government Office, Small Business	260.00
Big Business	300.00

33. Characterization and Identification of Bacteria

Characterizes and identifies pure culture of bacteria according to the following analysis:

- (1) partial characterization; (2) characterization and identification with API tests; and
- (3) characterization and identification with Biolog tests.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or



				<i>UPD Cashier's Office</i>
	2.1. Conduct requested analysis		20 Days	<i>Laboratory Aide Laboratory Technician Analysts MRSL</i>
	2.2. Prepare and check report		3 Days	<i>Analysts Laboratory Head MRSL</i>
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	<i>Special Collecting Officer Administrative Office Or UPD Cashier's Office</i>
Receive report	4. Release report	None	15 Minutes	<i>Laboratory Secretary MRSL</i>
TOTAL:			23 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR CHARACTERIZATION AND IDENTIFICATION OF PURE CULTURE OF BACTERIA		
Analysis	Classification	Amount (PHP)
Partial characterization	College of Science (CS) Students	950.00
	UP Students Outside of CS	1,140.00
	Non-UP Students	1,330.00
	Other Government Office, Small Business	1,620.00
	Big Business	1,900.00
Characterization and identification with API tests	College of Science (CS) Students	3,500.00
	UP Students Outside of CS	
	Non-UP Students	
	Other Government Office, Small Business	
	Big Business	
Characterization and identification with Biolog tests	College of Science (CS) Students	6,000.00
	UP Students Outside of CS	
	Non-UP Students	
	Other Government Office, Small Business	
	Big Business	

34. Regular Training Courses on Microbiology

Provides training with hands-on activities to acquaint and update participants on microbiological techniques and protocols in the following established programs: (1)



Basic Microbiological Techniques; (2) Bacteriological Examination of Water; (3) Microbiological Analyses of Foods: Quality Indicators and Selected Gram-Negative Bacteria; (4) Microbiological Analyses of Foods: Gram-Positive Bacteria; (5) Microbiological Analyses of Personal Care Products; and (6) Evaluation of Culture Media.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment Refer to Table on Regular Training Courses below for the requirement for participant qualification		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire	1. Send out Announcement with Application Form	None	Paused-clock	Laboratory Secretary Technical Staff MRSL
Submit accomplished Application Form	2. Acknowledge receipt of Application Form and advise on action on the application	None	15 Minutes	Laboratory Secretary Technical Staff MRSL
	2.1. Advise applicant on final arrangements if the course will push through	None	15 Minutes	Technical Staff MRSL
Remit payment or send proof of availability of fund	3. Receive payment and issue OR, if payment is remitted	Refer to Table on Regular Training Courses below for the fee	3 Days	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	3.1. Send OR if payment is remitted		15 Minutes	Laboratory Secretary MRSL
	3.2. Update course outline and protocols		7 Days	Technical Staff MRSL
	3.3. Prepare training materials		7 Days	Technical and Non-Technical Staff MRSL



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pay training fee, if payment not remitted earlier	4. Receive payment and issue OR		15 Minutes	<i>Special Collecting Officer</i> Administrative Office Or <i>UPD Cashier's Office</i>
5. Attend training	5. Lectures and laboratory exercises		Refer to Table on Regular Training Courses below for the duration	<i>Technical and Non-Technical Staff</i> MRSL
6. Evaluate Training Course	6. Collate evaluation	None	15 Minutes	<i>Laboratory Head</i> MRSL
7. Receive Certificate of Attendance	7. Award Certificate of Attendance	None	15 Minutes	<i>Laboratory Head</i> MRSL
TOTAL:			-	

TABLE ON REGULAR TRAINING COURSES			
Training Course	Participant Qualification	Duration (Days)	Training Fee (PHP)
Basic Microbiological Techniques	Graduate of B.S. Biology or related course	5	18,000.00
Bacteriological Examination of Water	Graduate of B.S. Biology or related course	5	16,000.00
Microbiological Analyses of Foods: Quality Indicators and Selected Gram-Negative Bacteria	Graduate of B.S. Biology or related course; Background in basic microbiological techniques	5	18,000.00
Microbiological Analyses of Foods: Gram-Positive Bacteria	Graduate of B.S. Biology or related course; Background in basic microbiological techniques	5	18,000
Microbiological Analyses of Personal Care Products	Graduate of B.S. Biology or related course; Background in basic microbiological techniques	5	18,000.00
Evaluation of Culture Media	Graduate of B.S. Biology or related course; Background in basic microbiological techniques	4	18,000.00

35. Customized Training Courses Related to Microbiology

Provides training to equip personnel of the Requesting Party with the needed microbiological tools.



Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment Qualification of participants as agreed upon by both parties		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Meet with Technical Staff on the objectives	1. Prepare proposal and costing	None	2 Hours	<i>Technical Staff</i> MRSL
Approval of proposal and costing	2. Finalize coverage of the course and costing	None	Paused-clock	<i>Technical Staff</i> MRSL
	2.1. Prepare timetable	None	2 Hours	<i>Technical Staff</i> MRSL
	2.2. Prepare course outline and protocols		12 Days	<i>Technical Staff</i> MRSL
Pay training fees	3. Receive payment and issue OR	As agreed upon by both parties	15 Minutes	<i>Special Collecting Officer</i> Administrative Office Or <i>UPD Cashier's Office</i>
	3.1. Prepare training materials		7 Days	<i>Technical and Non-Technical Staff</i> MRSL
Attend training course	4. Lecture and laboratory exercises		As agreed upon by both parties	<i>Technical and Non-Technical Staff</i> MRSL
Evaluate Training Course	5. Collate evaluation	None	15 Minutes	<i>Laboratory Head</i> MRSL
Receive Certificate of Attendance	6. Award Certificate of Attendance	None	15 Minutes	<i>Laboratory Head</i> MRSL
TOTAL:			-	

36. Conduct Chemical Analysis



Analyze **water** for the following parameters:

- | | | |
|------------------------|-----------------------|---------------------------|
| pH | calcium | lead |
| acidity | iron | nickel |
| total alkalinity | magnesium | zinc |
| bicarbonate | manganese | arsenic |
| carbonate | potassium | mercury |
| total dissolved solids | sodium | organochlorine pesticides |
| total suspended solids | hardness (calculation | polycyclic aromatic |
| | | hydrocarbons |
| total solids | from Ca & Mg | total organic carbon |
| chloride | concentration) | |
| nitrate | cadmium | |
| phosphate | chromium | |
| sulfate | copper | |

Analyze **sediment or soil or biological** for the following parameters:

- | | |
|-----------|--|
| moisture | copper |
| calcium | lead |
| iron | nickel |
| magnesium | zinc |
| manganese | arsenic with or without moisture |
| potassium | mercury with or without moisture |
| sodium | organochlorine pesticides with or without moisture |
| cadmium | polycyclic aromatic hydrocarbons with or without |
| | moisture |
| chromium | |

Analyze **prepared solutions** for the following parameters:

- | | |
|-----------|----------|
| calcium | cadmium |
| iron | chromium |
| magnesium | copper |
| manganese | lead |
| potassium | nickel |
| sodium | zinc |

Qualitative analysis of **cleaned-up extracts** by GC/MS

Office or Division:	Research and Analytical Services Laboratory (RASL), Natural Sciences Research Institute (NSRI)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen, Government to Government, Government to Business
Who may avail	Student, Other Government Office, Business
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Refer to Table of Requirements of Samples for Analysis		RASL		
Accomplished Request for Analysis Form				
Proof of payment		NSRI Administrative Office or UPD Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample(s) and accomplish appropriate Request for Analysis Form	Check accomplished Request Form and sample(s) 1.1. prepare statement of charges 1.2. endorse sample(s) to designated Laboratory Personnel	None	10 Minutes	Laboratory Personnel RASL
Pay appropriate service fee	Receive payment and issue Official Receipt (OR)	Refer to Table of Fees	3 Minutes	Special Collecting Officer Administrative Office or UPD Cash Office
	2.1. Perform requested chemical analysis	None	Refer to Table of Turn-over of Analysis	Laboratory Personnel RASL
Claim Formal Report for the requested analysis	Release RASL Formal Report for the requested analysis	None	5 Minutes	Laboratory Personnel RASL
Accomplish Customer Survey Form	Receive accomplished Customer Survey	None	5 Minutes	Laboratory Personnel RASL
TOTAL:				

TABLE OF REQUIREMENTS OF SAMPLES FOR WATER ANALYSIS
A. Types of Water Analysis Available A.1. Trace Metals A.2. Water Quality Parameters A.3. Organic Contaminants A.4. Pesticides, PAHs,



<p>List of parameters and corresponding cost of analysis are given as applicable or as specified by the customer. Full payment of charges for the analysis is required upon submission of the samples for analysis.</p>		
<p>B. Requirements/Conditions of Samples Submitted for Analysis: pH should be analyzed immediately (preferably within 15 minutes from sampling). Prior arrangements should be done for the determination of pH and analysis of Nitrate. Nitrate analyses are scheduled by the analyst every Wednesday - samples should be submitted on or before Wednesday morning. For analysis of other parameters, samples can be submitted within 24 hours from sampling without need of preservation, provided samples are kept in ice in a cooler. The amount of sample required to be submitted depends on the analysis requested.</p>		
<p>C. Sample Amount and Preservation Requirements of Water Samples Sample in CLEAN* PLASTIC CONTAINER and REFRIGERATED:</p>		
1 Liter min.	pH (analyze immediately)	15
1/2 Liter day	Acidity, Alkalinity, Bicarbonate and Carbonate	1
1/2 Liter days	Total Dissolved Solids, Total Suspended Solids, Total Solids	7
<p>Sample in CLEAN* PLASTIC CONTAINER and ACIDIFIED: (Acidify with conc. Nitric Acid, 1.5 mL/L sample)</p>		
1 Liter months	Metals	6
<p>Sample in CLEAN* GLASS CONTAINER and REFRIGERATED: (Line with aluminum foil before covering)</p>		
2x100mL to 500mL days	Total Organic Carbon (amber bottle, no headspace)	7
2x1 Liter days	Organochlorine Pesticides	7
2x1 Liter days	Polycyclic Aromatic Hydrocarbons	28
<p>Sample in CLEAN* GLASS OR PLASTIC CONTAINER and REFRIGERATED:</p>		
1 Liter days	Nitrate, Phosphate	2
days	Chloride, Sulfate	28
<p>*Clean plastic and glass containers with soap and water and final rinses should preferably be done with distilled water. Before filling, rinse the containers 5 times with the water being collected. Label samples properly including date and time of sampling.</p>		

<p>TABLE OF REQUIREMENTS OF SAMPLES FOR SEDIMENT OR SOIL OR BIOLOGICAL ANALYSIS</p>
<p>Label samples properly including date and time of sampling.</p>



The required amount for both organic and inorganic analysis is about 500 grams per sample, powdered and in glass container.

TABLE OF REQUIREMENTS OF SAMPLES FOR PREPARED SOLUTIONS ANALYSIS

Label samples properly including date and time of sampling.
The required amount is at least 10 mL per sample in glass container.

TABLE OF REQUIREMENTS OF SAMPLES FOR CLEANED-UP EXTRACTS BY GC/MS ANALYSIS

Label samples properly including date and time of sampling.
The required amount is at least 1 mL per sample in glass container.

TABLE OF FEES FOR WATER ANALYSIS			
Parameter	Fees per Sample (PHP)		
	UP Students	Non-UP Students Government, Small and Medium Scale Industries, and Private Institutions	Multinationals and Big Companies
pH	255.00	330.00	360.00
Chloride, Nitrate, Phosphate, Sulfate			
First Analyte:	1,800.00	2,400.00	2,520.00
Succeeding Analytes	540.00	660.00	720.00
Sample Prep. for Drinking Water, Wastewater, Environmental Water	595.00	785.00	860.00
Cadmium	565.00	590.00	770.00
Calcium	565.00	590.00	770.00
Chromium	565.00	590.00	770.00
Copper	565.00	590.00	770.00
Iron	565.00	590.00	770.00
Lead	565.00	590.00	770.00
Magnesium	565.00	590.00	770.00
Manganese	565.00	590.00	770.00
Nickel	565.00	590.00	770.00
Potassium	565.00	590.00	770.00
Sodium	565.00	590.00	770.00
Zinc	565.00	590.00	770.00
Hardness (Calculation from Ca and Mg conc.)			



Arsenic	1,410.00	1,775.00	2,000.00
Mercury	975.00	1,125.00	1,370.00
Acidity	435.00	560.00	610.00
Total Alkalinity	860.00	1,125.00	1,245.00
Bicarbonate	440.00	580.00	640.00
Carbonate	430.00	555.00	615.00
Total Dissolved Solids	445.00	585.00	650.00
Total Solids	445.00	585.00	650.00
Total Suspended Solids	495.00	645.00	710.00
Total Organic Carbon	3,000.00	3,000.00	3,000.00
Organochlorine Pesticides / PAH	5,720.00	8,290.00	9,715.00
Full payment required before analysis is started. Payment in check should be addressed to University of the Philippines Diliman .			

TABLE OF FEES FOR SEDIMENT OR SOIL ANALYSIS			
Parameter	Fees per Sample (PHP)		
	UP Students	Non-UP Students Government, Small and Medium Scale Industries, and Private Institutions	Multinationals and Big Companies
Moisture	430.00	560.00	660.00
Sample Preparation (w/ Moisture Analysis)	1,810.00	2,310.00	2,570.00
Sample Preparation (w/o Moisture Analysis)	1,425.00	1,800.00	1,965.00
Cadmium	850.00	880.00	1,045.00
Calcium	850.00	880.00	1,045.00
Chromium	850.00	880.00	1,045.00
Copper	850.00	880.00	1,045.00
Iron	850.00	880.00	1,045.00
Lead	850.00	880.00	1,045.00
Magnesium	850.00	880.00	1,045.00
Manganese	850.00	880.00	1,045.00
Nickel	850.00	880.00	1,045.00
Potassium	850.00	880.00	1,045.00
Sodium	850.00	880.00	1,045.00
Zinc	850.00	880.00	1,045.00
Arsenic (w Moisture Analysis)	3,870.00	4,915.00	5,500.00
Arsenic (w/o Moisture Analysis)	3,485.00	4,410.00	4,900.00
Mercury (w/ Moisture Analysis)	1,865.00	2,200.00	2,640.00
Mercury (w/o Moisture Analysis)	1,480.00	1,690.00	2,035.00



Organochlorine Pesticides / Hydrocarbons (w/ Moisture Analysis)	7,850.00	9,450.00	11,935.00
Organochlorine Pesticides / Hydrocarbons (w/o Moisture Analysis)	7,420.00	8,890.00	11,245.00
Full payment required before analysis is started. Payment in check should be addressed to University of the Philippines Diliman.			

TABLE OF FEES FOR BIOLOGICAL ANALYSIS			
Parameter	Fees per Sample (PHP)		
	UP Students	Non-UP Students Government, Small and Medium Scale Industries, and Private Institutions	Multinationals and Big Companies
Moisture	430.00	560.00	660.00
Homogenization	240.00	300.00	300.00
Sample Preparation (w/ Moisture Analysis)	2,715.00	3,465.00	3,855.00
Sample Preparation (w/o Moisture Analysis)	2,140.00	2,700.00	2,950.00
Cadmium	850.00	880.00	1,045.00
Calcium	850.00	880.00	1,045.00
Chromium	850.00	880.00	1,045.00
Copper	850.00	880.00	1,045.00
Iron	850.00	880.00	1,045.00
Lead	850.00	880.00	1,045.00
Magnesium	850.00	880.00	1,045.00
Manganese	850.00	880.00	1,045.00
Nickel	850.00	880.00	1,045.00
Potassium	850.00	880.00	1,045.00
Sodium	850.00	880.00	1,045.00
Zinc	850.00	880.00	1,045.00
Arsenic (w Moisture Analysis)	3,870.00	4,915.00	5,500.00
Arsenic (w/o Moisture Analysis)	3,485.00	4,410.00	4,900.00
Mercury (w/ Moisture Analysis)	2,985.00	3,460.00	4,230.00
Mercury (w/o Moisture Analysis)	2,600.00	2,955.00	3,625.00
Organochlorine Pesticides / Hydrocarbons (w/ Moisture Analysis)	8,580.00	10,230.00	12,905.00
Organochlorine Pesticides / Hydrocarbons (w/o Moisture Analysis)	8,090.00	9,600.00	12,125.00
Full payment required before analysis is started. Payment in check should be addressed to University of the Philippines Diliman.			



TABLE OF FEES FOR PREPARED SOLUTIONS ANALYSIS			
Parameter	Fees per Sample (PHP)		
	UP Students	Non-UP Students Government, Small and Medium Scale Industries, and Private Institutions	Multinationals and Big Companies
Cadmium	565.00	590.00	770.00
Calcium	565.00	590.00	770.00
Chromium	565.00	590.00	770.00
Copper	565.00	590.00	770.00
Iron	565.00	590.00	770.00
Lead	565.00	590.00	770.00
Magnesium	565.00	590.00	770.00
Manganese	565.00	590.00	770.00
Nickel	565.00	590.00	770.00
Potassium	565.00	590.00	770.00
Sodium	565.00	590.00	770.00
Zinc	565.00	590.00	770.00
Full payment required before analysis is started. Payment in check should be addressed to University of the Philippines Diliman .			

TABLE OF FEES FOR CLEANED-UP EXTRACTS BY GC/MS ANALYSIS			
Parameter	Fees per Sample (PHP)		
	UP Students	Non-UP Students Government, Small and Medium Scale Industries, and Private Institutions	Multinationals and Big Companies
Instrumentation	2,530.00	3,750.00	4,875.00
Full payment required before analysis is started. Payment in check should be addressed to University of the Philippines Diliman .			

Table of Turn-over of Results of Analysis		
Analysis	No. of samples	Regular Turn-over (No. of Working Days)
1. Water: FDA & DENR Requirements Analysis		
Without Pesticides	1 - 6 samples	10



(Accept only at most 8 samples per two weeks)	7 - 12 samples	16
	13 - 18 samples	22
With Pesticides	1 - 4 samples	12
(Receiving of samples to be limited to 1st and 2nd workday of the 3rd week)	5 - 8 samples	16
	13 - 18 samples	24
2. Water Analysis		
A. Anions		
	1 - 3 samples	6
	3 - 6 samples	9
	6 - 9 samples	12
	10 - 12 samples	15
B. pH		
	3	3
C. Trace Metals (1 - 3 Parameters)		
	1 - 6 samples	7
	7 - 12 samples	10
	13 - 18 samples	13
Trace Metals (4 - 5 Parameters)		
	1 - 6 samples	8
	7 - 12 samples	11
	13 - 18 samples	14
TDS, TS, TSS		
	1 - 6 samples	7
	7 - 12 samples	10
	13 - 18 samples	13
D. Organics		
OCPs, PAHs		
	1 - 4 samples	12
	5 - 8 samples	16
(Accept only during 1st and 2nd work day of the 1st week)		
OCPs & PAHs		
	1 - 4 samples	16
	5 - 8 samples	24
(Accept only during 1st and 2nd work day of the 3rd week)		
E. Total Organic Carbon		
	1 - 12 samples	6
3. Soil / Sludge / Sediment Samples*		



A. Trace Metals (1 - 3 Parameters)	1 - 6 samples	10
	7 - 12 samples	15
	13 - 18 samples	20
Trace Metals (4 - 5 Parameters)	1 - 6 samples	12
	7 - 12 samples	19
	13 - 18 samples	26
*Maximum of 3 days for drying		
B. Organics (1 Parameter)		
OCPs	1 - 4 samples	14
PAHs	1 - 4 samples	14
	5 - 8 samples	20
Organics (2 Parameters)		
OCPs & PAHs	1 - 4 samples	21
	5 - 8 samples	26
4. Prepared Solutions		
1-5 samples (2-10 solutions)		4
6-10 samples (12-20 solutions)		7
11-15 samples (22-30 solutions)		10
5. Biological Samples		
A. Mercury	1 - 5 samples	15
B. Trace Metals except Hg (1 - 5 Parameters)	1 - 3 samples	14
	4 - 6 samples	20
	7 - 9 samples	32
	10 - 12 samples	40
C. Organics (1 Parameter)	1 - 4 samples	16
	5 - 8 samples	26
Organics (2 Parameters)	1 - 6 samples	18
	5 - 8 samples	28

37. Conduct Training Course

Provide training course on Basic Statistics Applied to Chemical Methods of Analysis. A refresher course on basic statistical methods commonly used for analyzing experimental data/results in a chemical laboratory.

Office or Division:	Research and Analytical Services Laboratory (RASL), Natural Sciences Research Institute (NSRI)
Classification:	Complex



Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Minimum requirements are the prerequisites of the RASL for the participants of the course offering: BS Chemistry/BS Biochemistry/BS Chemical Engineering/BS Food Technology/BS Chemical Technology graduate		Requesting Party		
At least 6 months chemistry laboratory experience if endorsed by their company				
At least 6 months chemistry laboratory experience if for professional development				
Accomplished online registration form		RASL online registration platform		
Proof of payment		NSRI Administrative Office or UPD Cash Office		
Accomplished evaluation form		RASL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reserve slot in training course	Enlist participants in the preliminary list of attendees	None	5 Minutes	Laboratory Personnel RASL
Secure slot by paying registration fee	Receive payment, issue Official Receipt (OR)	PHP 3,500.00	3 Minutes	Special Collecting Officer Administrative Office Or UPD Cash Office
Attend training course proper	Facilitate training course	None	1 Day	Laboratory Personnel RASL
Accomplish training course evaluation form	Collect accomplished evaluation forms	None	10 Minutes	Laboratory Personnel RASL
Receive Certificate of Attendance/ Completion	Distribute Certificates of Attendance/ Completion	None	10 Minutes	Laboratory Personnel RASL
TOTAL:			1 Day and 28 Minutes	

38. Conduct Training Courses

Provide training courses on the following:

1. Chemical Safety and Chemical Waste Management



This course covers the topics on chemical safety and chemical waste management in chemical laboratories including safety practices on handling of chemicals and laboratory operations; Philippine regulations on chemicals and other pertinent environmental laws; and practices and procedures for an effective chemical waste management program.

2. Quality Assurance (QA) in Chemical Analysis

This course covers the topic on quality protocols in chemical analysis including the use of blanks, control samples and reference materials; technical aspects of QA as described by Eurachem/CITAC Guide in ensuring the quality of analytical data generated by a laboratory; construction and use of a quality control chart; and exercises on gravimetric, titrimetric, chromatographic and spectrophotometric methods of analysis.

3. Validation of Chemical Methods of Analysis

This course covers the topic on validation of chemical methods of analysis including how to validate test methods and how to establish the performance characteristics of the method; determination of important method performance characteristics; and exercises on gravimetric, chromatographic and spectrophotometric methods of analysis.

Office or Division:	Research and Analytical Services Laboratory (RASL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Student, Other Government Office, Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Minimum requirements are the prerequisites of the RASL for the participants of the course offering: BS Chemistry/BS Biochemistry/BS Chemical Engineering/BS Food Technology graduate		Requesting Party		
At least 6 months chemistry laboratory experience if endorsed by their company				
One (1) year chemistry laboratory experience if for professional development				
Accomplished online registration form		RASL online registration platform		
Proof of payment		NSRI Administrative Office or UPD Cash Office		
Accomplished evaluation form		RASL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Reserve slot in training course	Enlist participants in the preliminary list of attendees	None	5 Minutes	Laboratory Personnel RASL
Secure slot by paying registration fee	Receive payment, issue Official Receipt (OR)	Refer to Table of Fees and Duration of Trainings	3 Minutes	Special Collecting Officer Administrative Office Or UPD Cash Office
Attend training course proper	Facilitate training course	None	Refer to Table of Fees and Duration of Trainings	Laboratory Personnel RASL
Accomplish training course evaluation form	Collect accomplished evaluation forms	None	10 Minutes	Laboratory Personnel RASL
Receive Certificate of Attendance/ Completion	Distribute Certificates of Attendance/ Completion	None	10 Minutes	Laboratory Personnel RASL
TOTAL:				

TABLE OF FEES AND DURATION OF TRAININGS

Training Course Title	Fees (PHP)	Duration of Training
Chemical Safety and Chemical Waste Management	3,500.00	1 Day
Quality Assurance in Chemical Analysis	9,000.00	3 Days
Validation of Chemical Methods of Analysis	9,000.00	3 Days



Natural Sciences Research Institute

Internal Services



1. Advanced Molecular Biology Workshop, Registration

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	1. Evaluate if applicant meets minimum requirements 1.1 Check availability of slots. 1.2 Email applicant on the result of application with link to Registration Form if qualified	None	1 Day 1 Day 1 Day	<i>University Researcher</i> <i>Or</i> <i>University Research Associate</i> BRSL <i>Lab Secretary</i> BRSL <i>University Researcher</i> BRSL
2. Inform qualified applicants with slots, submit Accomplished Registration Form	2. Check and accept accomplished registration form. 2.1 Inform applicant of payment procedures.	None	Pause-clock	<i>University Researcher</i> <i>Or</i> <i>University Research Associate</i> BRSL <i>Lab Secretary</i> BRSL



3. Pay registration fee at BRSL or email proof of payment if sent via courier	3. Accept payment if by personal appearance 3.1 Acknowledge receipt of proof of payment by email if sent by courier 3.2 Fill out remittance form 3.3 Issue Official Receipt (OR) 3.4 Photocopy Official Receipt	PHP 15,000.00	5 Minutes	Lab Secretary BRSL
			Paused-clock	Lab Secretary BRSL
			10 Minutes	Lab Secretary BRSL
				Special Collecting Officer NSRI Administrative Office Lab Secretary BRSL
TOTAL:		PHP 15,000.00	3 Days, 15 Minutes	

2. Basic Molecular Biology Workshop, Registration

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)		
of of Payment		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online application form	1. Check availability of slots 1.1 Send link to Registration Form	None	2 Days	Lab Secretary BRSL University Researcher Or University Research Associate



				BRSL
2. Accomplish Registration Form	2. Check and accept accomplished registration form 2.1 Inform applicant of payment procedures	None	Paused-clock	Lab Secretary BRSL
3. Pay registration fee at BRSL or email proof of payment if sent via courier	3. Prepare statement of charges 3.1 Accept payment 3.2 Acknowledge receipt of proof of payment by email if sent by courier 3.2 Fill out remittance form 3.3 Issue Official Receipt (OR) 3.3 Photocopy OR	PHP 12,000.00	5 Minutes 5 Minutes Paused-clock 10 Minutes	Lab Secretary BRSL Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSRI Administrative Office Lab Secretary BRSL
TOTAL:		PHP 12,000.00	2 Days, 20 Minutes	

3. Laboratory Animal Workshop, Registration

A one day workshop with lecture and hands-on sessions on proper care and handling of laboratory animals, drug administration using different routes, 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		BRSL



2. Proof of payment		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, email or visit BRSL to register	1. Check availability of slots 1.1 Inform applicant of payment procedures	None	2 Day	<i>Lab Secretary</i> BRSL
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	<i>Lab Secretary</i> BRSL
	3.1 Accept payment		5 Minutes	<i>Lab Secretary</i> BRSL
	3.2 Acknowledge receipt of proof of payment by email if sent by courier		Paused-clock	<i>Lab Secretary</i> BRSL
	3.2 Fill out remittance form		10 Minutes	<i>Special Collecting Officer</i> NSRI Administrative Office
	3.3 Issue Official Receipt (OR)			<i>Lab Secretary</i> BRSL
	3.3 Photocopy OR			
TOTAL:		PHP 5,000.00	2 Days, 20 Minutes	

4. Microalgae Workshop, Registration

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	1. Check availability of slots 1.1 Send link to Registration Form	None	2 Days	University Researcher Or University Research Associate BRSL
2. Accomplish Registration Form	2. Check accomplished registration form 2.1 Inform applicant of payment procedures	None	Pause-clock	University Researcher Or University Research Associate BRSL Lab Secretary
3. Pay registration fee at BRSL or email proof of payment if sent via courier	3. Prepare statement of charges 3.1 Accept payment 3.2 Acknowledge receipt of proof of payment by email if sent by courier 3.2 Fill out remittance form 3.3 Issue Official Receipt (OR) 3.3 Photocopy OR	PHP 5,000.00	5 Minutes 5 Minutes Paused-clock 10 Minutes	Lab Secretary BRSL Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSR/ Administrative Office Lab Secretary BRSL
TOTAL:		Php 5,000.00	2 Days, 30 Minutes	

5. Plant Chromosome Preparation Workshop, Registration

A one day workshop with lecture and hands-on sessions on techniques used in preparing slides for *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. School or Company Identification Card		BRSL		
2. Proof of payment		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, email or visit BRSL to register	1. Check availability of slots 1.1 Inform applicant of payment procedures	None	2 Days	Lab Secretary BRSL
2. Pay registration fee at BRSL or email proof of payment if sent via courier	2. Prepare statement of charges	PHP 4,000.00	10 Minutes	Lab Secretary BRSL
	2.1 Receive payment		5 Minutes	Lab Secretary BRSL
	2.2 Acknowledge receipt of proof of payment by email if sent via courier			Lab Secretary BRSL
	2.3 Fill out remittance form		5 Minutes	Lab Secretary
	2.4 Issue Official Receipt (OR to be given at the workshop if fee is sent by courier)		5 Minutes	Special Collecting Officer (NSRI Administrative Office)
	2.5 Photocopy OR		5 Minutes	Lab Secretary
TOTAL:		PHP 4,000.00	2 Days, 20 Minutes	

6. Request for 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		
UP Identification card		UP		
Accomplished Request Form		BRSL		
Sample (liquid, water-miscible; approx. 2 ml)		Requesting Party		
Proof of Payment		NSRI Administrative Office Or UPD Cashier's Office		
Accomplished Evaluation Form		BRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form	1. Check accomplished Request Form and acceptability of sample 1.2 Schedule test 1.3 Refrigerate sample if needed	None	10 Minutes	Lab Secretary BRSL University Research Associate BRSL
2. Pay charges based on client type and number of samples	2. Prepare Statement of Charges 2.1 Receive payment 2.2 Fill out remittance form 2.3 Issue Official Receipt (OR) 2.4 Photocopy OR 2.5 Conduct test 2.6 If necessary, conduct preliminary sample preparation as agreed upon by both parties 2.7 Take photomicrograph (if requested)	Refer to Table of Rates below To be determined as agreed upon by both parties	30 Minutes 5 Days Paused-clock	Lab Secretary BRSL NSRI Special Collecting Officer Or UPD Cashier's Office Lab Secretary BRSL University Research Associate BRSL



3. Claim service report	3. Prepare and check service report 3.1 Release service report	None	Paused-clock 5 Minutes	University Research Associate and Lab Head BRSL Lab Secretary BRSL
4. Accomplish Evaluation Form	6. Check for completeness, file for analysis	None	5 Minutes	Lab Secretary BRSL
TOTAL:			5 Days, 50 Minutes	

TABLE OF RATES

CLIENT TYPE	1 sample (PHP)	2 samples (PHP)	3 samples (PHP)	4 samples (PHP)	Photo-micrography (PHP)
UPD Researcher with NSRI-funding	4,700.00	5,250.00	6,050.00	6,600.00	190.00
Other UP Researchers	5,900.00	6,650.00	7,600.00	8,300.00	240.00

7. Request for Genotoxicity or Antigenotoxicity Testing (*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		
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	Lab Secretary BRSL University Researcher BRSL University Researcher BRSL
2. Pay charges based on number of samples	2. Prepare Statement of Charges 2.1 Receive payment 2.2 Fill out remittance form 2.3 Issue Official Receipt (OR) 2.4 Photocopy OR 2.5 Conduct test based on number of samples	Refer to Table of Rates below	10 Minutes 30 Minutes 20 Days (1 or 2 samples) 30 Days (3 samples) 40 Days (4 samples)	Lab Secretary BRSL NSRI Special Collecting Officer Or UPD Cashier's Office Lab Secretary BRSL University Researcher BRSL
3. Claim service report	3. Prepare and check service report 3.1 Release service report	None	Paused-clock	University Researcher and Lab Head BRSL Lab Secretary BRSL
4. Accomplish evaluation form	5. Check for completeness, file for analysis	None	5 Minutes	Lab Secretary 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. Request for Research Assistance, Equipment and Chemical Use

Research assistance is provided to clients in need of a laboratory 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. Identification card		Requesting party		
Request letter		BRSL		
Research protocol		Requesting party		
Completed service request form		BRSL		
Proof of Payment		BRSL		
Completed 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	1. Check availability of lab, equipment, chemicals 1.1. Request for protocol, if research assistance is needed	None	2 Days	Lab Secretary BRSL
2. Submit research protocol	2. Evaluate protocol 2.1 Provide service request form if protocol is feasible	None	Paused-clock	University Research Associate 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	University Research Associate BRSL Lab Head BRSL University Research Associate BRSL
6. Work in the lab; use of equipment	6. Provide assistance, supervision, supplies on labwork and/or equipment/chemical use 6.1 Supervise clean up after use	None	Paused-clock	University Research Associate BRSL
8. Pay charges	8. Prepare statement of charges based on all materials used and minimum of 1 hour room use 8.1. Receive payment 8.2 Accomplish remittance form 8.3 Issue Official Receipt (OR) 2.4 Photocopy OR	Refer to Table of Rates below	30 Minutes	Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSRI Administrative Office Or UPD Cashier Lab Secretary BRSL
9. Accomplish evaluation form	6. Receive and file evaluation form for analysis	None	5 Minutes	Lab Secretary



TOTAL:		2 Days, 50 Minutes	
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TABLE OF RATES

LIST OF EQUIPMENT	CLIENT TYPE	
	UPD RESEARCHERS WITH NSRI FUNDING (PHP)	OTHER UP RESEARCHERS (PHP)
Autoclave	35.00	45.00
Top loading balance	190.00	200.00
Centrifuge (swing-bucket)	80.00	110.00
Centrifuge (refrigerated)	275.00	355.00
Centrifuge (spindown)	20.00	25.00
Cryostat	70.00	275.00
Hotplate Stirrer	25.00	30.00
Incubator	45.00	55.00
Biosafety Cabinet Class II	55.00	65.00
Micropipettor	35.00	45.00
Oven up to 225°C	45.00	55.00
Shaker	25.00	30.00
Sonicator	65.00	85.00
Stove	25.00	30.00
Top-loading balance	190.00	200.00
UV Transilluminator (per view)	35.00	45.00
Vacuum pump	20.00	25.00



Vortex mixer	30.00	40.00
Water Bath	80.00	100v

9. Microscopy Services

Use of microscope (light, phase contrast, fluorescence) is provided to clients with biological and other samples to analyze.

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		Requesting party		
2. Accomplished service request form		BRSL		
3. Sample (non-infectious)		Requesting party		
4. 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 1.1 Provide service request form	None	2 Days	University Research Associate Or University Researcher BRSL Lab Secretary BRSL



3. Accomplish service request form	3. Check accomplished service request form 3.1 Endorse service request form	None	5 Minutes	University Research Associate Or University Researcher BRLS Lab Head BRLS
5. Arrange schedule	5. Set schedule	None	5 Minutes	Lab Secretary BRLS
6. Use microscope	6. Provide assistance 6.1 Supervise clean up	None	Paused-clock	University Research Associate Or University Researcher BRLS
8. Pay appropriate service fee, minimum 1 hour use	8. Prepare statement of charges 8.1. Receive payment 8.2 Fill up remittance form 8.3 Issue Official Receipt (OR) 2.4 Photocopy OR	Refer to Table of Rates below	30 Minutes	Lab Secretary BRLS Lab Secretary BRLS Special Collecting Officer NSRI Administrative Office Or UPD Cashier Lab Secretary BRLS
9. Accomplish evaluation form	6. Receive and file evaluation form for analysis	None	5 Minutes	Lab Secretary BRLS
TOTAL:			2 Days, 45 Minutes	

TABLE OF RATES

CLIENT TYPE	LIGHT (PHP)	BASE CONTRAST (PHP)	FLUORESCENCE (PHP)
Postgraduate Researcher with NSRI funding	150.00	150.00	350.00
Undergraduate Researcher	275.00	275.00	525.00



TABLE OF RATES

CLIENT TYPE	LIGHT (PHP)	PHASE CONTRAST (PHP)	FLUORESCENCE (PHP)
UP Diliman College of Science Students	140.00	140.00	270.00
Other UP Students	275.00	275.00	525.00
Non-UP Students or Researchers	480.00	480.00	810.00
Government, small, medium scale industries	510.00	510.00	850.00
Multinational and large scale industries	660.00	660.00	1,200.00

10. Request for Lab 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. Identification card		Requesting party		
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 1.1 Request for research protocol	None	2 Days	<i>Lab Secretary BRSL</i>
2. Submit research protocol	2. Evaluate protocol 2.1 Provide service request form if protocol is feasible	None	Paused-clock	<i>University Research Associate BRSL</i>
3. Accomplish service request form	3. Check accomplished 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 BRSL Lab Head BRSL University Research Associate BRSL</i>
6. Work in the lab	6. Provide assistance 6.1 Supervise clean up after use	None	Paused-clock	<i>University Research Associate BRSL</i>
8. Pay charges	8. Prepare statement of charges, minimum of 1 hour use 8.1. Receive payment 8.2 Fill out remittance form 8.3 Issue Official Receipt (OR) 2.4 Photocopy OR	Refer to Table of Rates below	30 Minutes	<i>Lab Secretary BRSL Lab Secretary BRSL Special Collecting Officer NSRI Administrativ e Office Or UPD Cashier Lab Secretary BRSL</i>
9. Accomplish evaluation form	6. Receive and file evaluation form for analysis	None	5 Minutes	<i>Lab Secretary</i>
TOTAL:			2 Days, 50 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)	29.00	29.00	45.00

11. Microbiological Analysis of Drinking Water

Determines the microbiological quality of drinking water based on the following parameters: (1) coliform count; (2) heterotrophic plate count; (3) coliform and heterotrophic plate counts; (4) detection of *Pseudomonas aeruginosa*; (5) detection of fecal streptococci; and (6) coliform and heterotrophic plate counts, detection of *P. aeruginosa* and detection of fecal streptococci.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
2.. Pay charges	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		3 Days	Laboratory Aide



				Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Receive report	3. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			6 Days 1 Hour	

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF DRINKING WATER		
Parameters	Classification	Amount (PHP)
Coliform count	UP Researchers with NSRI funding	150.00
	UP Researchers outside College of Science with UP funding	180.00
Heterotrophic plate count	UP Researchers with NSRI funding	200.00
	UP Researchers outside College of Science with UP funding	240.00
Coliform count & Heterotrophic plate count	UP Researchers with NSRI funding	300.00
	UP Researchers outside College of Science with UP funding	360.00
Detection of <i>P. aeruginosa</i>	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00
Detection of fecal streptococci	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00
Coliform count, Heterotrophic plate count, Detection of <i>P. aeruginosa</i> & Detection of fecal streptococci	UP Researchers with NSRI funding	1,300.00
	UP Researchers outside College of Science with UP funding	1,560.00

12. Microbiological Analysis of Non-Drinking Water

Determines the microbiological quality of non-drinking water based on the following parameters: (1) coliform count; (2) heterotrophic plate count; (3) coliform and *E. coli* counts; (4) *seudomonas aeruginosa* count; and (5) fecal streptococci count.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)
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Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		3 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Receive report	3. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			6 Days 1 Hour	

Parameter/s	Classification	Amount (PHP)
Coliform count	UP Researchers with NSRI funding	400.00
	UP Researchers outside College of Science with UP funding	480.00
Heterotrophic plate count	UP Researchers with NSRI funding	400.00
	UP Researchers outside College of Science with UP funding	480.00
Coliform & <i>E. coli</i> counts	UP Researchers with NSRI funding	700.00



	UP Researchers outside College of Science with UP funding	840.00
<i>P. aeruginosa</i> count	UP Researchers with NSRI funding	900.00
	UP Researchers outside College of Science with UP funding	1,080.00
Fecal streptococci count	UP Researchers with NSRI funding	1,000.00
	UP Researchers outside College of Science with UP funding	1,200.00

13. Microbiological Analysis of Food and Beverage

Determines the microbiological quality of food and beverage based on the following parameters: (1) aerobic plate count; (2) yeast and mold count; (3) coliform count with detection of *E. coli*;

(4) aerobic plate count, yeast and mold count, and coliform count with detection of *E. coli*;

(5) coliform and *E. coli* counts; (6) detection of *Salmonella*; (7) detection of *Salmonella* with confirmatory tests; (8) *S. aureus* count; (9) *S. aureus* count with confirmatory tests; (10) *B. cereus* count; (11) *B. cereus* count with confirmatory tests; (12) detection of *Vibrio*; (13) detection of *Vibrio* with confirmatory tests; (14) detection of *Aeromonas*; (15) detection of *Aeromonas* with confirmatory tests; (16) halophilic bacteria count; and (17) lactic acid bacteria count.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or



				UPD Cashier's Office
	2.1. Conduct requested analysis		16 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
Receive report	4. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			19 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF FOOD AND BEVERAGE		
Parameter/s	Classification	Amount (PHP)
Aerobic plate count	UP Researchers with NSRI funding	300.00
	UP Researchers outside College of Science with UP funding	360.00
Yeast and mold count	UP Researchers with NSRI funding	400.00
	UP Researchers outside College of Science with UP funding	480.00
Coliform count with detection of <i>E. coli</i>	UP Researchers with NSRI funding	550.00
	UP Researchers outside College of Science with UP funding	660.00
Aerobic count, Yeast and mold count & coliform count with detection of <i>E. coli</i>	UP Researchers with NSRI funding	1,150.00
	UP Researchers outside College of Science with UP funding	1,380.00
Coliform and <i>E. coli</i> counts	UP Researchers with NSRI funding	850.00
	UP Researchers outside College of Science with UP funding	1,020.00
Detection of <i>Salmonella</i>	UP Researchers with NSRI funding	900.00
	UP Researchers outside College of Science with UP funding	1,080.00
Detection of <i>Salmonella</i> with confirmatory tests	UP Researchers with NSRI funding	1,400.00
	UP Researchers outside College of Science with UP funding	1,680.00
<i>S. aureus</i> count	UP Researchers with NSRI funding	900.00



	UP Researchers outside College of Science with UP funding	1,080.00
<i>S. aureus</i> count with confirmatory tests	UP Researchers with NSRI funding	1,300.00
	UP Researchers outside College of Science with UP funding	1,560.00
<i>B. cereus</i> count	UP Researchers with NSRI funding	900.00
	UP Researchers outside College of Science with UP funding	1,080.00
<i>B. cereus</i> count with confirmatory tests	UP Researchers with NSRI funding	1,400.00
	UP Researchers outside College of Science with UP funding	1,680.00
Detection of <i>Vibrio</i>	UP Researchers with NSRI funding	900.00
	UP Researchers outside College of Science with UP funding	1,080.00
Detection of <i>Vibrio</i> with confirmatory tests	UP Researchers with NSRI funding	1,400.00
	UP Researchers outside College of Science with UP funding	1,680.00
Detection of <i>Aeromonas</i>	UP Researchers with NSRI funding	900.00
	UP Researchers outside College of Science with UP funding	1,080.00

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF FOOD AND BEVERAGE (continued)		
Parameter/s	Classification	Amount (PHP)
15. Detection of <i>Aeromonas</i> with confirmatory tests	UP Researchers with NSRI funding	1,400.00
	UP Researchers outside College of Science with UP funding	1,680.00
16. Halophilic bacteria count	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00
17. Lactic acid bacteria count	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00

14. Microbiological Analysis of Cosmetics and Pharmaceuticals

Determines the microbiological quality of cosmetic and pharmaceutical products based on the following parameters: (1) total aerobic microbial count by USP method; (2) total aerobic microbial count by BAM method; (3) total yeast and mold count by USP method; (4) total yeast and mold count by BAM method; (5) Enterobacteriaceae count by USP method; (6) detection of *E. coli* by USP method; (7) detection of *E. coli* by BAM method; (8) detection of *Salmonella* by USP method; (9) detection of *Salmonella* by BAM method; (10) detection of *P. aeruginosa* by USP method; (11) detection of *P. aeruginosa* by BAM method; (12) detection of *S. aureus* by USP



method; (13) detection of *S. aureus* by BAM method; (14) detection of *C. albicans* by USP method; and (15) detection of *C. albicans* by BAM method.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		16 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Pay balance, if not fully paid	Receive payment and issue OR, if applicable		15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
Receive report	4. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			19 Days 1 Hour 15 Minutes	



TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF COSMETICS AND PHARMACEUTICALS		
Parameter/s	Classification	Amount (PHP)
Total aerobic microbial count by USP method	UP Researchers with NSRI funding	400.00
	UP Researchers outside College of Science with UP funding	480.00
Total aerobic microbial count by BAM method	UP Researchers with NSRI funding	375.00
	UP Researchers outside College of Science with UP funding	450.00
Total yeast and mold count by USP method	UP Researchers with NSRI funding	400.00
	UP Researchers outside College of Science with UP funding	480.00
Total yeast and mold count by BAM method	UP Researchers with NSRI funding	375.00
	UP Researchers outside College of Science with UP funding	450.00
Enterobacteriaceae count by USP method	UP Researchers with NSRI funding	1,050.00
	UP Researchers outside College of Science with UP funding	1,260.00
Detection of <i>E. coli</i> by USP method	UP Researchers with NSRI funding	900.00
	UP Researchers outside College of Science with UP funding	1,080.00
Detection of <i>E. coli</i> by BAM method	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00
Detection of <i>Salmonella</i> by USP method	UP Researchers with NSRI funding	1,400.00
	UP Researchers outside College of Science with UP funding	1,680.00
Detection of <i>Salmonella</i> by BAM method	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00
10. Detection of <i>P. aeruginosa</i> by USP method	UP Researchers with NSRI funding	750.00
	UP Researchers outside College of Science with UP funding	900.00
11. Detection of <i>P. aeruginosa</i> by BAM method	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00
12. Detection of <i>S. aureus</i> by USP method	UP Researchers with NSRI funding	750.00
	UP Researchers outside College of Science with UP funding	900.00
13. Detection of <i>S. aureus</i> by BAM method	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00
14. Detection of <i>C. albicans</i> by USP method	UP Researchers with NSRI funding	750.00
	UP Researchers outside College of Science with UP funding	900.00
	UP Researchers with NSRI funding	500.00



15. Detection of <i>C. albicans</i> by BAM method	UP Researchers outside College of Science with UP funding	600.00
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15. Microbiological Analysis of Surfactant

Determines the microbiological quality of surfactant based on the following parameters:

- (1) aerobic plate count; (2) yeast and mold count; (3) detection of *E. coli*; (4) detection of *P. aeruginosa*; and (5) detection of *S. aureus*.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		16 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	Special Collecting Officer Administrative Office



				Or UPD Cashier's Office
Receive report	4. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			19 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR MICROBIOLOGICAL ANALYSIS OF SURFACTANT		
Parameter/s	Classification	Amount (PHP)
Aerobic plate count	UP Researchers with NSRI funding	400.00
	UP Researchers outside College of Science with UP funding	480.00
Yeast and mold count	UP Researchers with NSRI funding	400.00
	UP Researchers outside College of Science with UP funding	480.00
Detection of <i>E. coli</i>	UP Researchers with NSRI funding	900.00
	UP Researchers outside College of Science with UP funding	1,080.00
Detection of <i>P. aeruginosa</i>	UP Researchers with NSRI funding	750.00
	UP Researchers outside College of Science with UP funding	900.00
Detection of <i>S. aureus</i>	UP Researchers with NSRI funding	750.00
	UP Researchers outside College of Science with UP funding	900.00

16. Microbiological Testing of Bioactive-Containing Liquid

Determines the inhibitory effect of liquids containing bioactive substances against selected test organisms using different test methods: (1) antimicrobial agar plate assay using NA, PDA or GYP; (2) antimicrobial agar plate assay using Mueller Hinton Agar; (3) Minimum Inhibitory Concentration (MIC) test; (4) percent kill test; and (5) use dilution test.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Request Form Proof of payment		MRSL



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		16 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
Receive report	4. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			19 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR MICROBIOLOGICAL TESTING OF BIOACTIVE-CONTAINING LIQUID		
Test	Classification	Amount (PHP)
Antimicrobial agar plate assay using NA, PDA or GYP (per agar plate)	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	500.00
Antimicrobial agar plate assay using Mueller Hinton Agar (per agar plate)	UP Researchers with NSRI funding	600.00
	UP Researchers outside College of Science with UP funding	700.00
Minimum Inhibitory Concentration (MIC) test	UP Researchers with NSRI funding	1,250.00



(per 5 concentrations against 1 test organism)	UP Researchers outside College of Science with UP funding	1,500.00
Percent kill test (per sample concentration against 1 organism for 1 exposure time)	UP Researchers with NSRI funding	2,100.00
	UP Researchers outside College of Science with UP funding	2,520.00
Use dilution test for disinfectant (per sample concentration against 1 test organism)	UP Researchers with NSRI funding	1,250.00
	UP Researchers outside College of Science with UP funding	1,500.00

17. Microbiological Testing of Bioactive-Containing Materials

Determines the efficacy against selected test organisms of different materials that contain bioactive substance: (1) paint strip; and (2) fabric, film or glass strip.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	As agreed upon by both parties according to the experimental design developed for the Requesting Party's objectives	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		16 Days	Laboratory Aide



				<i>Laboratory Technician Analysts MRSL</i>
	2.2. Prepare and check report		3 Days	<i>Analysts Laboratory Head MRSL</i>
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	<i>Special Collecting Officer Administrative Office Or UPD Cashier's Office</i>
Receive report	4. Release report	None	15 Minutes	<i>Laboratory Secretary MRSL</i>
TOTAL:			19 Days 1 Hour 15 Minutes	



18. Assessment of Surface Microflora by Swabbing

Determines the count of microorganisms on a specified surface area

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges	2. Receive payment and issue OR	As agreed upon by both parties according to the experimental design developed for the Requesting Party's objectives	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		As agreed upon by both parties according to the experimental design	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 minutes	Special Collecting Officer Administrative Office Or



				<i>UPD Cashier's Office</i>
Receive report	4. Release report	None	15 Minutes	<i>Laboratory Secretary MRSL</i>
TOTAL:			-	

19. Preservative Challenge Test in Foods and Cosmetics

Determines the efficacy of a preservative in a product against a test organism using artificially contaminated product.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Meet with Analyst/s re: Requesting Party's objectives	1. Prepare proposal and costing	None	Paused-clock	<i>Analysts MRSL</i>
Approval of proposal and costing	2. Finalize experimental design and costing	As agreed upon by both parties	10 Days	<i>Analysts MRSL</i>
	2.1. Prepare timetable	None	1 Hour	<i>Analysts MRSL</i>
	2.2. Conduct preliminary experiments, if necessary	As agreed upon by both parties	As agreed upon by both parties	<i>Analysts MRSL</i>
Pay deposit	3. Receive payment and issue OR	As agreed upon by both parties	15 Minutes	<i>Special Collecting Officer Administrative Office Or UPD Cashier's Office</i>
	3.1. Conduct requested analysis		As agreed upon by both parties	<i>Laboratory Aide Laboratory Technician Analysts</i>



				MRSLS
	3.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSLS
4. Pay balance	4. Receive payment and issue OR		15 minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
Receive report	5. Release report	None	15 Minutes	Laboratory Secretary MRSLS
TOTAL:			-	

20. Storage/Stability Studies on Foods and Cosmetics

Determines the microbiological stability of a product within a specified period.

Office or Division:	Microbiological Research & Services Laboratory (MRSLS), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP EMPLOYEE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSLS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meet with Analyst/s re: Requesting Party's objectives	1. Prepare proposal and costing	None	Paused-clock	Analysts MRSLS
2. Approval of proposal and costing	2. Finalize experimental design and costing	As agreed upon by both parties	10 Days	Analysts MRSLS
	2.1. Prepare timetable	None	1 Hour	Analysts MRSLS
Pay deposit	3. Receive payment and issue OR	As agreed upon by both parties	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office



	3.1. Conduct requested analysis		As agreed upon by both parties	Laboratory Aide Laboratory Technician Analysts MRSL
	3.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
4. Pay balance	4. Receive payment and issue OR		15 minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
5. Receive report	5. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			-	

21. Isolation of Selected Microorganism from a Given Sample

Isolates and purifies a microorganism that belongs to any of the following groups from a given sample: (1) aerobic bacteria; (2) yeast and mold; (3) lactic acid bacteria; and (4) nitrogen fixing bacteria.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office



				Or <i>UPD Cashier's Office</i>
	2.1. Conduct requested analysis		20 Days	<i>Laboratory Aide Laboratory Technician Analysts MRSL</i>
	2.2. Prepare and check report		3 Days	<i>Analysts Laboratory Head MRSL</i>
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	<i>Special Collecting Officer Administrative Office Or UPD Cashier's Office</i>
Receive report	4. Release report	None	15 Minutes	<i>Laboratory Secretary MRSL</i>
TOTAL:			23 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR ISOLATION OF MICROORGANISMS FOR THE ONE (1) ISOLATE		
Test	Classification	Amount (PHP)
Isolation of aerobic bacteria	UP Researchers with NSRI funding	362.00
	UP Researchers outside College of Science with UP funding	432.00
Isolation of yeast and mold	UP Researchers with NSRI funding	450.00
	UP Researchers outside College of Science with UP funding	540.00
Isolation of lactic acid bacteria	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00
Isolation of nitrogen-fixing bacteria	UP Researchers with NSRI funding	500.00
	UP Researchers outside College of Science with UP funding	600.00

TABLE OF RATES FOR ISOLATION OF ONE (1) ADDITIONAL ISOLATE FOR ALL GROUPS OF MICROORGANISMS	
Classification	Amount (PHP)
UP Researchers with NSRI funding	150.00
UP Researchers outside College of Science with UP funding	180.00



22. Characterization and Identification of Bacteria

Characterizes and identifies pure culture of bacteria according to the following analysis:

- (1) partial characterization; (2) characterization and identification with API tests; and
- (3) characterization and identification with Biolog tests.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form and submit sample	1. Check accomplished Request Form and sample 1.1. Prepare Statement of Charges	None	30 Minutes	Laboratory Secretary MRSL
Pay charges or deposit	2. Receive payment and issue OR	Refer to Table of Rates below	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	2.1. Conduct requested analysis		20 Days	Laboratory Aide Laboratory Technician Analysts MRSL
	2.2. Prepare and check report		3 Days	Analysts Laboratory Head MRSL
Pay balance, if not fully paid	3. Receive payment and issue OR, if applicable		15 Minutes	Special Collecting Officer Administrative Office Or



				UPD Cashier's Office
Receive report	4. Release report	None	15 Minutes	Laboratory Secretary MRSL
TOTAL:			23 Days 1 Hour 15 Minutes	

TABLE OF RATES FOR CHARACTERIZATION AND IDENTIFICATION OF PURE CULTURE OF BACTERIA		
Analysis	Classification	Amount (PHP)
Partial characterization	UP Researchers with NSRI funding	950.00
	UP Researchers outside College of Science with UP funding	1,140.00
Characterization and identification with API tests	UP Researchers with NSRI funding	3,500.00
	UP Researchers outside College of Science with UP funding	
Characterization and identification with Biolog tests	UP Researchers with NSRI funding	6,000.00
	UP Researchers outside College of Science with UP funding	

23. Regular Training Courses on Microbiology

Provides training with hands-on activities to acquaint and update participants on microbiological techniques and protocols in the following established programs: (1) Basic Microbiological Techniques; (2) Bacteriological Examination of Water; (3) Microbiological Analyses of Foods: Quality Indicators and Selected Gram-Negative Bacteria; (4) Microbiological Analyses of Foods: Gram-Positive Bacteria; (5) Microbiological Analyses of Personal Care Products; and (6) Evaluation of Culture Media.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)	
Classification:	Complex	
Type of Transaction:	Government to Government	
Who may avail:	UP Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Request Form Proof of payment Refer to Table on Regular Training Courses below for the requirement for participant qualification		MRSL



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire	1. Send out Announcement with Application Form	None	Paused-clock	Laboratory Secretary Technical Staff MRSL
Submit accomplished Application Form	2. Acknowledge receipt of Application Form and advise on action on the application	None	15 Minutes	Laboratory Secretary Technical Staff MRSL
	2.1. Advise applicant on final arrangements if the course will push through	None	15 Minutes	Technical Staff MRSL
Remit payment or send proof of availability of fund	3. Receive payment and issue OR, if payment is remitted	Refer to Table on Regular Training Courses below for the fee	3 Days	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	3.1. Send OR if payment is remitted		15 Minutes	Laboratory Secretary MRSL
	3.2. Update course outline and protocols		7 Days	Technical Staff MRSL
	3.3. Prepare training materials		7 Days	Technical and Non-Technical Staff MRSL
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pay training fee, if payment not remitted earlier	4. Receive payment and issue OR		15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
5. Attend training	5. Lectures and laboratory exercises		Refer to Table on Regular Training Courses below for the duration	Technical and Non-Technical Staff MRSL
6. Evaluate Training Course	6. Collate evaluation	None	15 Minutes	Laboratory Head MRSL



7. Receive Certificate of Attendance	7. Award Certificate of Attendance	None	15 Minutes	Laboratory Head MRSL
TOTAL:			-	

TABLE ON REGULAR TRAINING COURSES			
Training Course	Participant Qualification	Duration (Days)	Training Fee (PHP)
Basic Microbiological Techniques	Graduate of B.S. Biology or related course	5	18,000.00
Bacteriological Examination of Water	Graduate of B.S. Biology or related course	5	16,000.00
Microbiological Analyses of Foods: Quality Indicators and Selected Gram-Negative Bacteria	Graduate of B.S. Biology or related course; Background in basic microbiological techniques	5	18,000.00
Microbiological Analyses of Foods: Gram-Positive Bacteria	Graduate of B.S. Biology or related course; Background in basic microbiological techniques	5	18,000
Microbiological Analyses of Personal Care Products	Graduate of B.S. Biology or related course; Background in basic microbiological techniques	5	18,000.00
Evaluation of Culture Media	Graduate of B.S. Biology or related course; Background in basic microbiological techniques	4	18,000.00

24. Customized Training Courses Related to Microbiology

Provides training to equip personnel of the Requesting Party with the needed microbiological tools.

Office or Division:	Microbiological Research & Services Laboratory (MRSL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Proof of payment Qualification of participants as agreed upon by both parties		MRSL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Meet with Technical Staff on the objectives	1. Prepare proposal and costing	None	2 Hours	Technical Staff MRSL
Approval of proposal and costing	2. Finalize coverage of the course and costing	None	Paused-clock	Technical Staff MRSL
	2.1. Prepare timetable	None	2 Hours	Technical Staff MRSL
	2.2. Prepare course outline and protocols		12 Days	Technical Staff MRSL
Pay training fees	3. Receive payment and issue OR	As agreed upon by both parties	15 Minutes	Special Collecting Officer Administrative Office Or UPD Cashier's Office
	3.1. Prepare training materials		7 Days	Technical and Non-Technical Staff MRSL
Attend training course	4. Lecture and laboratory exercises		As agreed upon by both parties	Technical and Non-Technical Staff MRSL
Evaluate Training Course	5. Collate evaluation	None	15 Minutes	Laboratory Head MRSL
Receive Certificate of Attendance	6. Award Certificate of Attendance	None	15 Minutes	Laboratory Head MRSL
TOTAL:			-	

25. Conduct Chemical Analysis

Analyze **water** for the following parameters:

pH	calcium	lead
acidity	iron	nickel
total alkalinity	magnesium	zinc
bicarbonate	manganese	arsenic
carbonate	potassium	mercury
total dissolved solids	sodium	organochlorine pesticides
total suspended solids	hardness (calculation	polycyclic aromatic hydrocarbons
total solids	from Ca & Mg concentration)	total organic carbon
chloride	cadmium	
nitrate	chromium	
phosphate		



sulfate

copper

Analyze **sediment or soil or biological samples** for the following parameters:

- | | |
|-----------|---|
| moisture | copper |
| calcium | lead |
| iron | nickel |
| magnesium | zinc |
| manganese | arsenic with or without moisture |
| potassium | mercury with or without moisture |
| sodium | organochlorine pesticides with or without moisture |
| cadmium | polycyclic aromatic hydrocarbons with or without moisture |
| chromium | |

Analyze **prepared solutions** for the following parameters:

- | | |
|-----------|----------|
| calcium | cadmium |
| iron | chromium |
| magnesium | copper |
| manganese | lead |
| potassium | nickel |
| sodium | zinc |

Qualitative analysis of **cleaned-up extracts** by GC/MS

Office or Division:	Research and Analytical Services Laboratory (RASL), 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		
Refer to Table of Requirements of Samples for Analysis		RASL		
Accomplished Request for Analysis Form				
Proof of payment		NSRI Administrative Office or UPD Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit sample(s) and accomplish	Check accomplished	None	10 Minutes	Laboratory Personnel



appropriate Request for Analysis Form	Request Form and sample(s) 1.1. prepare statement of charges 1.2. endorse sample(s) to designated Laboratory Personnel			RASL
Pay appropriate service fee	Receive payment and issue Official Receipt (OR)	Refer to Table of Fees	3 Minutes	Special Collecting Officer Administrative Office or UPD Cash Office
	2.1. Perform requested chemical analysis	None	Refer to Table of Turn-over of Results of Analysis	Laboratory Personnel RASL
Claim Formal Report for the requested analysis	Release Formal Report for the requested analysis	None	5 Minutes	Laboratory Personnel RASL
Accomplish Customer Survey Form	Receive accomplished Customer Survey	None	5 Minutes	Laboratory Personnel RASL
TOTAL:				

<p>TABLE OF REQUIREMENTS OF SAMPLES FOR WATER ANALYSIS</p> <p>A. Types of Water Analysis Available</p> <ul style="list-style-type: none"> A.1. Trace Metals A.2. Water Quality Parameters A.3. Organic Contaminants A.4. Pesticides, PAHs <p>List of parameters and corresponding cost of analysis are given as applicable or as specified by the customer. Full payment of charges for the analysis is required upon submission of the samples for analysis.</p> <p>B. Requirements/Conditions of Samples Submitted for Analysis: pH should be analyzed immediately (preferably within 15 minutes from sampling). Prior arrangements should be done for the determination of pH and analysis of Nitrate.</p> <p>Nitrate analyses are scheduled by the analyst every Wednesday - samples should be submitted on or before Wednesday morning.</p>



For analysis of other parameters, samples can be submitted within 24 hours from sampling without need of preservation, provided samples are kept in ice in a cooler.

The amount of sample required to be submitted depends on the analysis requested.

C. Sample Amount and Preservation Requirements of Water Samples		
Sample in CLEAN* PLASTIC CONTAINER and REFRIGERATED:		
1 Liter min.	pH (analyze immediately)	15
1/2 Liter day	Acidity, Alkalinity, Bicarbonate and Carbonate	1
1/2 Liter days	Total Dissolved Solids, Total Suspended Solids, Total Solids	7
Sample in CLEAN* PLASTIC CONTAINER and ACIDIFIED: (Acidify with conc. Nitric Acid, 1.5 mL/L sample)		
1 Liter months	Metals	6
Sample in CLEAN* GLASS CONTAINER and REFRIGERATED: (Line with aluminum foil before covering)		
2x100mL to 500mL days	Total Organic Carbon (amber bottle, no headspace)	7
2x1 Liter days	Organochlorine Pesticides	7
2x1 Liter days	Polycyclic Aromatic Hydrocarbons	28
Sample in CLEAN* GLASS OR PLASTIC CONTAINER and REFRIGERATED:		
1 Liter days	Nitrate, Phosphate	2
days	Chloride, Sulfate	28

*Clean plastic and glass containers with soap and water and final rinses should preferably be done with distilled water. Before filling, rinse the containers 5 times with the water being collected.
Label samples properly including date and time of sampling.

TABLE OF REQUIREMENTS OF SAMPLES FOR SEDIMENT OR SOIL OR BIOLOGICAL ANALYSIS
Label samples properly including date and time of sampling. The required amount for both organic and inorganic analysis is about 500 grams per sample, powdered and in glass container.

TABLE OF REQUIREMENTS OF SAMPLES FOR PREPARED SOLUTIONS ANALYSIS
Label samples properly including date and time of sampling. The required amount is at least 10 mL per sample in glass container.



TABLE OF REQUIREMENTS OF SAMPLES FOR CLEANED-UP EXTRACTS BY GC/MS ANALYSIS

Label samples properly including date and time of sampling.
The required amount is at least 1 mL per sample in glass container.

TABLE OF FEES FOR WATER ANALYSIS

Parameter	Fees per Sample (PHP)	
	Researchers with NSRI or UP Funding	Other UP Researchers
pH	255.00	330.00
Chloride, Nitrate, Phosphate, Sulfate		
First Analyte:	1,800.00	2,400.00
Succeeding Analytes	540.00	660.00
Sample Prep. for Drinking Water, Wastewater, Environmental Water	595.00	785.00
Cadmium	565.00	590.00
Calcium	565.00	590.00
Chromium	565.00	590.00
Copper	565.00	590.00
Iron	565.00	590.00
Lead	565.00	590.00
Magnesium	565.00	590.00
Manganese	565.00	590.00
Nickel	565.00	590.00
Potassium	565.00	590.00
Sodium	565.00	590.00
Zinc	565.00	590.00
Hardness (Calculation from Ca and Mg conc.)		
Arsenic	1,410.00	1,775.00
Mercury	975.00	1,125.00
Acidity	435.00	560.00
Total Alkalinity	860.00	1,125.00
Bicarbonate	440.00	580.00
Carbonate	430.00	555.00
Total Dissolved Solids	445.00	585.00
Total Solids	445.00	585.00
Total Suspended Solids	495.00	645.00
Total Organic Carbon	3,000.00	3,000.00
Organochlorine Pesticides / PAH	5,720.00	8,290.00

Full payment required before analysis is started. Payment in check should be addressed to **University of the Philippines Diliman**.

TABLE OF FEES FOR SEDIMENT OR SOIL ANALYSIS



Parameter	Fees per Sample (PHP)	
	Researchers with NSRI or UP Funding	Other UP Researchers
Moisture	430.00	560.00
Sample Preparation (w/ Moisture Analysis)	1,810.00	2,310.00
Sample Preparation (w/o Moisture Analysis)	1,425.00	1,800.00
Cadmium	850.00	880.00
Calcium	850.00	880.00
Chromium	850.00	880.00
Copper	850.00	880.00
Iron	850.00	880.00
Lead	850.00	880.00
Magnesium	850.00	880.00
Manganese	850.00	880.00
Nickel	850.00	880.00
Potassium	850.00	880.00
Sodium	850.00	880.00
Zinc	850.00	880.00
Arsenic (w Moisture Analysis)	3,870.00	4,915.00
Arsenic (w/o Moisture Analysis)	3,485.00	4,410.00
Mercury (w/ Moisture Analysis)	1,865.00	2,200.00
Mercury (w/o Moisture Analysis)	1,480.00	1,690.00
Organochlorine Pesticides / Hydrocarbons (w/ Moisture Analysis)	7,850.00	9,450.00
Organochlorine Pesticides / Hydrocarbons (w/o Moisture Analysis)	7,420.00	8,890.00
Full payment required before analysis is started. Payment in check should be addressed to University of the Philippines Diliman .		

TABLE OF FEES FOR BIOLOGICAL ANALYSIS		
Parameter	Fees per Sample (PHP)	
	Researchers with NSRI or UP Funding	Other UP Researchers
Moisture	430.00	560.00
Homogenization	240.00	300.00
Sample Preparation (w/ Moisture Analysis)	2,715.00	3,465.00
Sample Preparation (w/o Moisture Analysis)	2,140.00	2,700.00
Cadmium	850.00	880.00
Calcium	850.00	880.00
Chromium	850.00	880.00



Copper	850.00	880.00
Iron	850.00	880.00
Lead	850.00	880.00
Magnesium	850.00	880.00
Manganese	850.00	880.00
Nickel	850.00	880.00
Potassium	850.00	880.00
Sodium	850.00	880.00
Zinc	850.00	880.00
Arsenic (w Moisture Analysis)	3,870.00	4,915.00
Arsenic (w/o Moisture Analysis)	3,485.00	4,410.00
Mercury (w/ Moisture Analysis)	2,985.00	3,460.00
Mercury (w/o Moisture Analysis)	2,600.00	2,955.00
Organochlorine Pesticides / Hydrocarbons (w/ Moisture Analysis)	8,580.00	10,230.00
Organochlorine Pesticides / Hydrocarbons (w/o Moisture Analysis)	8,090.00	9,600.00
Full payment required before analysis is started. Payment in check should be addressed to University of the Philippines Diliman .		

TABLE OF FEES FOR PREPARED SOLUTIONS ANALYSIS		
Parameter	Fees per Sample (PHP)	
	Researchers with NSRI or UP Funding	Other UP Researchers
Cadmium	565.00	590.00
Calcium	565.00	590.00
Chromium	565.00	590.00
Copper	565.00	590.00
Iron	565.00	590.00
Lead	565.00	590.00
Magnesium	565.00	590.00
Manganese	565.00	590.00
Nickel	565.00	590.00
Potassium	565.00	590.00
Sodium	565.00	590.00
Zinc	565.00	590.00
Full payment required before analysis is started. Payment in check should be addressed to University of the Philippines Diliman .		

TABLE OF FEES FOR CLEANED-UP EXTRACTS BY GC/MS ANALYSIS		
Parameter	Fees per Sample (PHP)	
	Researchers with NSRI or UP Funding	Other UP Researchers
Instrumentation	2,530.00	3,750.00



Full payment required before analysis is started. Payment in check should be addressed to **University of the Philippines Diliman**.

Table of Turn-over of Results of Analysis		
Analysis	No. of samples	Regular Turn-over (No. of Working Days)
1. Water: FDA & DENR Requirements Analysis		
Without Pesticides	1 - 6 samples	10
(Accept only at most 8 samples per two weeks)	7 - 12 samples	16
	13 - 18 samples	22
With Pesticides	1 - 4 samples	12
(Receiving of samples to be limited to 1st and 2nd workday of the 3rd week)	5 - 8 samples	16
	13 - 18 samples	24
2. Water Analysis		
A. Anions	1 - 3 samples	6
	3 - 6 samples	9
	6 - 9 samples	12
	10 - 12 samples	15
B. pH	3	3
C. Trace Metals (1 - 3 Parameters)	1 - 6 samples	7
	7 - 12 samples	10
	13 - 18 samples	13
Trace Metals (4 - 5 Parameters)	1 - 6 samples	8
	7 - 12 samples	11
	13 - 18 samples	14
TDS, TS, TSS	1 - 6 samples	7
	7 - 12 samples	10
	13 - 18 samples	13
D. Organics		
OCPs, PAHs	1 - 4 samples	12
	5 - 8 samples	16
(Accept only during 1st and 2nd work day of the 1st week)		
OCPs & PAHs	1 - 4 samples	16
	5 - 8 samples	24



(Accept only during 1st and 2nd work day of the 3rd week)		
E. Total Organic Carbon	1 - 12 samples	6
3. Soil / Sludge / Sediment Samples*		
A. Trace Metals (1 - 3 Parameters)	1 - 6 samples	10
	7 - 12 samples	15
	13 - 18 samples	20
Trace Metals (4 - 5 Parameters)	1 - 6 samples	12
	7 - 12 samples	19
	13 - 18 samples	26
*Maximum of 3 days for drying		
B. Organics (1 Parameter)		
OCPs	1 - 4 samples	14
PAHs	1 - 4 samples	14
	5 - 8 samples	20
Organics (2 Parameters)		
OCPs & PAHs	1 - 4 samples	21
	5 - 8 samples	26
4. Prepared Solutions		
1-5 samples (2-10 solutions)		4
6-10 samples (12-20 solutions)		7
11-15 samples (22-30 solutions)		10
5. Biological Samples		
A. Mercury	1 - 5 samples	15
B. Trace Metals except Hg (1 - 5 Parameters)	1 - 3 samples	14
	4 - 6 samples	20
	7 - 9 samples	32
	10 - 12 samples	40
C. Organics (1 Parameter)	1 - 4 samples	16
	5 - 8 samples	26
Organics (2 Parameters)	1 - 6 samples	18
	5 - 8 samples	28



26. Conduct Training Course

Provide training course on Basic Statistics Applied to Chemical Methods of Analysis. A refresher course on basic statistical methods commonly used for analyzing experimental data/results in a chemical laboratory.

Office or Division:	Research and Analytical Services Laboratory (RASL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Minimum requirements are the prerequisites of the RASL for the participants of the course offering: BS Chemistry/BS Biochemistry/BS Chemical Engineering/BS Food Technology/BS Chemical Technology graduate		Requesting Party		
At least 6 months chemistry laboratory experience if endorsed by their company				
At least 6 months chemistry laboratory experience if for professional development				
Accomplished online registration form		RASL online registration platform		
Proof of payment		NSRI Administrative Office or UPD Cash Office		
Accomplished evaluation form		RASL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reserve slot in training course	Enlist participants in the preliminary list of attendees	None	5 Minutes	Laboratory Personnel RASL
Secure slot by paying registration fee	Receive payment, issue Official Receipt (OR)	PHP 3,500.00	3 Minutes	Special Collecting Officer Administrative Office Or UPD Cash Office
Attend training course proper	Facilitate training course	None	1 Day	Laboratory Personnel RASL
Accomplish training course evaluation form	Collect accomplished evaluation forms	None	10 Minutes	Laboratory Personnel RASL
Receive Certificate of Attendance/ Completion	Distribute Certificates of Attendance/ Completion	None	10 Minutes	Laboratory Personnel RASL
TOTAL:			1 Day and 28 Minutes	



27. Conduct Training Courses

Provide training courses on the following:

1. Chemical Safety and Chemical Waste Management

This course covers the topics on chemical safety and chemical waste management in chemical laboratories including safety practices on handling of chemicals and laboratory operations; Philippine regulations on chemicals and other pertinent environmental laws; and practices and procedures for an effective chemical waste management program.

2. Quality Assurance (QA) in Chemical Analysis

This course covers the topic on quality protocols in chemical analysis including the use of blanks, control samples and reference materials; technical aspects of QA as described by Eurachem/CITAC Guide in ensuring the quality of analytical data generated by a laboratory; construction and use of a quality control chart; and exercises on gravimetric, titrimetric, chromatographic and spectrophotometric methods of analysis.

3. Validation of Chemical Methods of Analysis

This course covers the topic on validation of chemical methods of analysis including how to validate test methods and how to establish the performance characteristics of the method; determination of important method performance characteristics; and exercises on gravimetric, chromatographic and spectrophotometric methods of analysis.

Office or Division:	Research and Analytical Services Laboratory (RASL), Natural Sciences Research Institute (NSRI)			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	UP Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Minimum requirements are the prerequisites of the RASL for the participants of the course offering: BS Chemistry/BS Biochemistry/BS Chemical Engineering/BS Food Technology graduate		Requesting Party		
At least 6 months chemistry laboratory experience if endorsed by their company				
One (1) year chemistry laboratory experience if for professional development				
Accomplished online registration form		RASL online registration platform		
Proof of payment		NSRI Administrative Office or UPD Cash Office		
Accomplished evaluation form		RASL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Reserve slot in training course	Enlist participants in the preliminary list of attendees	None	5 Minutes	Laboratory Personnel RASL
Secure slot by paying registration fee	Receive payment, issue Official Receipt (OR)	Refer to Table of Fees and Duration of Trainings	3 Minutes	Special Collecting Officer Administrative Office Or UPD Cash Office
Attend training course proper	Facilitate training course	None	Refer to Table of Fees and Duration of Trainings	Laboratory Personnel RASL
Accomplish training course evaluation form	Collect accomplished evaluation forms	None	10 Minutes	Laboratory Personnel RASL
Receive Certificate of Attendance/ Completion	Distribute Certificates of Attendance/ Completion	None	10 Minutes	Laboratory Personnel RASL
TOTAL:				

TABLE OF FEES AND DURATION OF TRAININGS

Training Course Title	Fees (PHP)	Duration of Training
Chemical Safety and Chemical Waste Management	3,500.00	1 Day
Quality Assurance in Chemical Analysis	9,000.00	3 Days
Validation of Chemical Methods of Analysis	9,000.00	3 Days



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.</p> <p>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.</p> <p>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	The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint.



	<p>Upon evaluation, the UARTFP shall start the investigation and forward the complaint to the relevant office for their explanation. The UARTFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC. The UARTFP will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: _____</p>
<p>Contact Information of Anti Red Tape Committee (ARTC)</p>	<p>UP Diliman Anti Red Tape Committee (UPD-ARTC) Email address: updartc@up.edu.ph Telephone Number:</p>

University of the Philippines Diliman
CLIENT FEEDBACK FORM

Unit: _____
 Service Requested: _____

Instruction: Please encircle the number that corresponds to you rating.

- A. How would you rate our service/s in term of quality?
 1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent
- B. How would you rate our service/s in terms of timeliness?
 1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent
- C. Overall, how would you rate your experience with our service/s?
 1. 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: _____

A. Name of Person being complaint: _____

B. Incident:

C. 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:

- A. Name of Complainant: _____
- B. Telephone Number: _____

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	2 nd 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	3 rd 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 updoca@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	(632) 436-8720, 927-2568 (632) 981-8500 local 4048 research.dissemination1@upd.edu.ph



	Quezon, Kalakhang Maynila	
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,	+63 2 8249 8500 info@asti.dost.gov.ph



	Quezon City Philippines 1101	
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.com
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	Junio 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) Fax: (632) 929-1710 nec@up.edu.ph



<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, Quezon 1101 Metro Manila, Philippines</p>	<p>Phone: (+63-2) 981-8500 ext. 3147</p> <p>Fax: (+63-2) 920-8924</p>



<p>Natural Sciences Research Institute</p>	<p>Miranda Hall, Quirino Corner Velasquez Sts, University of the Philippines Diliman, Quezon City</p>	<p>+63 981 8500 local 3605 Telefax: +632 925 2965 dnalab.updiliman@up.edu.ph</p>
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VII. List of Offices



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



<p>Asian Institute of Tourism</p>	<p>Commonwealth Avenue, Diliman, Quezon City, 1101 Philippines</p>	<p>(632) 922-3894 (632) 981-8500 locals 2796 to 2800 ait.upd.edu.ph, daa.ait@up.edu.ph</p>
<p>Cesar E.A. Virata School of Business</p>	<p>Cesar E.A. Virata School of Business, University of the Philippines, Diliman, Quezon City 1101, Philippines</p>	<p>(632) 928-4571 to 75, 9207990 (632) 981-8500 locals 3451 to 52 vsb.upd.edu.ph, cba@up.edu.ph</p>
<p>National College of Public Administration and Governance</p>	<p>National College of Public Administration and Governance, R.P. De Guzman St., UP Diliman, Quezon City, Philippines</p>	<p>(632) 928-3861, 9261432 (632) 981-8500 local 4152 upncpagcpage@yahoo.com</p>
<p>School of Economics</p>	<p>School of Economics University of the Philippines Guerrero corner Osmeña Sts. Diliman, Quezon City 1101</p>	<p>(632) 927-9686 locals 200, 202, 203 (632) 920-5463 econ.upd.edu.ph</p>
<p>School of Labor and Industrial Relations</p>	<p>School of Labor and Industrial Relations Bonifacio Hall, E. Jacinto St. University of the Philippines Diliman, Quezon City 1101 Philippines</p>	<p>(632) 928-6396, 920-7717 (632) 981-8500 locals 4069, 4077 solair.upd.edu.ph, solair@upd.edu.ph</p>



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	+63-2-920-8860, +63-2-981-8500 loc. 3101-3103, +63-2-928-3144



	Diliman, Quezon City, Philippines 1101	upengg@coe.upd.edu.ph
College of Home Economics	Alonso Hall, Regidor St., University of the Philippines, Diliman, Quezon City 1101, Philippines	+63-2-981-8500 local 3401 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	(632) 929-8286 (632) 981-8500 locals 3582 to 3585 iis.upd.edu.ph, iis@up.edu.ph



	University of the Philippines Diliman, Quezon City, 1101 Philippines	
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 tanggapanngdekano@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