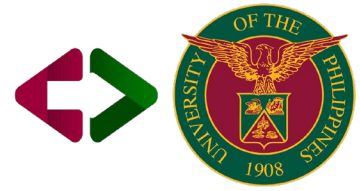




**UNIVERSITY OF THE PHILIPPINES
MANILA**

CITIZEN'S CHARTER
(2026, 1st Edition)



I. MANDATE

Under its Charter of 2008 (RA 9500), UP is 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 excellence in these disciplines and professions.

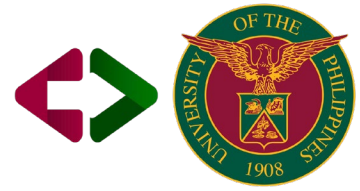
Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.

Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, 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 enhancement of nationalism and national identity.

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

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

II. VISION

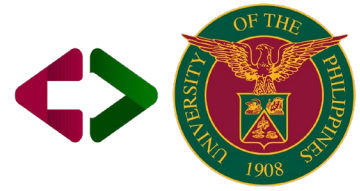
The national leader in the Health Sciences

III. MISSION

1. To provide health science-focused transformative education, enabling and encouraging students to take creative and constructive action that contributes to the improvement of their community, the nation, and the world, based on a strong sense of their cultural and historical identity, as well as a shared humanity.

2. To serve as a research hub in various fields of specialization in the health sciences by conducting integrative and collaborative basic, applied, and clinical research and development, contributing to the dissemination and application of knowledge, and shaping national health policies.

3. To lead as a public service university by providing various forms of community, public, and volunteer health services, as well as medical, scholarly and technical assistance to the government, private sector, and civil society while maintaining its standard of excellence. CORE VALUES: Honor, Excellence, Integrity, Social

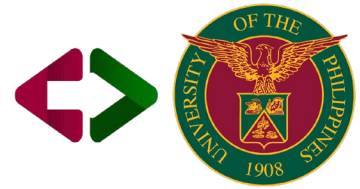


Responsibility, Leadership, Innovation, Global Competitiveness,
Nationalism

IV. SERVICE PLEDGE

We commit to:

- deliver prompt and efficient service;
- treat you with the highest degree of respect and courtesy;
- give you fair and equal treatment regardless of your social status; and
- welcome your comments/suggestions for the improvement of our service delivery.



V. LIST OF SERVICES

Accounting Office

1	Certificate of Liquidation	1
2	Certified True Copy of Payslip	2
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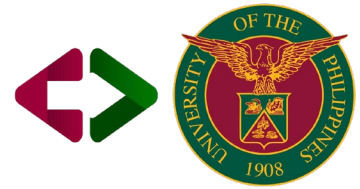
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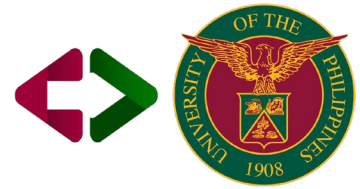
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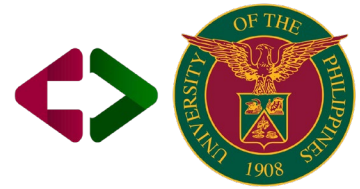
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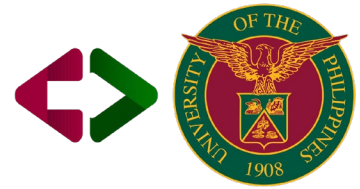
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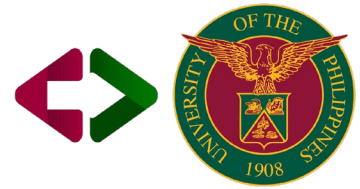
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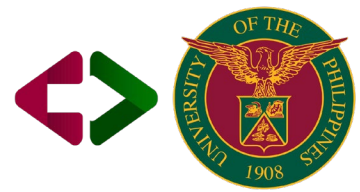
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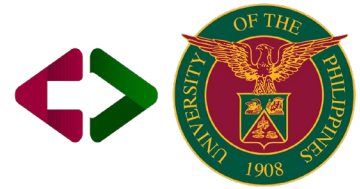
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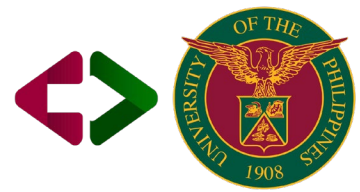
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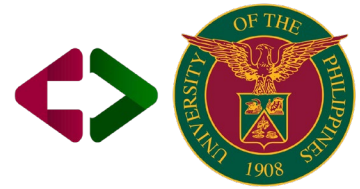
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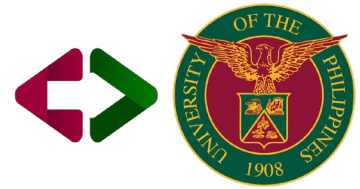
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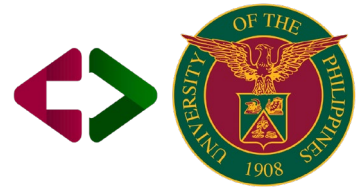


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**ACCOUNTING OFFICES
INTERNAL SERVICES**



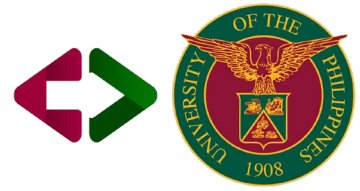
1. CERTIFICATE OF LIQUIDATION

Upon full liquidation of cash advance granted, certificate of liquidation is issued.

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2G
Who may Avail	Accountable Officer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved full liquidation	Accounting Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an approved fully liquidated cash advance.	1.1 Receive approved liquidation from the Office of the Vice Chancellor for Administration and Finance.	None	1 min	ACCOUNTANT II
	1.2 Prepare a certificate of liquidation and signed by the Chief Accountant.	None	1 day	ACCOUNTANT II
	1.3 Receive signed certificate of liquidation.	None	1 min	ACCOUNTANT II
	1.4 Forward the signed certificate to the concerned personnel.	None	1 day	ACCOUNTANT II
TOTAL		None	2 days, 2 mins	



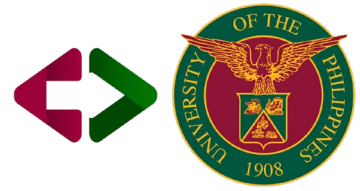
2. CERTIFIED TRUE COPY OF PAYSLIP

Certified true copy of Payslip is issued to individuals as a requirement for GSIS/PAG-IBIG/private loans

Office or Division	Accounting Office – Payroll Section
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Regular/Contractual/FDF Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payslip	Accounting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Payslip to the Accounting Office	1. Receive a copy of the Payslip	None	1 min	Accounting Personnel
	2. Verify purpose	None	1 min	Accounting Personnel
	3. Reviews and signs Payslip	None	10 mins	Accounting Personnel
	4. Release of Payslip	None	1 min	Accounting Personnel
TOTAL		None	13 mins	



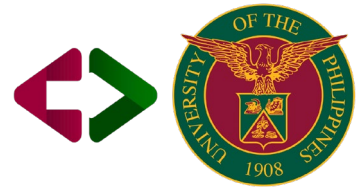
3. ISSUANCE OF CERTIFICATE OF DEDUCTION FOR GSIS PREMIUM AND LOAN

Issuance of certification of deduction for GSIS premium and loans is issued to individuals as a requirement for GSIS claims.

Office or Division	Accounting Office – Payroll Section
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may Avail	Regular/Contractual/FDF Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a request letter to the Accounting office	1. Receive the request letter for the issuance of a certificate of deduction for GSIS premiums and loans	None	1 min	Accounting Personnel
	2. Verify purpose	None	1 min	Accounting Personnel
	3. Check Accounting Data for remitted amounts of GSIS loans and premiums	None	9 days	Accounting Personnel
	4. Review and sign the Certificate	None	10 mins	Accounting Personnel
	5. Release of document	None	1 min	
TOTAL		None	9 days, 13 mins	



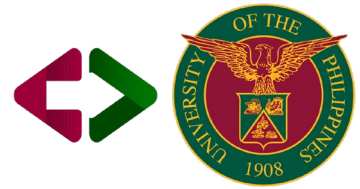
4. ISSUANCE OF CERTIFICATE OF DEDUCTION FOR PHILHEALTH

Issuance of certification of deduction for Philhealth is issued to individuals as a requirement.

Office or Division	Accounting Office – Payroll Section
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Regular/Contractual/FDF Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a request letter to the accounting office	1. Receive the request letter for the issuance of a certificate of deduction for PHILHEALTH.	None	1 min	ACCOUNTING PERSONNEL
	2. Verify purpose	None	1 min	ACCOUNTING PERSONNEL
	3. Check the accounting data for remitted PHILHEALTH premium	None	15 mins	ACCOUNTING PERSONNEL
	4. Review and sign Certificate.	None	10 mins	ACCOUNTING PERSONNEL
	5. Release of document.	None	1 min	
TOTAL		None	28 mins	



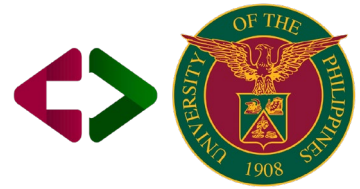
5. ISSUANCE OF CERTIFICATION OF SALARY AND BENEFITS

Issuance of certification of salary and benefits (COE with compensation) is issued to individuals as a requirement for GSIS/PAG-IBIG/Private loans.

Office or Division	Accounting Office – Payroll Section
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Regular/Contractual/FDF Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Employment and Compensation	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Received Certificate of employment and compensation from HRDO	None	1 min	Accounting Personnel
	2. Verify purpose	₱20.00	3 mins	HRDO Personnel
	3. Check the accounting data of Salaries and benefits paid	None	1 day	Accounting Personnel
	4. Reviews and signs Certificate	None	5 mins	Accounting Personnel
	5. Release of document	None	1 min	Accounting Personnel
TOTAL		None	1 day, 10 mins	



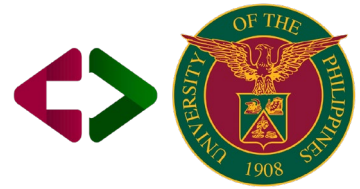
6. ISSUANCE OF A DUPLICATE COPY OF ITR

Issuance of a duplicate copy of ITR is issued to individuals as a requirement for GSIS/PAG-IBIG/Private loans

Office or Division	Accounting Office – Payroll Section
Classification	Simple
Type of Transaction	G2G, G2B, G2C
Who may Avail	Regular/Contractual/FDF Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for ITR	1. Verify Purpose	None	1 min	ACCOUNTING PERSONNEL
	2. Issue order of payment	None	5mins	ACCOUNTING PERSONNEL
2. Pay at the Cashier	1. Receive payment and issues Official Receipt	₱20.00	5 mins	CASHIER
	2. Check for duplicate copy of ITR	None	5 mins	ACCOUNTING PERSONNEL
	3. Certify ITR	None	1 min	ACCOUNTING PERSONNEL
	4. Release of document	None	1 min	ACCOUNTING PERSONNEL
	TOTAL	None	18 mins	



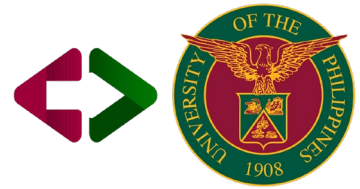
7. ISSUANCE OF UNIVERSITY CLEARANCE

Issuance of University Clearance (for Resigned, Special Detail, Study Leave and retired employees) is issued to individuals for the processing of claims and accountabilities.

Office or Division	Accounting Office – Payroll Section
Classification	Complex
Type of Transaction	G2G – Government to Government
Who may Avail	Regular/Contractual/FDF Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification without pay	HRDO
Service Record	HRDO
University Clearance	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure University Clearance	1. Received University Clearance	None	1 min	ACCOUNTING PERSONNEL
	2. Compute for leave without pay and check the previous accounting data for overpayment, if any	None	6 days	ACCOUNTING PERSONNEL
	3. Reviews and signs University Clearance	None	10 mins	ACCOUNTING PERSONNEL
	4. Release of Clearance	None	1 min	ACCOUNTING PERSONNEL
	TOTAL	None	6 days, 12 mins	



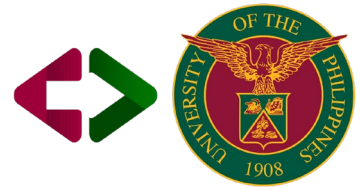
8. PREPARATION OF ORDER OF PAYMENT

Preparation of order of payment to be presented by the client to the Cash Office for Official Receipt (OR).

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2G, G2B, G2C
Who may Avail	Payor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Billing Statement/Proof of Deposit	College/Unit
Approved MOA/Contract	
Line Item Budget	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Billing Statement/Proof of Deposit, Approved MOA/Contract, Line Item Budget.	1. Receive pertinent documents from clients	None	1 min	ACCOUNTING PERSONNEL
	2. Verify the details of the submitted documents from the client.	₱20.00	5 mins	ACCOUNTING PERSONNEL
	3. Prepare the order of payment	None	3 mins	ACCOUNTING PERSONNEL
	4. Endorse the prepared order of payment to the Accountant for validation and signature.	None	5 mins	ACCOUNTING PERSONNEL
	5. Release order of payment	None	1 min	ACCOUNTING PERSONNEL
	TOTAL	None	15 mins	



9. PROCESSING OF DISBURSEMENT VOUCHERS

Processing of Disbursement Voucher of Suppliers, Reimbursements, Cash Advances, Replenishments, Liquidations, Payroll, and Contractors.

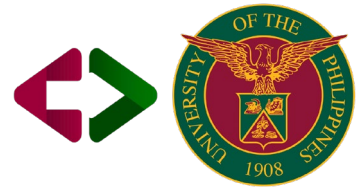
9.1 NON-BULSA Disbursement Vouchers

Office or Division	Accounting Office
Classification	Highly Technical
Type of Transaction	G2G, G2B, G2C
Who may Avail	Payor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher with Complete Documentary Requirements as prescribed by COA Circular 2012-001	College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Disbursement Voucher (DV) to the Accounting Office with Complete Supporting Documents (Initial).	1. Receive the Disbursement Voucher (DV), then distribute to the concerned staff	None	10 MINS	ACCOUNTING PERSONNEL
	2. Pre-audit/process DV and check the correctness and completeness of supporting documents (Return to the concerned unit if requires compliance)	None	5 DAYS	ACCOUNTING PERSONNEL
	3. If correct and complete documents, forward to the Budget Office for funding.	None	3 MINS	ACCOUNTING PERSONNEL
Submit Disbursement	1. Receive funded Disbursement	None	5 MINS	ACCOUNTING PERSONNEL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Voucher (DV) to Accounting Office with Complete Supporting Documents (Funded)	Voucher (DV) then distribute to the concerned staff.			
	2. Prepare manual journal entry voucher (JEV) and submit for signature of the Chief Accountant / Accountant IV as to completeness of supporting documents	None	2 DAYS	ACCOUNTING PERSONNEL
	3. Signed by the Chief Accountant /Accountant IV	None	10 MINS	ACCOUNTING PERSONNEL
	5. Forward to the Office of the Vice Chancellor for Administration and Finance for approval	None	10 MINS	ACCOUNTING PERSONNEL
	TOTAL	None	7 days, 38 mins	

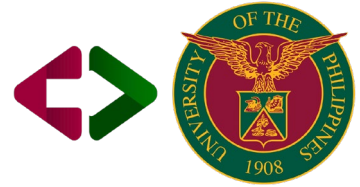


9.2 BULSA Disbursement Vouchers

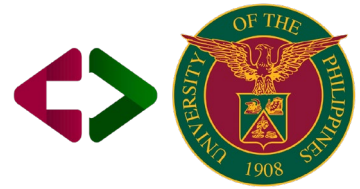
Office or Division	Accounting Office
Classification	Highly Technical
Type of Transaction	G2G, G2B, G2C
Who may Avail	Payor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher with Complete Documentary Requirements as prescribed by COA Circular 2012-001	College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Disbursement Voucher (DV) to Accounting Office with Complete Supporting Documents (Initial).	1. Receive funded Disbursement Voucher (DV) from Budget Office then distribute to the concerned staff	None	10 MINS	ACCOUNTING PERSONNEL
	2. Pre-audit/process DV and check correctness and completeness of supporting documents (Return to the concerned unit if requires compliance)	None	5 DAYS	ACCOUNTING PERSONNEL
	3. Prepare manual journal entry voucher (JEV), initiate JEV in BULSA and submit for signature of the Chief Accountant / Accountant IV as to completeness of supporting documents	None	2 DAYS	ACCOUNTING PERSONNEL



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Signed and approved DV in BULSA by the Chief Accountant/Accountant IV	None	10 MINS	ACCOUNTING PERSONNEL
	6. Forward to the Office of the Vice Chancellor for Administration and Finance for approval	None	10 MINS	ACCOUNTING PERSONNEL
	TOTAL	None	7 days, 30 mins	



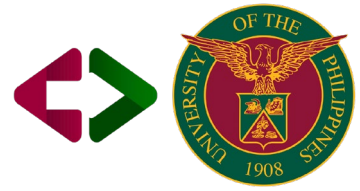
10. PROCESSING OF STUDENT UNIVERSITY CLEARANCE

Processing of Student University Clearance duly signed by College and OSA

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	Students/Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished student university clearance signed by College and Office of Student Affairs (OSA).	OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished student university clearance signed by College and (OSA).	1. Receive university clearance signed by College and OSA.	None	1 min	ACCOUNTING PERSONNEL
	2. Verify the student's financial accountability in the Information System on Key Operations for Learning and Academic Resources (ISKOLAR) or Student Loan Board (SLB).	None	5 mins	ACCOUNTING PERSONNEL
	3. Endorse the verified clearance to the Accountant for signature. Once signed, the clearance will be returned to the client.	None	4 mins	ACCOUNTING PERSONNEL
	TOTAL	None	10 mins	



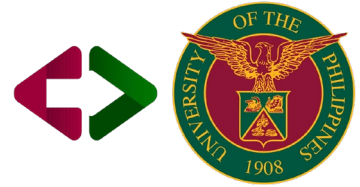
11. REPLACEMENT OF CHECKS

Replacement of stale, lost or cancelled checks

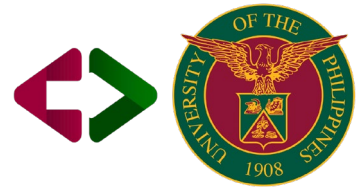
Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	Suppliers, Employees, Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Requesting party
Original Check	Requesting party
Replacement Receipt	Cash Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to Accounting Office with complete supporting documents. Letter request shall indicate the ff: 1) Payee Name, 2) Date of check, 3) Check no. 4) Amount of check, & 5) Reason for replacement.	1. Receive complete requirements and forward to accounting staff in charge.	None	10 MINS	ACCOUNTING PERSONNEL
	2. Verify accounting records if the check has not been cashed.	None	60 MINS	ACCOUNTING PERSONNEL
	3. Prepare reversing entry thru Journal Entry Voucher (JEV).	None	60 MINS	ACCOUNTING PERSONNEL



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Prepare Disbursement Voucher (DV) and forward to Accountant IV / Chief Accountant.	None	90 MINS	ACCOUNTING PERSONNEL
	5. Sign the DV and forward the same to the receiving staff.	None	10 MINS	ACCOUNTING PERSONNEL
	6. Record the DV out to the Office of the Vice Chancellor for Administration and Finance for approval	None	10 MINS	ACCOUNTING PERSONNEL
	TOTAL	None	4 hrs	



12. REQUEST FOR CASH ADVANCE

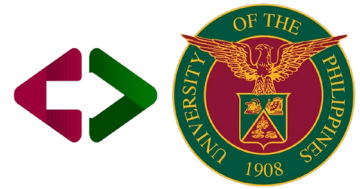
Special purpose cash advance requires a letter indicating the nature of activity, duration of activity, name of designated special disbursing officer and line item budget for the activity.

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Accountable Officer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter for cash advance	Accounting Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a request letter for cash advance to the Accounting Office.	1. Receive request letter for cash advance	None	1 MIN	ACCOUNTING PERSONNEL
	2. Evaluate the request as the nature of activity, duration of activity, name of designated special disbursing officer and line item budget	None	1 DAY	ACCOUNTING PERSONNEL
	3. Recommend for approval	None	5 MINS	ACCOUNTING PERSONNEL
	TOTAL	None	1 day, 6 mins	TOTAL

**BUDGET OFFICE
INTERNAL SERVICES**



1. ISSUANCE OF FUNDING CLEARANCE

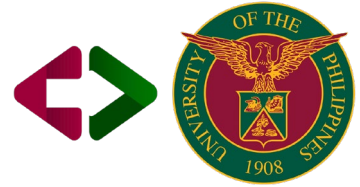
Processing of Obligation Request and Status (ORS) and/or Budget Utilization Request and Status (BURS)

Office or Division	Budget Office
Classification	Simple
Type of Transaction	G2G
Who may Avail	UP Manila Colleges/Units

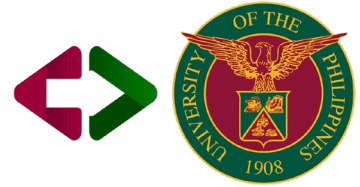
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ORS/BURS with complete documentary requirements per COA Circular No. 2012-001	College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original hard copies	1.1 Check and receive the document from the liaison officer, verify if transacted in BULSA, receive in the TRACKS, record manually in the Budget Office Internal Tracking Sheet, and distribute the document per Section for process	N/A	30 minutes	Senior Office Assistant Receiving Section
	1.2.a If the document is BULSA-ready, receive and record in the Budget Office Internal Tracking Sheet, pre-audit the attached documentation, verify the completeness of uploaded scanned files in the BULSA, process the hard copy	N/A	2 hours	Budget Officer/Senior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document, process the hard copy document, and forward to the Section Head			
	1.2.b If the document is not BULSA ready, receive and record in the Budget Office Internal Tracking Sheet, pre-audit the attached documentation, process the hard copy document, and forward to the Section Head	N/A	1 hour	Budget Officer/Senior Office Assistant
	1.3 Review both the hard copy and BULSA documentation, and recommend action for approval of the Chief	N/A	1 hour	Section Head
	1.4 Approve both the hard copy and BULSA documentation	N/A	1 hour	Chief
	1.5 Receive the approved and signed or returned to unit document from the Chief, scan, record out in the TRACKS and Budget Office Internal Tracking Sheet, print checklist and prepare for release to the concerned College/Unit	N/A	1 hour (Release is within the day if approved and signed not later than 3:00 pm. Otherwise, release will be the following working day)	Senior Office Assistant Outgoing Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	through the liaison officer			
TOTAL (BULSA-ready document)		N/A	5 hours and 30 minutes	
TOTAL (Not BULSA-ready)		N/A	4.5 hours	



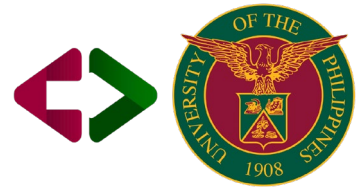
2. ISSUANCE OF FUNDING CLEARANCE

Processing of Funding Clearance for Infrastructure Projects and Letter Request for Creation of New Positions

Office or Division	Budget Office
Classification	Complex
Type of Transaction	G2G
Who may Avail	UP Manila Colleges/Units

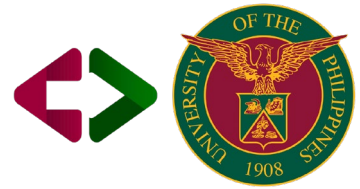
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>a. Special Budget Request for Infrastructure Projects</p> <ul style="list-style-type: none"> • Signed Letter Request by the Chief Architect with endorsement of the Vice Chancellor for Planning and Development • Terms of reference with Bill of quantities and materials cost estimate • Approved detailed architectural and engineering design • Capital Outlays Form No. 1 for projects that need BOR approval 	
<p>b. Special Budget Request for Creation of New Positions</p> <ul style="list-style-type: none"> • Signed Letter Request by the Dean or Head of Office with personnel clearance and endorsed by the HRDO • Approved Organizational Chart and Functional Chart for additional Admin and REPS position • Faculty Complement/Faculty Loading Matrix for faculty position • Current enrollment data for additional faculty position 	College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original hard copies	1.1 Check and receive the document from the liaison officer, receive in the TRACKS, record manually in the Budget Office Internal Tracking Sheet, and distribute the document per Section for process	N/A	30 minutes	Senior Office Assistant Receiving Section
	1.2 Receive the document and record the details in the Budget Office Internal Tracking Sheet, pre-audit the attached documentation, process the hard copy document, and forward to the Section Head	N/A	3 days	Budget Officer/Senior Office Assistant
	1.3 Review the documentation and recommend action for approval of the Chief	N/A	1 day	Section Head
	1.4.a For infrastructure projects, approve funding clearance and forward the documentation for final/ recommending approval to the Vice Chancellor for Administration and Finance	N/A	1 day	Chief
	1.4.b For additional faculty, REPS and administrative positions, approve	N/A	1 day	Chief



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	funding clearance and forward the documentation for final/ recommending approval to the Vice Chancellor for Academic Affairs, Vice Chancellor for Research and Extension, and Vice Chancellor for Administration and Finance, respectively.			
	1.4.c If not in order, return to the concerned College/Unit for appropriate action	N/A	1 day	Chief
	1.5 Receive the approved and signed or returned to unit document from the Chief, scan, record out in the TRACKS and Budget Office Internal Tracking Sheet, print checklist and prepare for release to the concerned College/Unit and/or Office of the Vice Chancellor for Administration and Finance through the liaison officer	N/A	1 hour (Release is within the day if approved and signed not later than 3:00 pm. Otherwise, release will be the following working day)	Senior Office Assistant Outgoing Section
TOTAL		N/A	5 days, 1 hour and 30 minutes	

**CASH OFFICE
EXTERNAL SERVICES**



1. COLLECTION - TUITION FEE

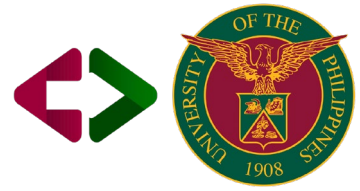
Description of Service : **Payment of Tuition Fees thru Cashier Using the Information System on key Operations for Learning and Academic Resources (ISKOLAR)**

Office or Division	Cash Office
Classification	Simple
Type of Transaction	Government-to-Citizens (G2C)
Who may Avail	UPM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Verified Billing Slip	Student Records Evaluator (SRE) - College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated Collecting Cashier and present Verified Billing Slip	1. Search Student Name by inputting Student Number to the System	None	2 minutes	Cashier assigned at the Window
Pays	2.1 Receives payments based on Verified Iskolar Billing Slip 2.2 Issues electronic Official Receipt (eOR)	Php 6,514.50*	3 minutes	Cashier assigned at the Window
TOTAL			5 minutes	

Note: *Fees may vary depending on their course/college



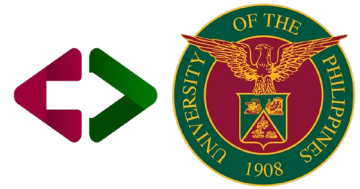
2. COLLECTION THRU BANK (ONCOLL PAYMENT)

Description of Service : **Payment of Tuition Fee thru Bank (Landbank of the Philippines (LBP) Nationwide)**

Office or Division	Cash Office
Classification	Simple
Type of Transaction	Government-to-Citizens (G2C)
Who may Avail	UPM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Verified Billing Slip / Abstract of Collection	Student Records Evaluator (SRE) - College / LBP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After transacting with LBP branch, send copy of validated Oncoll payment slip and Verified Billing Slip to College furnish upm-cash@up.edu.ph	1. Verifies payment versus passbook (reference: LBP Abstract of Collection)	None	2 minutes	Cashier's Staff
	2.1 Post payment in the ISKOLAR and email the eOR to students	None	3 minutes	Collecting Cashier
TOTAL			5 minutes	



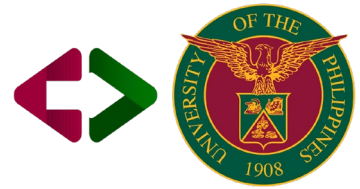
3. COLLECTION THRU LINK.BIZ PORTAL (ONLINE BANKING)

Description of Service : **Cashless/Contactless payment of Matriculation and Other Fees through Link.Biz Portal i.e All Bancnet ATM's, GCash, Instapay, 7/11 Convenience Stores**

Office or Division	Cash Office
Classification	Simple
Type of Transaction	Govt-to-Businesses (G2B); Government-to-Citizens (G2C) & Govt-to-Govt (G2G)
Who may Avail	UPM Students, Employees, Alumni, Govt Agency, Private Hospital, Clinic, Lying In and other Private Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Verified Billing Slip / Order of Payment / Sales Invoice	UPM College / Units , Accounting Office

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Landbank <u>Link.Biz</u> Portal website at https://www.lbp.-e-services.com and follow steps / instructions 1.1. Print / Save copy of Payment Confirmation Receipt	1. Verifies payment versus passbook (reference: Merchant Payment Inquiry)	None	2 minutes	Cashier's Staff
2. Send copy of Confirmation Receipt and Billing Statement / OPF to College / Unit and copy furnish Cash Office	2.1 Post payment in the ISKOLAR and email the eOR to students	None	3 minutes	Collecting Cashier
TOTAL			5 minutes	



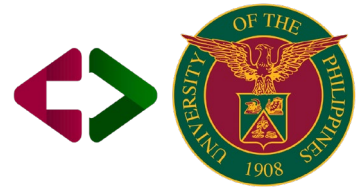
4. COLLECTION THRU GCASH APP (ONLINE PAYMENT)

Description of Service : **Cashless/Contactless payment of Matriculation and Other Fees through GCash App**

Office or Division	Cash Office
Classification	Simple
Type of Transaction	Govt-to-Businesses (G2B); Government-to-Citizens (G2C) & Govt-to-Govt (G2G)
Who may Avail	UPM Students, Employees, Alumni, Govt Agency, Private Hospital, Clinic, Lying In and other Private Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Verified Billing Slip / Order of Payment / Sales Invoice	UPM College / Units , Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to GCASH APP and follow steps / instructions 1.1. Print / Save copy of Payment Confirmation Receipt	1. Verifies payment versus passbook (reference: GCash Collection Report)	None	2 minutes	Cashier's Staff
2. Send copy of Confirmation Receipt and Billing Statement / OPF to College / Unit and copy furnish Cash Office	2.1 Post payment in the ISKOLAR and email the eOR to students	None	3 minutes	Collecting Cashier
TOTAL			5 minutes	



5. COLLECTION - OTHER FEES (Over-the-Counter)

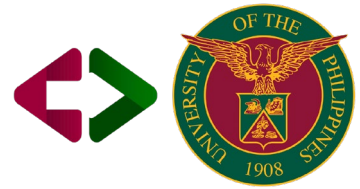
Description of Service : **Other payments (CAMP Services, Refresher Course, Bdi Documents, Performance Bond, Admission, Certification, Dental Services, Use of facilities, NHSRC kits, etc)**

Office or Division	Cash Office
Classification	Simple
Type of Transaction	Govt-to-Businesses (G2B); Government-to-Citizens (G2C) & Govt-to Govt (G2G)
Who may Avail	UPM Students, Employees, Govt Agency, Private Hospital, Clinic, Lying In and Other Private Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Order of Payment Form (OPF)	UPM College / Units, Accounting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated Collecting Cashier and present OPF duly signed by the respective College / Unit or Staff of CAD Accounting Office	1. Receives Order of Payment Form	None	2 minutes	Cashier assigned at the Window
2. Pays	2.1 Receives payment/s based on OPF 2.2 Issues electronic Official Receipt (eOR)	Php 16,500*	3 minutes	Cashier assigned at the Window
3. Present Official Receipt to the concerned unit/college for record purposes, keeps payor's copy of OR for future reference	3. Records payment			Administrative Officer
TOTAL			5 minutes	

Note: *Fees may vary depending on their course/college



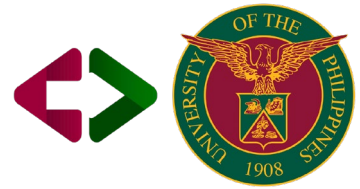
6. DISBURSEMENT THRU ADVICE TO DEBIT ACCOUNT, FINDES, PESONET

Description of Service : **Payment of Salary, Honorarium, Cash Advances, Replenishments, Transportation allow & Other benefits, services/goods**

Office or Division	Cash Office
Classification	Simple
Type of Transaction	Govt-to-Businesses (G2B); Government-to-Citizens (G2C) & Govt-to Govt (G2G)
Who may Avail	UPM Students, Employees, alumni, retirees, JO employees, Speakers, lecturers, Contractors/Suppliers/ dealers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Account Number (if first time)	UPM Authorized Depository Bank (nationwide)
Valid ID, authority from the Company Official Receipt	Concerned Company / Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Notify via e-mails	None	2 minutes	Cashier assigned at the Window
2. Issues Official Receipt (for dealer / supplier)	2. Give copy/ies of attached BIR Form/s (for dealer / supplier)	None	2 minutes	Cashier assigned at the Window
3. Present Official Receipt to the concerned unit/college for record purposes, keeps payor's copy of OR for future reference	3. Records payment			Administrative Officer
TOTAL			4 minutes	



7. DISBURSEMENT THRU CHECK

Description of Service : **Payment of Remittances and Utilities**

Office or Division	Cash Office
Classification	Simple
Type of Transaction	Govt-to-Businesses (G2B); Government-to-Citizens (G2C) & Govt-to Govt (G2G)
Who may Avail	Pag-ibig, Philhealth, PLDT, Meralco

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID of the claimant and/or authorized person Notarized Special Power of Attorney (if necessary) Company's Authority to pick-up the Check (dealer/supplier if first time collector)	Company / Institutions, Gov't Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the Disbursement Voucher and Warrant Register	1. Release check/s	None	2 minutes	Cashier assigned at the Window
2. Issues Official Receipt	2. Give copy/ies of attached BIR Form/s (None	3 minutes	Cashier assigned at the Window
TOTAL			5 minutes	

**CENTER FOR GENDER AND WOMEN STUDIES
INTERNAL SERVICES**

1. Gender and Development Accomplishment Report

Gender and Development Accomplishment Report

Office or Division	Center for Gender and Women Studies
Classification	G2G
Type of Transaction	Complex
Who may Avail	GFPS Members, Admin Officer/s, Colleges, Units and Offices (Required to submit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. GAD Accomplishment Report Template	Philippine Commission on Women website Center for Gender and Women Studies office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
GFPS Member/ Admin Officer shall prepare the College, Unit or Office GAD Accomplishment Report with (GAD AR) complete attachments and submit to the Center.	Receive and review the submitted Gender and Development Accomplishment Report.	No fees required	2 hours	CGWS URA II and Director
	Collate all the received accomplishment report from Colleges, Units and Offices using the Accomplishment Report format from Philippine Commission on Women.	No fees required.	5 working days	CGWS URA II
	Validate the accuracy of submitted accomplishment report from Colleges, Units and Offices.	No fees required	2 working days	CGWS URA II

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Consolidate all GAD Accomplishment Reports of various units and colleges.	No fees required	5 working days	CGWS URA II and Director
	Sign the UP Manila accomplishment report and forward it to the Chancellor for her endorsement.	No fees required	15 minutes	CGWS Director
	Submit the GAD AR to appropriate UP offices and government agencies mandated by PCW guidelines and policies after endorsement by the UPM Chancellor.	No fees required	15 minutes	CGWS URA II or Director
TOTAL			12 working days	

2. Gender and Development Accomplishment Report

Gender and Development Accomplishment Report

Office or Division	Center for Gender and Women Studies
Classification	G2G
Type of Transaction	Complex
Who may Avail	GFPS Members, Admin Officer/s, Colleges, Units and Offices (Required to submit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GAD Accomplishment Report Template	Philippine Commission on Women website Center for Gender and Women Studies office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
GFPS Member/ Admin Officer shall prepare the College, Unit or Office GAD Accomplishment Report with (GAD AR) complete attachments and submit to the Center.	Receive and review the submitted Gender and Development Accomplishment Report.	No fees required	1 hour	CGWS Director and Staff
	Collate all the received accomplishment report from Colleges, Units and Offices using the Accomplishment Report format from Philippine Commission on Women.	No fees required.	3 working days	CGWS Director and URA II
	Validate the accuracy of submitted accomplishment report from Colleges, Units and	No fees required	2 working days	CGWS Director and URA II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Offices.guidelines of the current year			
	Sign the UP Manila accomplishment report and forward it to the Chancellor for her endorsement.	No fees required	15 minutes	Director
	Submit the GAD AR to appropriate UP offices and government agencies mandated by PCW guidelines and policies after endorsement by the UPM Chancellor.	No fees required	15 minutes	CGWS Director or URA II
TOTAL			6 working days	

3. Gender and Development Budget Request

Gender and Development Budget Request

Office or Division	Center for Gender and Women Studies
Classification	G2G
Type of Transaction	Complex
Who may Avail	GFPS Members, Admin Officer/s, Colleges, Units and Offices (Required to submit)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Budget Request (letter) addressed to the Chancellor or Vice Chancellor for Administration and Finance 2. Programs/Projects/Activities Proposal with attached line-item budget 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
GFPS member shall write a budget request addressed to the Chancellor for their incoming activity w/ note and approval of the Head of office	Receive and review the submitted Gender and Development Accomplishment Report.	No fees required	3 minutes	CGWS URA II
	Validate the Budget Request of the GAD Activity in accordance to the approved GAD Plan and Budget	No fees required.	1 hour	CGWS Director or URA II
	Endorse the budget request letter to the OVCA/ Budget Office via BULSA in accordance with the GAD plan and budget guidelines of the current year	No fees required	1 hour	CGWS Director
	Photocopy (file copy) and then route the original document/s to the	No fees required	10 minutes	CGWS URA II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	OVCA and Budget for funding.			
TOTAL			2 hours and 15 minutes	

4. Gender Sensitivity Orientation/Training

Gender Sensitivity Orientation/Training

Office or Division	Center for Gender and Women Studies
Classification	Simple
Type of Transaction	G2G
Who may Avail	UP Manila Students, Faculty, Employees and "Other UP Workers"

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request addressed to CGWS regarding the request	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter request for Gender Sensitivity Orientation with specific date, time, venue and contact information.	Receive the letter and check for the availability of the Date and Speakers.	No fees required	5 minutes	CGWS URA II
Wait for the confirmation of the Center.	Confirm the Time, Date and Speaker available .	No fees required.	5 minutes	CGWS URA II
Secure the venue, Laptop, and Sound System.Satisfaction Survey Form, Attendance Sheet (Optional)	GAD Training materials shall be prepared including the Evaluation form of the Center.	No fees required	1 hour	CGWS URA II
	Conduct the Gender Sensitivity Orientation/ Training on the requested time, date and venue.	No fees required	2 hours	CGWS Director
	After the training was conducted. Secure the Training Materials, Attendance sheet and Evaluation Form.	No fees required	1 hours	CGWS URA II
TOTAL			5 hours	

**COMMUNITY HEALTH AND DEVELOPMENT
PROGRAM
EXTERNAL SERVICES**

1. REQUEST TO BE ASSESSED AS A POSSIBLE COMMUNITY PARTNER AND COMMON SITE FOR RURAL COMMUNITY SERVICE-LEARNING COURSES

This service allows Local Government Units or Non-Government Organizations or People's Organizations to request the University for an opportunity to be evaluated for the possibility of being community partners for the establishment of a Community-Based Health Program that will also serve as the common site for all the service-learning academic courses of all the academic partners of the UP Manila CHDP.

A request is considered simple if the government unit/s or non-government unit/s that is asking to be assessed are under a single office or official

Office or Division	UP Manila Community Health and Development Program
Classification	Simple
Type of Transaction	G2G – Government to Government or Government to Non-Government Organization or Government to People's Organization
Who may Avail	Local Government Units or Non-Government Organizations or People's Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Variable (depends on the office that is in-charge)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a formal letter indicating interest in engaging UP Manila, through the UP CHDP, in a Community-Based Partnership Program	1.1 Receives the formal letter of request	Variable (depends on the delivery fee of the chosen courier)	2 days from the handover from the courier	UPM CHDP Director
	1.2 Schedules a meeting with the LGU or NGO or PO	None	1 week from the receipt of the letter	UPM CHDP Director
2. Meets with the UPM CHDP to discuss the	2. Meets with the LGU or NGO or PO	Variable (expenses to be paid)	Within 2 months from the UPM	UPM CHDP Director, Core faculty and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
philosophy of the partnership, details of the partnership and resources needed for the day-to-day operations of the partnership program	to discuss the philosophy of the partnership, details of the partnership and resources needed for the day-to-day operations of the partnership program	by the client may be for the materials, supplies, equipment, food and venue for the meeting)	CHDP's receipt of the formal letter	Community Organizers
3. Hosts an on-site visit of UPM CHDP faculty & staff	3. Conducts an on-site visit to discuss the potential partnership with health officials, health staff, local leaders and community members	Variable (expenses to be paid by the client may be for the materials, supplies, equipment, food & venue for the meeting, tokens of appreciation and transportation)	Within 4 months from the initial meeting as described above	UPM CHDP Director, Core Faculty, Unit Focal Persons to the CHDP, Unit Faculty Staff and Community Organizers
4. Waits for the UP Manila decision	4.1 Uses the evaluation criteria to select the community partner	None	Within 1 month after the completion of all on-site field visits. There are usually 3-4 communities that will be visited, evaluated and to choose from.	UP Manila Chancellor and Vice Chancellors UPM CHDP Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Recommends the selected partner to the UP Manila Chancellor and Vice Chancellors	None	Within 1 week after a site has been chosen by the UPM CHDP	UPM CHDP Director
5.a. If selected as the community partner: Receives a formal letter indicating selection as community partner and common site for service-learning courses in rural community health and development	5.a Informs the selected community partner through a formal letter	None	Within 1 week after the decision on which community will be the partner for the multi-year partnership program	UPM CHDP Director
5.b. If not selected as the community partner: Receives a formal letter which regrettably informs the community that they were not selected as the community partner and common site for service-learning courses in rural community health and development	5.b Informs the communities that they were not selected through a formal letter	None	Within 1 week after the decision on which community will be the partner for the multi-year partnership program	UPM CHDP Director
	TOTAL	Variable	7 months, 3 weeks and 2 days	

2. COMMUNITY-UNIVERSITY ENGAGEMENT FOR COMMUNITY DEVELOPMENT AND A COMMON SITE FOR SERVICE-LEARNING COURSES

This service allows Local Government Units or Non-Government Organizations or People's Organizations to be engaged in a Community-University Partnership Program that will benefit both parties. The community will hopefully attain a stronger health system, socio-cultural-economic development and improved health indicators. The university will hopefully achieve the objectives of the service-learning courses to be deployed in the community.

Office or Division	UP Manila Community Health and Development Program	
Classification	Simple	
Type of Transaction	G2G – Government to Government or Government to Non-Government Organization or Government to People's Organization	
Who may Avail	Local Government Units or Non-Government Organizations or People's Organizations	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Memorandum of Agreement (MOA)	Initial draft will be provided by the UPM CHDP. All parties involved in the partnership program will be involved in formulating the final version of the MOA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meets with the UPM CHDP several times to discuss the details of the multi-year partnership including topics such as but not limited to the MOA, resources needed (human & material) and details and mechanics for the co-creation of the plans for the partnership program	1. Meets with the selected community several times to discuss the details of the multi-year partnership including topics such as but not limited to the MOA, resources needed (human & material) and details and mechanics for the co-creation of the plans for the	Variable (expenses to be paid by the client may be for the materials, supplies, food and venue for the meetings)	Initial meeting will be within 1 month from the receipt of the formal communication that client was chosen as the community partner and common site. Series of meetings will	UPM CHDP Director, Core Faculty, Unit Focal Persons to the CHDP, Unit Faculty Staff and Community Organizers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	partnership program		be for 2 months	
2. Co-Hosts with the UP CHDP numerous orientation sessions and introductory meetings with various officers, stakeholders and sectors at the level of the province, municipality and barangay	2. Co-Hosts with the LGU or NGO or PO numerous orientation sessions and introductory meetings with various officers, stakeholders and sectors at the level of the province, municipality and barangay	Variable (expenses to be paid by the client may be for the materials, supplies, food and venue for the meetings)	Orientation sessions and introductory meetings will be held for 4 months	UPM CHDP Director, Core Faculty, Unit Focal Persons to the CHDP, Unit Faculty Staff and Community Organizers
3.1 Comments on the draft of the MOA	3.1 Formulates initial draft of the MOA	None	1 week	
3.2 Revises the draft to incorporate all the comments and suggestions	3.2 Revises the draft to incorporate all the comments and suggestions	None	1 month	
3.3 Circulates the final draft to all stakeholders from the community for signature	3.3 Circulates the final draft to all stakeholders from the university for signature	None (depends on the transportation expenses and other expenses to be incurred)	1 month	
3.4 Sends the final version of the MOA to a Notary Public for Notarization	3.4 Waits for the Notarized copy of the MOA	Variable (depending on the fee of the Notary Public)	1 week	
3.5 Distributes copies of the notarized MOA to all offices in the community that must have a copy	3.5 Distributes copies of the notarized MOA to all offices in the university that must have a copy	Variable (depends on the transportation expenses and other expenses to be incurred)	1 week	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Jointly implements and monitors the program with UP through shared decision-making, sharing of resources and shared accountability. This is at the level of the Province, the Municipalities and the Barangays for the LGUs. Also includes the Health Office, Rural Health Unit (RHU), other Government Offices, NGOs, POs and other Community-Based Organizations. All these sectors and stakeholders participate in all the stages of the program.</p>	<p>4. Jointly implements and monitors the program with the community through shared decision-making, sharing of resources and shared accountability. Guided by the PHC Approach in all its decisions and actions.</p>	<p>Variable</p> <p>(to include all the budgetary requirements that will be shouldered by the community as agreed upon during the aforementioned series of meetings and as agreed upon during every stage of the program implementation)</p>	<p>5 years</p>	<p>UPM CHDP Director, Core Faculty, Unit Focal Persons to the CHDP, Unit Faculty Staff and Community Organizers</p>
<p>5. Collaborates with the evaluators for the assessment of the partnership program</p>	<p>5. Facilitates the contracting of an external evaluator for the assessment of the partnership program</p>	<p>Variable</p> <p>(expenses to be paid by the client may be for assessment materials, supplies, equipment, food and venue for the evaluation activities)</p>	<p>Last 6 months of the partnership program</p>	<p>UPM CHDP Director, Core Faculty, Unit Focal Persons to the CHDP, Unit Faculty Staff and Community Organizers</p>
TOTAL		Variable	5 years, 9 months and 3 weeks	

3. REQUEST TO BE ASSESSED AS A POSSIBLE ACADEMIC PARTNER OF THE UP MANILA CHDP

This service allows Academic Units (College or School or Department or Division or Committee) to request the UP Manila CHDP for an opportunity to be evaluated for the possibility of being an academic partner that will deploy service-learning courses within the Community-University Community-Based Partnership Program

Office or Division	UP Manila Community Health and Development Program	
Classification	Simple	
Type of Transaction	G2G – Government to Government	
Who may Avail	College of School or Department or Division or Committee	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Course Syllabus to include Course Objectives, Activities, Schedule of Deployment and Number of Students to be deployed	From the Course Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a formal letter indicating interest in engaging the UP CHDP through one of its courses (undergraduate or graduate or residency)	Receives the formal letter indicating interest from an academic unit (college or school or department or division or committee)	None	2 days	UPM CHDP Director
Meets with the UPM CHDP to discuss the objectives and activities of the course	Meets with the college or department or unit or class representatives	None	Within 2 weeks from the receipt of the letter	UPM CHDP Director, Core Faculty and Community Organizers
Waits for the UPM CHDP decision	UPM CHDP evaluates the proposal based on the following parameters: *Is the unit and the	None	Within 2 weeks from the meeting	UPM CHDP Director, Core Faculty and Community Organizers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>course guided by the principles of the PHC Approach? *Can the course objectives and activities contribute to the on-going partnership program towards the intended outcomes and impact? *Is the course flexible in terms of requirements and timelines?</p> <p>Units that also use the PHC Approach and will show the potential to assist the community and are flexible with their requirements will be accepted into the UPM CHDP.</p> <p>In addition, units that propose to regularly send rotators for the entire year (examples: medical interns & residents of Family & Community Medicine) will be evaluated using an additional parameter:</p>			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	*Will the course require each group to start and complete a group project and/or a group research during each groups' rotation? If the unit will insist on this requirement, the UPM CHDP will inform the unit that its course cannot be a part of the UPM CHDP			
Receives and acknowledges the decision of the UPM CHDP	Informs the college or department or school of the decision	None	2 days	UPM CHDP Director
TOTAL		None	4 weeks and 4 days	

4. DEPLOYMENT OF LEARNERS FOR A RURAL COMMUNITY-BASED SERVICE-LEARNING COURSE WITHIN THE COMMUNITY-UNIVERSITY PARTNERSHIP PROGRAM

This service allows Academic Units (College or School or Department or Division or Committee) to deploy service-learning courses within the Community-University Community-Based Partnership Program for the benefit of both the community and the university

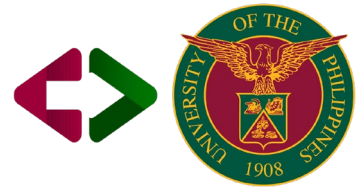
Office or Division	UP Manila Community Health and Development Program	
Classification	Simple	
Type of Transaction	G2G – Government to Government	
Who may Avail	College of School or Department or Division or Committee	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Course Syllabus to include Course Objectives, Activities, Schedule of Deployment and Number of Students to be deployed	From the Course Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If accepted into the UPM CHDP:</p> <p>Works with the community and the UPM CHDP for the implementation of the service-learning course. Jointly implements and monitors the community-based partnership program with the community and the UPM CHDP through shared decision-making, sharing of resources and shared accountability. Guided by the PHC Approach in all its decisions and actions.</p>	<p>Works with the community and the college or department or school for the implementation of the service-learning course. Jointly implements and monitors the community-based partnership program with the community and the college or department or school through shared decision-making, sharing of resources and shared accountability. Guided by the PHC Approach in all its decisions and actions.</p>	<p>Variable</p> <p>(to include all the budgetary requirements that will be shouldered by academic units as agreed upon during the aforementioned meeting or meetings and as agreed upon during every stage of the program and service-learning course implementation)</p>	<p>Variable</p> <p>(depends on the remaining period of the current partnership program)</p>	<p>UPM CHDP Director, Core Faculty and Community Organizers</p>
<p>Participates in the evaluation</p>	<p>Evaluates annually the involvement of the service-learning course in the UPM CHDP and in the community-based partnership program</p>	<p>Variable</p> <p>(expenses to be paid by the college or department or school may be for assessment materials, supplies, equipment, food and venue for the evaluation activities)</p>	<p>For 3 days annually</p>	<p>UPM CHDP Director, Core Faculty and Community Organizers</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		Variable	Variable	

**HUMAN RESOURCE DEVELOPMENT OFFICE
EXTERNAL SERVICES**



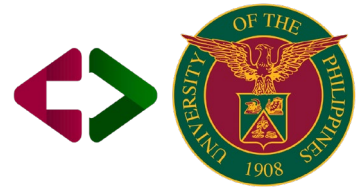
1. Issuance of Certificate of Employment (For Separated Employees/Inactive Personnel) (Online)

This outlines the process of the issuance of a Certificate of Employment for separated employees or inactive personnel

Office or Division	Human Resource Development Office (HRDO)
Classification	Simple
Type of Transaction	Government-to-Citizen (G2C)
Who may Avail	Separated/Inactive Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Government-issued Identification card	Anywhere applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a copy of the Certificate of Employment via email (upm-hrdo@up.edu.ph)	1.1. Evaluates and processes the request. Type details of information in the certificate, prints, and initials, and send the document to the Legal Office and return it to the HRDO.	P10.00 per copy	3 minutes	Senior Office Assistant
	1.2. Signs COE	None	2 minutes	HRDO Director
2. Update the database and receive COE at HRDO	2. Notifies the employee through email. Releases COE.	None	10 minutes	Senior Office Assistant
TOTAL		P10.00/copy	15 minutes	



2. Issuance of Service Record for inactive employees (Online

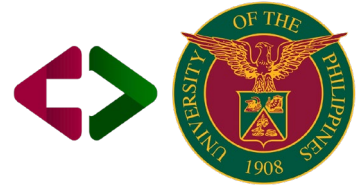
E-mail: upm-hrdo@up.edu.ph -personal purposes):

This type of service allows inactive employees to obtain Service Records (SR) for personal purposes.

Office or Division	Human Resource Development Office (HRDO)
Classification	Simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Active employees

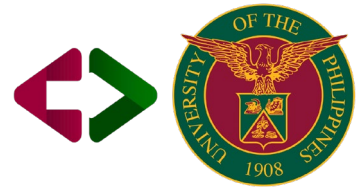
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Attached the official receipt to the email	Cash Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and pay the processing fee at the Cash Office. After payment, attach the official receipt to your request submitted thru e-mail.	None	₱10.00 Per copy	15 minutes	Cash Office Located at Juaquin Gonzales Building P. Faura
2. Send an email to HRDO stating the specific purpose of the request and the number of physical copies needed. Attach the e-copy of the official receipt to the email.	2.1. Monitors e-mail request, Create, Update, and Print Service Record Request for signature of Administrative Officer V	None	2 days	Senior Office Aide/ Administrative Officer V
3. Employees will receive notification via email.	3.1. Send email notification to the client.	None	5 minutes	Senior Office Aide/ Administrative Officer V
4. Signs HRDO Logbook and	4.1. Will assist the employees.	None	5 minutes	Senior Office Aide/



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receives Service Record				Administrative Officer V
TOTAL		None	2 days and 35 mins	

**HUMAN RESOURCE DEVELOPMENT OFFICE
INTERNAL SERVICES**



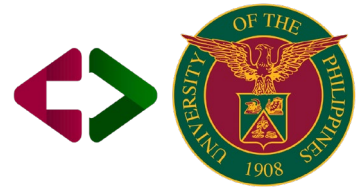
1. Issuance of Certificate of Employment (Request Online thru PUSO)

This type of service will enable the employees to obtain their Certificate of Employment (COE) for various purposes, such as travel abroad, job or loan applications, or whatever legal purpose it may serve

Office or Division	Human Resource Development Office (HRDO)
Classification	Simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Active Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Active PUSO account	Request via upm-ims-pusobulsa-support-list@up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to https://puso.up.edu.ph/home and submits a request through the Request New Document module.	1. Open the PUSO account	P10.00 if the purpose is personal; No need to pay if official	13 minutes	Senior Office Assistant
	1.1. Evaluates and processes the request. Types details of information in the certificate, prints, and initials			
	1.2. Signs COE	None	2 minutes	HRDO Director
2. Update the database and receive the COE at HRDO	2. Notifies the employee through the PUSO. Releases COE.	None	5 minutes	Senior Office Assistant
TOTAL		P10.00/copy if for personal purposes	20 minutes	



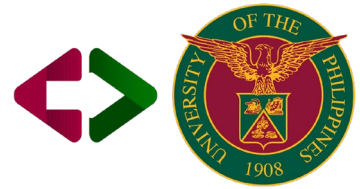
2. Issuance of Certificate of Employment with Compensation (Request Online thru PUSO)

This type of service will enable the employees to obtain their Certificate of Employment with Compensation (CEC) for various purposes such as travel abroad or loan applications

Office or Division	Human Resource Development Office (HRDO)
Classification	Simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Active Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Active PUSO account	Request via upm-ims-pusobulsa-support-list@up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to https://puso.up.edu.ph/home and submits a request through the Request New Document module.	1. Open PUSO account 1.1. Evaluates and processes the request. Type details of information in the certificate, prints and initials, and send the document to the Accounting Office, then return it to the HRDO.	P10.00 if the purpose is personal; No need to pay if official	18 minutes	Senior Office Assistant
	1.2. Signs CEC	None	2 minutes	HRDO Director
2. Update the database and receive CEC at HRDO	2. Notifies the employee through the PUSO. Releases CEC.	None	10 minutes	Senior Office Assistant
TOTAL		P10.00/copy if for personal purposes	30 minutes	



3. Issuance of Certificate of No Pending Case (Request Online thru PUSO)

This type of service will enable the employees to obtain their Certificate of No Pending Case (CNPC) for various purposes

Office or Division	Human Resource Development Office
Classification	Simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Active Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Active PUSO account	Request via upm-ims-pusobulsa-support-list@up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to https://puso.up.edu.ph/home and submits a request through the Request New Document module.	1.1. Open PUSO account	P10.00 if the purpose is personal; No need to pay if official	3 minutes	Senior Office Assistant
	1.2. Evaluates and processes the request. Type details of information in the certificate, prints and initials, and send the document to the Legal Office and return it to the HRDO.	None	15 minutes	Senior Office Assistant
	1.3. Signs CNPC	None	2 minutes	Chief, Legal Office
2. Update the database and receive CNPC at HRDO	2. Notifies the employee through the PUSO. Releases CNPC.	None	10 minutes	Senior Office Assistant
TOTAL		P10.00/copy if for personal purposes	30 minutes	

4. Issuance of Service Record for active employees (Online PUSO-official purposes):

This type of service allows active employees to obtain Service Records (SR) for official purposes (e.g. GSIS, Pag-Ibig, Official travel, etc.)

Office or Division	Human Resource Development Office (HRDO)
Classification	Simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Active employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to https://puso.up.edu.ph with Admin, Faculty, REPS access, opens the Document Requests Module, and selects “Process Document Requests” to submit the request.	1. Log-in to PUSO (https://puso.up.edu.ph/)	None	10 minutes	Senior Office Aide/ Administrative Officer V
2. Click “Create New Document Request.” Fill out the following: <ul style="list-style-type: none"> - Select Document Request Type - Select Main Request Purpose - Enter description for other types - Number of Physical Copies - Google Drive Link for Supporting Docs (uploading of official receipt applicable for 	2. Monitors PUSO worklist under HRDO Processor access, Create, Update, and Print Service Record Request for signature of Administrative Officer V	None	2 days	Senior Office Aide/ Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
personal request only) - Input remarks, if any.				
3. Employees will receive notification via email.	3. Send email notification to the client.	None	5 minutes	Senior Office Aide/ Administrative Officer V
4. Signs HRDO Logbook and receives Service Record	4. Will assist the employees.	None	5 minutes	Senior Office Aide/ Administrative Officer V
TOTAL		None	2 days and 30 mins	

5. Issuance of Service Record for active employees (Online PUSO-personal purposes):

This type of service allows active employees to obtain Service Records (SR) for personal purposes (e.g. Bank loan, Car loan, etc.)

Office or Division	Human Resource Development Office (HRDO)
Classification	Simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Active employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Attached official receipt via PUSO	Cash Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and pay the processing fee at the Cash Office. After payment, attach the official receipt to your request submitted via PUSO.	None	₱10.00 Per copy	15 minutes	Cash Office Located at Juaquin Gonzales Building P. Faura
2. Logs in to https://puso.up.edu.ph with Admin, Faculty, and REPS access, opens the Document Requests Module, and selects "Process Document Requests" to submit the request.	2.1. Log-in to PUSO (https://puso.up.edu.ph/)	None	10 minutes	Senior Office Aide/ Administrative Officer V
3. Click "Create New Document Request." Fill out the following: - Select Document Request Type	3.1 Monitors PUSO worklist under HRDO Processor access, Create, Update, and Print Service Record Request for signature of	None	2 days	Senior Office Aide/ Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> - Select Main Request Purpose - Enter description for other types - Number of Physical Copies - Google Drive Link for Supporting Docs (uploading of official receipt applicable for personal request only) - Input remarks, if any. 	Administrative Officer V			
4. Employees will receive notification via email.	4.1. Send email notification to the client.	None	5 minutes	Senior Office Aide/ Administrative Officer V
5. Signs HRDO Logbook and receives Service Record	5.1. Will assist the employees.	None	5 minutes	Senior Office Aide/ Administrative Officer V
TOTAL		None	2 days and 35 mins	

6. Change of Official Time

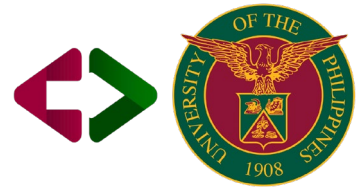
This type of service allows the employee to change their official time according to the demands of work (exigency of the service) or for other reasons, such as personal.

Office or Division	Human Resource Development Office
Classification	Simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Regular Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (1 copy)	Form is downloadable from the HRDO website (http://hrdo.upm.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a duly accomplished Application form to HRDO	1.1 Receives application	None	30 seconds	Administrative Assistant I
	1.2 Evaluates and initials	None	5 minutes	Administrative Assistant I
	1.3 Endorses/Signs application	None	1 minute	HRDO Director
	1.4 Forwards to the Office of the Vice Chancellor for Administration (ADMIN) / Office of the Vice Chancellor for Research and	None	30 seconds	Administrative Assistant I

	Extension (REPS)			
	1.5 Signs the application form	None	1 minute	Vice Chancellor for Administration and Finance / Vice Chancellor for Research and Extension
	1.6 Forwards to the HRDO	None	30 seconds	Executive Assistant
	1.7 Receives approved/signed application	None	30 seconds	Administrative Assistant I
	1.8 Scanned and Issues approved/signed application	None	1 minute	Administrative Assistant I
2. Received the signed/ approved application form		None		
TOTAL			10 minutes	



7. Rendition of Overtime Services

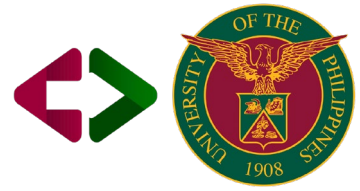
This type of service allows employees to render service beyond their regular work schedule due to exigencies of the service and/or to accomplish work that cannot be done within regular office hours.

Office or Division	Human Resource Development Office
Classification	Simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Regular Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (1 copy)	Form is downloadable from the HRDO website (http://hrdo.upm.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished Application form to HRDO	1.1 Receives application	None	30 seconds	Administrative Assistant I
	1.2 Evaluates and initials	None	7 minutes	Administrative Assistant I
	1.3 Endorses/Signs application	None	1 minute	HRDO Director
	1.4 Forwards to the Office of the Vice Chancellor for Administration (ADMIN) / Office of the Vice Chancellor for Research and	None	30 seconds	Administrative Assistant I

	Extension (REPS)			
	1.5 Signs the application form	None	1 minute	Vice Chancellor for Administration and Finance / Vice Chancellor for Research and Extension
	1.6 Forwards to the HRDO	None	30 seconds	Executive Assistant
	1.7 Receives approved/signed application	None	30 seconds	Administrative Assistant I
	1.8 Scanned and Issues approved/signed application	None	1 minute	Administrative Assistant I
2. Received the signed/ approved application form		None		
TOTAL			12 minutes	



8. Application for E-HOPE

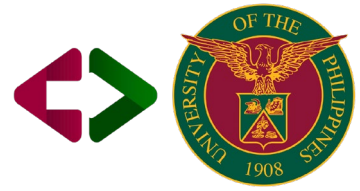
This type of service will enable employees to avail for financial assistance not exceeding P100,000.00 per year for hospitalization expenses during confinement, outpatient surgery, and outpatient treatment.

Office or Division	Human Resource Development Office
Classification	Complex
Type of Transaction	Government-to-Government (G2G)
Who may Avail	<ul style="list-style-type: none"> a. Regular permanent faculty members, full-time or part-time b. Full-time faculty members who are not tenured, provided they have rendered at least one (1) year of continuous service in the University c. Permanent REPS and administrative staff d. UP contractual and casuals (including faculty, REPS, and administrative staff) who have rendered at least one year of continuous service to the University, have an employer-employee relation with the University, and whose salaries are paid out of the Personnel Services (PS) allocations to UP in the General Appropriations Act (GAA) e. UP contractual and casuals (including faculty, REPS, and administrative staff who have rendered at least one year of continuous service to the University, have employer-employee relations with the University, and whose salaries are charged against the Revolving Fund (RF)/ Trust Fund (TF). f. International Faculty as defined and approved by the BOR in its 1392nd Meeting

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Application for Reimbursement Form (1 copy)	Form is downloadable from the HRDO website (http://hrdo.upm.edu.ph)
3. Original Medical Certificate (1 copy)	Employee's attending physician

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Summary statement of accounts showing Philhealth and other health insurance deductions	Applicant's copy
5. Original Official Receipts for Hospital Bill	Applicant's copy
6. Original Official Receipt for Medicines/Laboratory Tests	Applicant's copy
7. Surgical Technique (for surgical cases)	Applicant's copy
8. Discharge Order/Copy of Going Home Instructions, if any	Applicant's copy
9. Itemized Breakdown of Expenses	Form is downloadable from the HRDO website (http://hrdo.upm.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly filled Application form with complete attachments.	1.1 Checks the completeness and accuracy of data and attachments.	NONE	10 minutes	Administrative Assistant II
	1.2 Certifies that the employee is qualified for the claim and maintains a record of the employee's hospitalization.	NONE	5 working days	Administrative Assistant II
	1.3 Endorse request to the eHOPE Committees for evaluation and signing of the Referendum Sheet, and await approval from the Chancellor	NONE	30 working days	Administrative Assistant II, eHOPE Committees, Chancellor
	1.4 Secures a copy of the approval and forwards documents to the College/Unit for voucher preparation.	NONE	10 minutes	Administrative Assistant II
TOTAL			35 working days and 20 minutes	



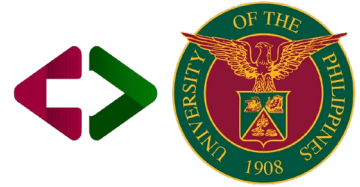
9. Application for Limited Practice of Profession

This type of service will enable the employees to have limited practice of profession, manage outside enterprises, or have outside consultancy with prior approval from the Chancellor

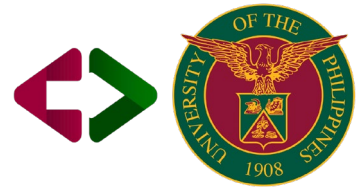
Office or Division	Human Resource Development Office
Classification	simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly filled Application form with complete details	1.1. Receives the application	NONE	2 minutes	Administrative Aide VI
	1.2. Evaluates request	NONE	2 minutes	Administrative Aide VI
	1.3 Provides HRDO clearance	NONE	1 minute	HRDO Director
	1.4 Endorses request	NONE	2 days	Vice Chancellor for Administration/ Academic Affairs
	1.5 Approves/Acts on the request (Note: Employee shall receive notification that request has been approved/acted upon)	NONE	2 days	Chancellor



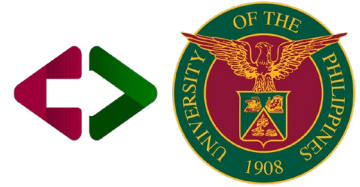
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Received the signed/ approved application form		None		
TOTAL		NONE	4 days & 5 minutes	



10. Application for Reduced Fees

This type of service will enable the employees and their dependents to avail of free or discounted tuition fees if enrolling in the University.

Office or Division	Human Resource Development Office
Classification	simple
Type of Transaction	Government-to-Government (G2G)
Who may Avail	<p>a. All full-time personnel, permanent, temporary, regular incumbents, or substitutes, casual or contractual personnel, including project personnel, regardless of the source of funds for their salaries as long as the funds belong to the regular budget of the University or are institutional grants to the University whose appointments issued by the University are at least coextensive with the semester or term.</p> <p>b. All part-time personnel, permanent, temporary, regular incumbents, or substitutes with at least one (1) year of continuous service.</p> <p>c. All clinical faculty, full-time faculty shall be entitled to 100% waiver of tuition and miscellaneous fees.</p> <p>d. Part-time faculty with at least one (1) year of continuous service shall likewise be entitled to 100% waiver of tuition. If the regular part-time employee has less than one (1) year of service, the privilege shall be 50% waiver on tuition and miscellaneous fees. These privileges, however, do not extend to their spouses and dependents.</p> <p>e. Non-earning dependents of regular full-time personnel, permanent and temporary (with 5 years aggregate service in UP)</p> <p>f. Non-earning dependents of regular part-time personnel, permanent, and temporary (with 5 years aggregate service in UP), 50% discount on tuition and miscellaneous fees.</p>

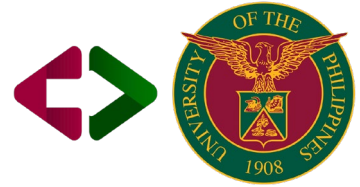


	<p>g. Non-earning dependents of UP personnel who retire upon reaching the compulsory retirement age or;</p> <ul style="list-style-type: none"> -who are at the time of death or disability are deemed retireable under university rules, shall continue to be entitled to the privilege -if any non-earning dependent is already enrolled in any UP college at the time of the personnel's retirement, death or disability, the dependent shall be entitled to the privileges until he/she finishes the degree in progress -if any non-earning dependent is not enrolled in a UP college at the time of the personnel's retirement, death or disability of the employee, then the dependent shall be entitled to the privileges if and when the dependent earns admission into the University until he/she is able to finish his/her first undergraduate UP degree. -if an UP employee avails of the optional retirement (or dies or incurs permanent disability while in the service after having served UP in aggregate of at least ten (10) years then his/her non-earning dependent shall continue to enjoy the privileges until the degree in progress is completed.
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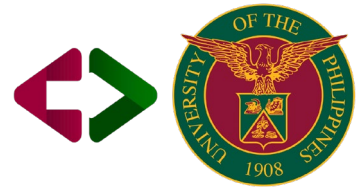
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for the privilege to study at reduced fees form (HRDO Form C-1)	Form is downloadable from the HRDO Website (http://hrdo.upm.edu.ph)
Birth Certificate/Marriage Contract of dependents, Copy of UP Admissions (for new applicants)	Applicant's copy
Proof of enrolment	Applicant's copy
Copy of grades (for renewal)	Applicant's copy
Revised work schedule (for non-teaching staff whose class is within the official work schedule), subject to University rules and guidelines	Applicant's copy

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For more than 18 units of academic load, should be accompanied by a letter of request for waiver and justification for exemption from the rule on maximum load with an endorsement from the Department Chair and Dean.	Applicant's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits duly accomplished application form and requirements to HRDO with recommendation from Chair and Dean/Unit Head	1.1 Receives application	NONE	1 minute	Administrative Aide VI
	1.2 Evaluates request and initials	NONE	2 minutes	Administrative Aide VI
	1.3 Signs application	NONE	1 minute	HRDO Director
	1.4 Issues signed application Endorsement	NONE	1 minute	Administrative Aide VI
	1.5 Forward to OVCAA/OVCAF/OV CRE the signed Application for approval	NONE	2 days	OVCAA/OVCAF/OVCRE



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Received the signed/ approved application form	2.1 Secures a copy of the approval and forwards documents to the College/Unit	NONE	1 day	College/Unit
TOTAL		NONE	3 days 5 minutes	



11. Request for Special Detail, Study Leave etc.(official)/ vacation (personal) and Preparation of Travel Authority (TA)

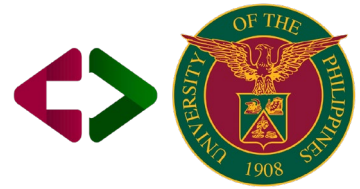
This type of service will enable the employees to go on travel abroad for official (special detail, study leave, etc.) and/or personal (vacation) purposes.

Office or Division	Human Resource Development Office
Classification	complex
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Regular and Non-regular Employee (with Employer and Employee Relationship)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of the invitation, if the travel is official	The invitation will come from the host agency. Fellowship Agreement and Surety Agreement shall emanate from the college/unit. Application for Leave and University Clearance are downloadable from the HRDO website (http://hrdo.upm.edu.ph)
Approved application for leave (Form 6), if the travel is personal	
Additional requirements for official travel of 30 days and more duration: University Clearance, Notarized Fellowship Agreement and Notarized Surety Agreement	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly filled Application form with complete details and attachments.	1.1 Receives the application request	NONE	2 minutes	HR Designated Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives Travel Authority.	2.1 Evaluates the request. Types and prints TA	NONE	5 minutes	HR Designated Staff
	2.2 Forwards the TA to the Office of the Vice Chancellor for Administration(OVCA)/Academic Affairs (OVCAA)for initials and Endorsement. (Note1: OVCA/OVCAA will forward TA to the Chancellor for approval and signature). (Note 2: OVCA/OVCAA shall endorse the online request to be approved by the Chancellor). (Note 3:Employees shall receive the signed travel authority).	NONE	30 seconds	HR Designated Staff
	2.3 Receives signed Travel Authority from the Office of the Chancellor	NONE	30 seconds	HR Designated Staff
	2.4 Releases Travel Authority	NONE	30 seconds	HR Designated Staff
TOTAL		NONE	9 minutes	



12. Application for Study Leave and Special Detail

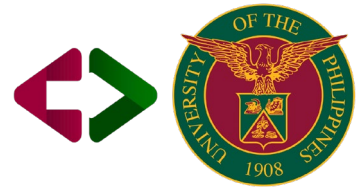
This type of service will enable employees to avail study leave and special detail for a period of time.

Office or Division	Human Resource Development Office
Classification	complex
Type of Transaction	Government-to-Government (G2G)
Who may Avail	Regular and Non-regular Employee (with Employer and Employee Relationship)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request form	Form is downloadable from the HRDO website (http://hrdo.upm.edu.ph)
Invitation Letter/ Acceptance of the Program/ Official Proof of Enrollment	Applicant's copy
University Clearance (if 30 days and above)	Applicant's copy
Notarized Fellowship Agreement (if 30 days and above)	Applicant's copy
Notarized Suretyship Agreement (if 30 days and above)	Applicant's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits duly accomplished application form and requirements to HRDO with recommendation from Chair and Dean/Unit Head	1.1 Checks completeness and the accuracy of data and attachments.	NONE	10 minutes	HR Designated Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Certifies that employee is eligible for study leave/ special detail	NONE	5 minutes	HR Designated Staff
	1.3 Endorse request to the RPFC (for REPS), HRDC (Admin) and HRD Evaluation (for Faculty)	NONE	2 minutes	HR Designated Staff
	1.4 Preparation of Memorandum for Study Leave and Special Detail.	NONE	3 minutes	HR Designated Staff
	1.5 Secures copy of the approval and forwards documents to College/Unit for voucher preparation.	NONE	2 minutes	HR Designated Staff
TOTAL		NONE	22 minutes	

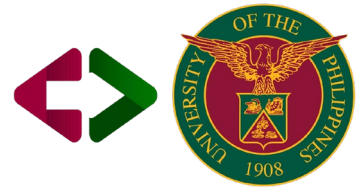


13. Application for Sabbatical

This type of service will enable a faculty member to apply for the purpose of study, research or some scholarly or creative work, rest, renewal, for a period not exceeding one year, with full salary.

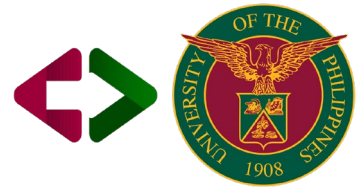
Office or Division	Human Resource Development Office
Classification	complex
Type of Transaction	Government-to-Government (G2G)
Who may Avail	<ul style="list-style-type: none"> - That the faculty member has served the University not less than six consecutive years immediately prior to the sabbatical, at least as associate professor in the last two years; Provided, that he shall have been in active service in the University at least two years before the Sabbatical: Provided. Further, that any vacation or sick leave without pay of not more than five months shall not be considered a break in the six-year period; Provided, finally, that active service as used in this particular case shall be understood to mean actual direct service to the University, which shall also include special detail. - That in case shall the sabbatical be granted within ONE year before the faculty member's sixty-fifth birthday.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request form	Form is downloadable from the HRDO website (http://hrdo.upm.edu.ph)
Basic Paper for Sabbatical	Form is downloadable from the HRDO website (http://hrdo.upm.edu.ph)
Notarized Sabbatical Return Service Contract	Form is downloadable from the HRDO website (http://hrdo.upm.edu.ph)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits duly accomplished application form and requirements to HRDO with recommendation from Chair and Dean/Unit Head	1.1 Checks completeness and the accuracy of data and attachments.	NONE	10 minutes	HR Designated Staff
	1.2 Preparation for Evaluation Form	NONE	5 minutes	HR Designated Staff
	1.3 Endorse request to the APFC	NONE	2 minutes	HR Designated Staff
	1.4 Preparation of Letter of Endorsement	NONE	3 minutes	HR Designated Staff
	1.5 Submit Approved Letter of Endorsement and forward to UPVAA for BOR Approval	NONE	2 minutes	HR Designated Staff
	1.6 Secures a copy of the approval and forwards documents to College/Unit files	NONE	2 minutes	HR Designated Staff
TOTAL		NONE	24 minutes	

**INTERACTIVE LEARNING CENTER
INTERNAL SERVICES**

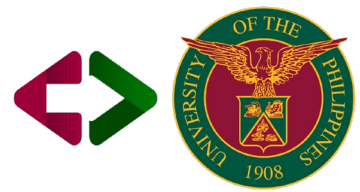


1. Online Assistance to UPM faculty members and students on UPMVLE and ARAL Learning Management Systems

Office or Division	Interactive Learning Center
Classification	Highly Technical
Type of Transaction	G2C
Who may Avail	UP Manila faculty, students, and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of query/problem with ARAL/ UPMVLE 2. Screenshot of error where applicable	Client supplied

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may reach ILC via ILC's official email, and walk-in.	1.1 ILC staff receives query and assess nature of request. Emailed request shall be addressed to the ILC official email upm-ilc@up.edu.ph	none	5 minutes	Admin officer
	1.2 if scope of request/ query is another office/ unit's concern, forwards the email to the concerned unit/ office.			
2. Client await response regarding query	1.3 Admin staff provides feedback to client 1-5 days depending on the nature and technical level needed to satisfy the query. Staff also send link to UPM CSS Form in the reply email	none	5 working days	Admin Officer
TOTAL		none	1- 5 working days	



2. Workshop/ Training

ILC provides training for Moodle and other blended- learning related topics provided that they satisfy the minimum number of committed attendees.

Office or Division	Interactive Learning Center
Classification	Highly Technical
Type of Transaction	G2C
Who may Avail	UP Manila faculty members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Preferred Date and Time 2. Full Name and UP email of prospective attendees 3. Subject Matter/ Scope of topics to be discussed 4. Preferred mode of workshop/ training (online/ f2f) 	ILC Workshop request link on ILC website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits ILC official website https://sites.google.com/up.edu.ph/upm-ilc/home to access ILC Workshop Google Form or emails ILC via official email upm-ilc@up.edu.ph for workshop request	The admin officer assess the request form input and forwards info to Director for approval. If request/ inquiry was made via ILC official email, Admin officer then replies to email forwarding the google form link for ILC workshop request.	none	15 minutes	Admin officer
2. Client awaits for email of confirmation	Admin officer awaits for approval from the director. If approved, notes down details of the proposed	none	5 working days	Admin officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	workshop to be forwarded via official email to client.			
3. Client receives reply from ILC regarding details of the scheduled workshop.	ILC takes note of the scheduled workshop and sends attendance sheet to requester at least 3 days prior to workshop as part of preparation of the materials to be used on the workshop After workshop, ILC emails the list of attendees the UPMCSS Form	none	5 minutes	Admin Officer
	TOTAL	none	5 working days	

Information Management Service
EXTERNAL SERVICES

1. REMOTE ICT TECHNICAL ASSISTANCE FOR STUDENTS

This service assists students in the use of ICT services (email, software, and information systems) administered or handled by the Information Management Service (IMS). For the list of ICT Services including information systems, visit <https://ims.upm.edu.ph/ict-service>.

This service is on a first-come, first-served basis. Service is open from 7:30AM until 3:30PM from Mondays to Fridays.

Office or Division	Information Management Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Manila students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ISKOLAR account	OUR
If the concern is about enrolment: Any form of endorsement from the college	College
If the concern is about missing past grades: Certificate/Report of Grade	Faculty handling the course
If the concern is about billing: - Previous Form 5 and/or any proof of payment, or	Student
- Electronic official receipt	Cash or College
If the concern is system glitches: If possible, screenshots or screen recordings	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a service ticket through TUGON.upm.edu.ph . Attach or upload the requirements.	1.1 Check the TUGON ticket. If the issue or concern is clear and requirements are provided, process and resolve the ticket. Otherwise, proceed to 1.2.	None	30 minutes	Administrative Officer III Computer Programmer II
	1.2 Update the TUGON ticket for clarifications and missing information.	None	5 minutes	Computer Programmer II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Monitor the TUGON ticket for IMS's updates and ticket resolution. Close the ticket when it is resolved.	None	None	n/a	n/a
TOTAL			35 minutes	

2. WALK-IN ICT TECHNICAL ASSISTANCE FOR STUDENTS

This service assists students in the use of ICT services (email, software, and information systems) administered or handled by the Information Management Service (IMS). For the list of ICT Services including information systems, visit <https://ims.upm.edu.ph/ict-service>.

This service is on a first-come, first-served basis. Service is open from 7:30AM until 3:30PM from Mondays to Fridays.

Office or Division	Information Management Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Manila students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Manila ID	Student
If the concern is about enrolment: Any form of endorsement from the college	College
If the concern is about missing past grades: Certificate/Report of Grade (for SHS) or	Faculty handling the course
If the concern is about billing: - Previous Form 5 and/or any proof of payment, or	Student
- Electronic OR	Cash or College
If the concern is system glitches: If possible, screenshots or screen recordings of errors or issues encountered. These facilitate resolution of the issues.	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the IMS office	1.1 Subject the student to the queue system. Advice them to file a TUGON ticket. Upload screenshots or screen recordings, where possible.	None	3 hours*	Administrative Officer III Computer Programmer II
	1.2 Assign the student to a	None	1 minute	Administrative Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	designated area and staff.			Computer Programmer II
2. Show their TUGON ticket. Present the concerns or issues encountered.	2.1 Address or resolve the concerns. Resolve the TUGON ticket.	None	30 minutes**	Administrative Officer III Computer Programmer II
3. Verify whether the concerns or issues were resolved. Close the TUGON ticket.	None	n/a	n/a	n/a
TOTAL			3 hours and 31 minutes	

* Inclusive of waiting time, particularly during the enrollment period.

** Maximum time depending on the number of issues or concerns presented by the student.

Information Management Service
INTERNAL SERVICES

1. ACCOUNT DEACTIVATION OR REMOVAL FOR CLEARANCE AND OTHER PURPOSES

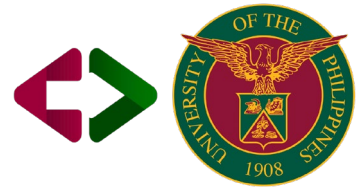
As part of the University clearance and for other purposes, suspension or deactivation and removal of user accounts, such as UP email accounts, ADS, ORAS, and TRACKS.

Office or Division	Information Management Service
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	Authorized Human Resources Development Office (HRDO) representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official email account (@ up.edu.ph) to be used by authorized representative of HRDO when sending email to IMS	HRDO
List of up to 10 names including information on their units/offices and date of exit or transfer.	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to ims@post.upm.edu.ph using official UP email, including the required list of personnel for account deactivation/removal.	1.1 Review and validate the list count and completeness of submitted information.	None	1 hour	Administrative Officer III
	1.2 Reply to the email if there are questions or issues identified.	None	30 minutes	Administrative Officer III
	1.3 Process the request, and inform the requester of the complete action.	None	7 days	Administrative Officer III
2. Check the email for IMS's response. (If the response contains questions or issues, resubmit the request based on IMS's advice.)	None	n/a	n/a	n/a
TOTAL			7 days	

Note: Processing time excludes weekends, holidays, and work suspensions.



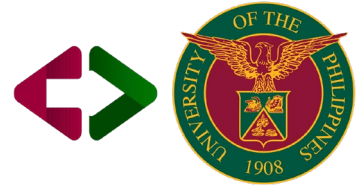
2. CREATION OF UP EMAIL ACCOUNTS FOR FACULTY MEMBERS AND STAFF

This covers provision of UP email accounts to UP Manila faculty members and staff.

Office or Division	Information Management Service
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	HRDO authorized staff

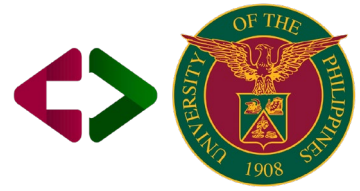
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A UP email account for the authorized staff	HRDO
2. A spreadsheet file that contains information on the following: First name, Middle name, Last name, Employee number/JO ID number, Active personal email address, College, Department/Office	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email IMS at ims@post.upm.edu.ph . Attach a spreadsheet file that contains information on the following: First name, Middle name, Last name, Employee number/JO ID number, Active personal email address, College, Department/Office	1.1 Evaluate the request. A request is valid if all the required information is provided.	None	1 day	Administrative Officer III
	1.2 If the request is not valid, reply to the email of the requester.	None	1 hour	Administrative Officer III
	1.3 If the request is valid, process it.	None	5 days	Computer Programmer II - Contractual in charge of email accounts administration
	1.4 Reply to requester's email re complete provision of service	None	30 minutes	Administrative Officer III
2. Check the email for IMS's	None	n/a	n/a	n/a



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
action to the request.				
	TOTAL		6 days	

Note: Processing time excludes weekends, holidays, and work suspensions.



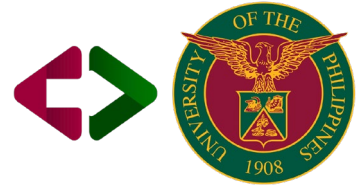
3. CREATION OF UP EMAIL ACCOUNTS FOR STUDENTS

This covers provision of UP email accounts to eligible UP Manila students. Only up to 300 names shall be accommodated per request during enrollment periods.

Office or Division	Information Management Service
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	Through authorized staff: - OUR for undergraduate students; - NGOHS for graduate students; and, - SHS for students of School of Health Sciences

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A UP email account for the authorized staff	HRDO
2. A spreadsheet file that contains information on the following: First name, Middle name, Last name, Student Number, Active personal email address, College Department, College	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email IMS at ims@post.upm.edu.ph . Attach a spreadsheet file that contains information on the following: First name, Middle name, Last name, Student Number, Active personal email address, College Department, College	1.1 Evaluate the request. A request is valid if: a. The list of names does not exceed 300. b. All the required information is provided.	None	1 day	Administrative Officer III
	1.2 If the request is not valid, reply to the email of the requester.	None	1 hour	Administrative Officer III
	1.3 If the request is valid, process it.	None	5 days	Computer Programmer II - Contractual in charge of email accounts administration
	1.4 Reply to requester's email re complete	None	30 minutes	Administrative Officer III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	provision of service			
2. Check the email for IMS's action to the request.	None	n/a	n/a	n/a
TOTAL			6 days	

Note: Processing time excludes weekends, holidays, and work suspensions.

4. COMPUTER REPAIR SERVICE

This service addresses concerns encountered by end users in using their computer devices (desktops and laptops), caused by hardware failure, operating system errors, malware, and damaged components. This includes peripherals such as mice, printers, keyboards, external hard drives, speakers, webcams, automatic voltage regulators (AVRs), and uninterruptible power supply (UPS) units.

Note: This service is on the first-come, first-served basis. Only five (5) requests per day will be accommodated. The IMS does not provide open-case service for units within the service warranty period.

Office or Division	Information Management Service
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Manila faculty members and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
An ORAS account	HRDO
GAMIT ID of the unit for repair.	SPMO
Access to an alternative Internet-capable device, which the client will use to file a service request ticket on TUGON.upm.edu.ph.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a ticket through TUGON (tugon.upm.edu.ph). If TUGON is unavailable, send an email using your @up.edu.ph account to ims@post.upm.edu.ph with a clear subject line. Indicate: a) the GAMIT ID of the unit, b) information whether it is within the service warranty period, c) specific issue	1.1 Verify the ticket or email message. Verify the GAMIT ID of the unit. If the ticket or email is unclear and/or GAMIT ID is unverified, update the TUGON ticket or respond to the client's email to ask for clear or additional information. If the client did not file a TUGON ticket, create the ticket for the client.	None	1 day	Laboratory Technician I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
encountered, and d) and the troubleshooting steps already performed, if any. Attaching or uploading screenshots is recommended.	Otherwise, proceed to 1.2.			
	1.2 If applicable, advise the client to perform actions which would resolve the problem. Do this through an update to the TUGON ticket. Otherwise, proceed to 1.3.	None	1 day	Laboratory Technician I
	1.3 Arrange a visit to the client's office. Update the TUGON ticket regarding the planned visit by the IMS staff in charge.	None		Laboratory Technician I
2. Monitor the TUGON ticket or email for the office visit of IMS staff in charge. Agree with the staff on the date and time of the visit.	2.1 Confirm the agreed date and time of visit.	None	2 hours	Laboratory Technician I
3. Receive the IMS staff in charge	3.1 Visit the client's office and conduct the repair.	None	1 day	Laboratory Technician I
	3.2 In case repair will entail more than two days, advise the client to have the unit delivered to IMS for further repair.	None	2 hours	Laboratory Technician I
4. (Optional, per advice by IMS) Deliver the unit for repair to the IMS office	4.1 Receive the unit for repair	None	1 day	Laboratory Technician I
	4.2 Conduct the repair.	None	2 days	Laboratory Technician I
	4.3 If the repair was not successful either	None	2 hours	Laboratory Technician I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	because the unit is unrepairable, advise the client to file a separate TUGON ticket for the condemnation of the unrepaired unit. Otherwise, proceed to 4.4.			
	4.4 If the unrepaired unit is covered by service warranty, inform the client through a TUGON ticket update.	None	2 hours	Laboratory Technician I
5. (Optional) Pick up the unit from IMS.	5.1 Have the client fill out the Gate Pass form. Update the TUGON ticket.	None	1 day	Laboratory Technician I
TOTAL			7 days and 4 hours	

Note: Processing time excludes weekends, holidays, and work suspensions.

5. INTERNET CONNECTIVITY ASSISTANCE

This service addresses concerns encountered by end users in accessing and utilizing the University's Internet connectivity services, including network-connected computers and the UPM Wi-Fi network. It also includes configuration of the requesting office's wireless routers.

Clients experiencing Internet connectivity issues must first perform the procedures outlined in the User Guide titled "Basic Troubleshooting in Network Connectivity Problem" before submitting a service request. The guide is available at: <https://bit.ly/3P0EaOV>, which may be accessed through alternative networks.

Office or Division	Information Management Service
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Manila faculty members and staff, acting on behalf of their respective offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Access to Internet via alternative networks (if or since primary network is unavailable)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a ticket through TUGON (tugon.upm.edu.ph). If TUGON is unavailable, send an email using your @up.edu.ph account to ims.netops@post.upm.edu.ph with the subject line "Internet Connectivity Problem." Indicate the specific issue encountered and the troubleshooting steps already performed.	1.1 Verify the status of the requester's location's connection to the network backbone.	None	1 day	Network Operations Team
	1.2 If applicable, resolve the issue at the network backbone level (e.g., configuration adjustment, switch restart) and update the TUGON ticket or reply via email. Otherwise, proceed to 1.3.	None	1 day	Network Operations Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 If the issue is determined to be infrastructure-related, update the TUGON ticket or reply via email regarding the planned troubleshooting to be conducted by IMS, then carry out the necessary corrective actions. Otherwise, proceed to 1.4.	None	5 days	Network Operations Team
	1.4 If required, coordinate and arrange an on-site visit through a TUGON update or email reply, then conduct the visit and perform the troubleshooting or configuration.	None	2 days	Network Operations Team
2. Monitor the TUGON ticket or email for updates on IMS actions.	None	n/a	n/a	n/a
TOTAL			5 days*	

*Note: Infrastructure-level issues (for example, fiber cut and ISP problems) may require additional resolution time due to technical assessment, equipment repair or replacement, or coordination with external service providers.

6. PABX TECHNICAL ASSISTANCE

This service addresses concerns encountered by offices in using the PABX phone units assigned to them. This includes troubleshooting and endorsement to the suppliers for repair and replacement in case of defective units.

Office or Division	Information Management Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Manila faculty members and staff, acting on behalf of their respective offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	n/a

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a ticket through TUGON (tugon.upm.edu.ph). If TUGON is unavailable, send an email using your @up.edu.ph account to ims.netops@post.upm.edu.ph with the subject line "PABX phone problem." Indicate the specific issue encountered and the troubleshooting steps already performed.	1.1 Verify the status of the requester's location's connection to the network backbone.	None	1 day	Network Operations Team
	1.2 If applicable, resolve the issue at the network backbone level (e.g., configuration adjustment, switch restart) and update the TUGON ticket or reply via email. Otherwise, proceed to 1.3.	None	1 day	Network Operations Team
	1.3 If applicable, update the TUGON ticket with the advice to the client to perform troubleshooting steps. If the steps did not resolve the problem, proceed to 1.4.	None	1 day	Network Operations Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Coordinate and arrange an on-site visit through a TUGON update or email reply, then conduct the visit and test the unit. If the unit is confirmed to be defective, proceed to 1.5.	None	2 days	Network Operations Team
	1.5 If the unit is defective, pull out the device and inform the supplier for repair or replacement.	None	1 day	Network Operations Team
2. Monitor the TUGON ticket or email for updates on IMS actions.	None	n/a	n/a	n/a
TOTAL			5 days	

Note: Processing time excludes weekends, holidays, and work suspensions.

7. PROVISION OF UP MANILA EMAIL ACCOUNTS (@POST.UPM.EDU.PH) FOR UPM FACULTY MEMBERS AND STAFF

This covers provision of UP Manila email accounts (@post.upm.edu.ph) to UP Manila faculty members and staff.

Office or Division	Information Management Service
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	All active faculty members and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. An ORAS account	IMS (ims@post.upm.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a ticket on TUGON.upm.edu.ph. If TUGON is not available, using your @up.edu.ph account, send an email to ims@post.upm.edu.ph with the subject "Request for a UPM email account (@post.upm.edu.ph)".	1.1 Evaluate the request. If valid, process it.	None	1 day	Computer Programmer II
	1.2 Update the TUGON ticket, or reply to the requester's email regarding the status of the request.	None	1 day	Computer Programmer II
2. Monitor the status of the request.	None	n/a	n/a	n/a
TOTAL			2 days	

Note: Processing time excludes weekends, holidays, and work suspensions.

8. INSTALLATION OR TRANSFER OF PNPKI DIGITAL CERTIFICATE

This service covers assistance to users regarding the installation or transfer of their Philippine National Public Key Infrastructure digital certificate. The PNPKI ensures that signatures on digital documents are both authentic and verifiable, adding a layer of security in transactions across the university.

Office or Division	Information Management Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Faculty members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laptop device (with Adobe Acrobat Reader) where PNPKI will be installed	Client
Personal .p12 certificate file downloaded from DICT PNPKI portal	Client
Digital or scanned copy of personal signature with a transparent background in .pdf form	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the IMS office.	1.1 Confirm compliance with all requirements	None	15 minutes	Administrative Officer III, Computer Programmer III
	1.2 Initiate installation of the .p12 file to device.	None	15 minutes	Administrative Officer III, Computer Programmer III
2. Complete the installation of the .p12 certificate file by providing the required password.	2. Configure digital signature appearance and validity.	None	30 minutes	Administrative Officer III, Computer Programmer III
TOTAL			1 hour	

9. TECHNICAL ASSISTANCE ON PNPKI FOR FACULTY MEMBERS

This service covers assistance to users regarding the revocation of their Philippine National Public Key Infrastructure digital certificate.

Office or Division	Information Management Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Faculty members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laptop device where the PNPKI digital certificate was installed	Client
PNPKI Certificate Revocation Form	PNPKI Team (pnpki@post.upm.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to pnpki@post.upm.edu.ph stating request for revocation and the reason for the request	1.1 Assess the client's request for revocation.	None	30 minutes	Administrative Officer III, Computer Programmer III
	1.2 Email the Certificate Revocation Form and the link for submission of requirements to the client	None	30 minutes	Administrative Officer III, Computer Programmer III
2. Accomplish the Revocation Form, submit it through the provided link, and email pnpki@post.upm.edu.ph to confirm that the submission has been completed	2.1 Acknowledge receipt of the client's confirmation email.	None	5 minutes	Administrative Officer III, Computer Programmer III
3. Wait for the email notification from the DICT confirming completion of the certificate revocation request	3.1 Follow up the revocation request with support.pnpki@dict.gov.ph	None	2 days	Administrative Officer III, Computer Programmer III
TOTAL			3 days	

Note: Processing time excludes weekends, holidays, and work suspensions.

10. REFERRAL FOR THE CREATION OF UP EMAIL ACCOUNTS FOR UP MANILA UNITS, OFFICES, AND PROJECTS

This covers provision of UP email accounts (@up.edu.ph) to UP Manila units, offices, and projects.

Office or Division	Information Management Service
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Manila academic units and offices (that are included in the UP Manila organizational chart, or endorsed by a higher office)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For academic units: Letter of request from the Dean	Office of the Dean
For offices included in the UP Manila organizational chart: Letter of request signed by the Head of Unit	Head of Unit
For offices not included in the UP Manila organizational chart: Letter of request signed by the head of unit and endorsed by the higher office	Head of Unit / Higher Office
For projects: Letter of Request signed by the Project Leader and endorsed by the Managing or Co-Managing Office	Project leader / Head of Unit

The request letter must indicate:

1. Preferred email address (subject to availability and UP email naming policies)
2. Brief information on the office or project
3. Assigned Person-in-Charge and UP Mail account
4. Purpose of the account
5. For projects, the intended duration of use

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send via TRACKS.upm.edu.ph a letter of request duly signed by the head of unit and addressed to the Director of UP Information Technology Development	1.1 Evaluate the request.	None	1 day	Administrative Officer III
	1.2 If the request is valid and clear, the IMS Director will sign the letter as an endorsement to	None	3 days	Administrative Officer III Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Center (UP-ITDC) through the IMS Director.	the UP-ITDC Director. The endorsed letter will be sent to the UP-ITDC via the Document Routing System (DRS).			
	1.3 If the request is not valid or unclear, reply to the requester about the matter.	None	1 day	Administrative Officer III
	1.4 Monitor the status of the request and update the TRACKS transaction accordingly.	None	3 days	Administrative Officer III
2. Check TRACKS for the status of the request.	None	n/a	n/a	n/a
TOTAL			7 days	

Note: Processing time excludes weekends, holidays, and work suspensions. It shall also commence upon receipt of complete requirements.

11. REMOTE ICT TECHNICAL ASSISTANCE FOR FACULTY AND STAFF

This service assists faculty staff and members in the use of ICT services (email, software, and information systems) administered by the Information Management Service (IMS). For the list of ICT Services including information systems, visit <https://ims.upm.edu.ph/ict-service>.

This service is on a first-come, first-served basis. Service is open from 7:30AM until 3:30PM from Mondays to Fridays.

Office or Division	Information Management Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Manila faculty members and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ORAS account	HRDO
If the concern is system glitches: If possible, screenshots or screen recordings	Faculty Member/Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a service ticket through TUGON.upm.edu.ph . Attach or upload the requirements.	1.1 Check the TUGON ticket. If the issue or concern is clear and requirements are provided, process and resolve the ticket. Otherwise, proceed to 1.2.	None	30 minutes	Administrative Officer III Computer Programmer II
	1.2 Update the TUGON ticket for clarifications and missing information.	None	5 minutes	Computer Programmer II
2. Monitor the TUGON ticket for IMS's updates and ticket resolution. Close the ticket when it is resolved.	None	None	n/a	n/a

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL			35 minutes	

12. WALK-IN ICT TECHNICAL ASSISTANCE FOR FACULTY AND STAFF

This service assists faculty members and staff in the use of ICT services (email, software, and information systems) administered by the Information Management Service (IMS). For the list of ICT Services including information systems, visit <https://ims.upm.edu.ph/ict-service>.

This service is on a first-come, first-served basis. Service is open from 7:30AM until 3:30PM from Mondays to Fridays.

Office or Division	Information Management Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Manila faculty and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Manila ID	OUR
Mobile phone or computer device	Faculty Member/Staff
If the concern is system glitches: If possible, screenshots or screen recordings of errors or issues encountered. These facilitate resolution of the issues.	Faculty Member/Staff

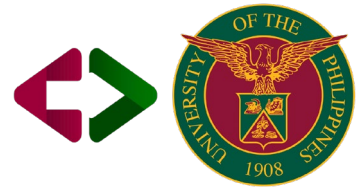
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the IMS office	1.1 Subject the client to the queue system. Advise them to file a TUGON ticket. Upload screenshots or screen recordings, where possible.	None	1 hour*	Administrative Officer III Computer Programmer II
	1.2 Assign the client to a designated area and staff.	None	1 minute	Administrative Officer III Computer Programmer II
2. Show their TUGON ticket. Present the concerns or	2.1 Address or resolve the	None	30 minutes**	Administrative Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
issues encountered.	concerns. Resolve the TUGON ticket.			Computer Programmer II
3. Verify whether the concerns or issues were resolved. Close the TUGON ticket.	None	n/a	n/a	n/a
TOTAL			1 hour and 31 minutes	

* Inclusive of waiting time, depending on the queue of clients.

** Maximum time depending on the number of issues or concerns presented by the client.

**INFORMATION, PUBLICATION, AND PUBLIC
AFFAIRS OFFICE
INTERNAL SERVICES**



1. Design and Lay-outing Services

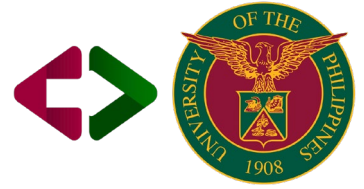
Conceptualization and execution of designs for university information materials. Creating and producing clear, engaging visual materials to communicate information effectively within the university community.

Office or Division	Information, Publication, and Public Affairs Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Units/Offices of UP Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled out request form via TUGON (Time-based And Unified Granting Of Needed services)	https://tugon.upm.edu.ph
Provide adequate relevant information pertaining to the request	Provide adequate relevant information pertaining to the request (Date, Time, Images, Photos, Concept)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through official IPPAO request form (TUGON), with indicated specifications of the request.	1.1 Accepts and evaluates the request for completeness of information and needed materials. 1.2 Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective expertise.	None	15 min	Supervising Administrative Officer and University Researcher 1
2.Coordinates/follows up the status of the request	2.1 Prepares draft designer layout	None	3 working days for souvenir program, poster, backdrops 7 working days for brochures/ catalogues, logos, newsletters 20 working days or more for books, administrative manuals	University Researcher 1/Senior Research Associate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives and checks draft corrections of the design or layout	3.1 Revises the design or layout	None	2 working days for souvenir programs, posters, backdrops 5 working days for brochures/catalogues, logos, newsletters 20 working days or more for books, administrative manuals	University Researcher 1/Senior Research Associate
4. Receives and approves the final design or layout	4.1 Issues/submits final design or layout	None	1 hour	University Researcher 1/Senior Research Associate
5. Accomplishes the Customer Satisfaction Survey (CSS) form once the requested service has been accomplished.	5.1 Prompts the requesting unit to accomplish the CSS form	None	5 min	Requesting Unit
TOTAL		None	5 working days, 1 hour, and 20 mins for souvenir programs, posters, backdrops 12 working days, 1 hour, and 20 mins for brochures/catalogues, logos, newsletters, 40 working days, 1 hour, and 20 mins or	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			more for books, administrative manuals	

2. Article creation through event coverage

Researching and writing articles during event coverage, including gathering key information, conducting on-site interviews, and producing clear, accurate, and timely content. Outputs may be adapted for various information materials such as newsletters, press releases, website articles, magazines, reports, AV presentation scripts, brochures, and related social media content.

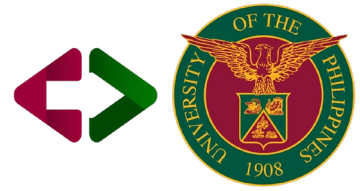
Office or Division	Information, Publication, and Public Affairs Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Units/Offices of UP Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled out request form via TUGON (Time-based And Unified Granting Of Needed services)	https://tugon.upm.edu.ph
2. Adequate and relevant information on the concerned topics and themes	Event Briefer, Event Program, and other information material related to the request

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through the Time-based And Unified Granting Of Needed services (TUGON) https://tugon.upm.edu.ph	1.1 Accepts and evaluates the request for completeness of information and needed materials. Notifies and coordinates with the requesting office after the evaluation. Assigns tasks to staff based on their respective areas of expertise.	None	15 minutes	Supervising Administrative Officer/ University Researcher I/ Senior Development Management Officer
	1.2 If the request for coverage is disapproved, a post-coverage article may still be prepared, subject to the submission of complete and relevant data, photos, and supporting		2 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information by the requester. 1.3 If disapproved and the requester fails to provide the necessary information to the Information Section personnel, coverage will not be granted.		None	
2. Coordinate with the assigned staff	2.1 Coverage of the event	None	1 hour to 5 days, depending on the length of the event	University Researcher I/ Senior Development Management Officer/ Senior Research Associate
3. Correspondence with the assigned staff	3.1 Writes draft article or content	None	4 working days after the event coverage	University Researcher I/ Senior Development Management Officer/ Senior Research Associate
4. None	4.1 Edits and revision of article	None	1 working day	Supervising Administrative Officer/ Senior Development Management Officer
	4.2 If the article content is about up manila innovation and technology, the writer sends the article to the UPM Technology Transfer and Business Development Office or Researcher which in turn provide suggestions regarding the article	None	1 working day	University Researcher I/ Senior Development Management Officer/ Senior Research Associate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None	5.1 Forward draft to Director for approval	None	1 working day	IPPAO Director
	5.2 If the article content is about the chancellor and/or includes foreign dignitaries, etc., the editor sends the article to the chancellor which in turn edits and revises the article.		5 working days	Chancellor
6. None	6.1 Once approved, the editor sends the final edited article for posting (website and social media)	None	15 minutes	Supervising Administrative Officer/ Senior Development Management Officer
7. Accomplishes the Customer Satisfaction Survey (CSS) form once the service request has been accomplished	7.1 Prompts the requesting unit to accomplish the CSS form	None	5 minutes	University Researcher II/ Senior Development Management Officer/ Senior Research Associate
TOTAL		None	Min: 6 days and 4 hours Max: 17 days and 5 hours	



3. Photo coverage of events

Provides professional documentation of events through high-quality photos, including key moments and highlights. Photos are post-processed, watermarked as needed, and delivered on time for official use, publication, and archiving.

Office or Division	INFORMATION, PUBLICATION, AND PUBLIC AFFAIRS OFFICE
Classification	HIGHLY TECHNICAL
Type of Transaction	G2G - Government to Government
Who may Avail	Units/Offices of UP Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Filled out request form via TUGON (Time-based And Unified Granting Of Needed services)	https://tugon.upm.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the request through the official IPPAO request form via TUGON. Provide all required information.	1.1 Accepts and evaluates the request.	None	15 minutes	Supervising Administrative Officer/ University Researcher I/ Senior Development Management Officer
	1.2 Coverage of the event.	None	1 hour to 5 days, depending on the length of the event	Administrative Assistant I/ University Researcher I/ Senior Research Associate
8. Coordinate with the assigned staff	2.1 Filter, edit, and upload the photos taken after the event.	None	3 to 4 working days	Administrative Assistant I
	2.2 Share with the coordinators, website administrator, and social media team	None	5 minutes	Administrative Assistant I
TOTAL		None	9 days and 20 mins	

4. UP Manila Website Content Support

Management of UP Manila website content. Service includes content uploading, updating of information, and technical formatting.

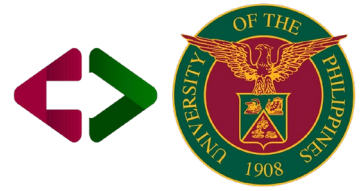
Office or Division	Information Publication and Public Affairs Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Offices/Units at UP Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. Filled out request form via TUGON (Time-based And Unified Granting Of Needed services)	https://tugon.upm.edu.ph
10. Materials for formatting and uploading	Requesting units

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through TUGON	1.1 Accepts and evaluates the request for completeness of information and needed materials. Notifies the requesting office after the evaluation, and assigns tasks to the staff based on their respective platform	None	30 minutes	Administrative Officer IV/ Information Section
2. Submits materials for formatting and uploading	2.1 Formats or processes materials.	None	6 hours	Administrative Officer IV
3. Waits for notification from TUGON	3.1 Uploads material and responds to inquiries. Updates TUGON once request is accomplished	None	1 hour	Administrative Officer IV
4. Accomplishes the Customer Satisfaction Survey (CSS) form once the	4.1 Prompts requesting client to accomplish the CSS form	None	5 minutes	Administrative Officer IV



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
service requested has been accomplished				
TOTAL			7 hours and 35 minutes	



5. Preparation of AV presentations

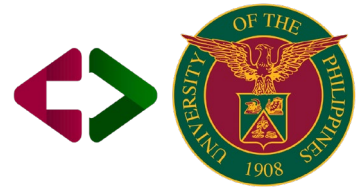
Provides reel production through capturing highlights of events and video projects such as promotional video and documentaries.

Office or Division	Information, Publication, and Public Affairs Office
Classification	Simple (reel) and highly technical (video projects)
Type of Transaction	G2G-Government to Government
Who may Avail	UP Manila Staff, REPS, and Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Filled out request form via TUGON (Time-based And Unified Granting Of Needed services)	https://tugon.upm.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the request through the official IPPAO request form via TUGON. Provide the overview of the request/project.	1.1. Accepts and evaluates the requested project. 1.2 The Multimedia Unit (MMU) will contact the requesting party to ask for additional details or to set a physical meeting to discuss the production.	None	3 days	University Research Associate, Client
2. None	2.1. The MMU will form a production team to cater the request.	None	1 day	University Research Associate, Senior Research Associate
3. A meeting will be scheduled with the MMU	3.1. The MMU will prepare a storyboard for the video project for the IPPAO Director's and requesting party's approval.	None	1 week	IPPAO Director, University Research Associate, Senior Research

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Associate, Client
4. The client will assist in facilitating the shoot such as coordination and logistics concern.	4.1. The MMU will conduct the technical aspects of the shoot. The overall head of the production team will lead the creative direction of the project.	None	1 week	University Research Associate, Senior Research Associate, Client
5. The client will assist in the post-production deliverables.	5.1. The MMU will post-process the video for editing. 5.2. The overall head of the project will quality assure the video output. The IPPAO Director and the requesting party will final check the video output.	None	2 weeks	IPPAO Director, University Research Associate, Senior Research Associate, Client
6. None	6.1. Delivery of the final approved output.	None	1 day	University Research Associate
7. Accomplish the Customer Satisfaction Survey (CSS) form once the service requested is accomplished.	7.1. Receives the Customer Satisfaction Survey	None	10 mins	Client
TOTAL		None	1 month and 5 days	



6. Information Dissemination

Dissemination of information to the UP Manila community via email blast, UP Manila website, or social media post such announcements, advisories, events, and other relevant information.

Office or Division	Information, Publication, and Public Affairs Office
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may Avail	UP Manila Staff, REPS, Faculty, and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
12. Filled out request form via TUGON (Time-based And Unified Granting Of Needed services)	https://tugon.upm.edu.ph/
13. Provide attachments such: <ul style="list-style-type: none"> a. Poster - ensure adherence to UP branding b. Document c. Link (ensure link is correct and working) d. QR code (ensure the QR code is correct and working) e. Important details to be included in the caption 	Client
14. Supply the following: <ul style="list-style-type: none"> a. Requesting Unit: b. Choose dissemination channel/s: <ul style="list-style-type: none"> ● Email blast: <ul style="list-style-type: none"> ○ UPM staff ○ UPM REPS ○ UPM faculty ○ CAD offices and staff ○ UP-PGH Employees ● UPM Social Media ● UPM Website c. Date needed: d. Time of posting (Between 7 AM to 4 PM only, during weekdays except holidays): <p>Please note: <i>Due to the high volume of requests and current staff capacity, IPPAO is observing a three-working-day lead time to efficiently process and deliver the services requested.</i></p> <p><i>Deadlines that are set within the next 4 hours may be difficult to accommodate within our current workflow. Please set a reasonable time for IPPAO to attend and complete the requested task.</i></p>	Client
4. Email body, Description, Caption, Hashtags, etc.	Client

Please type here how you want your message to appear in the email blast/post.

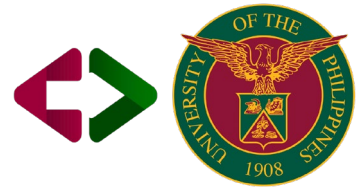
Include Contact Details in case of queries and concerns.

For Zoom events, provide the REGISTRATION LINK only. (As per the UP System IT, sharing of Zoom meeting ID and passcode are unacceptable due to security reasons)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Sends the request through the official IPPAO request form via TUGON. Provide complete specifications and attachments of the publication material to be disseminated.</p>	<p>1.1. Accepts and evaluates the request for completeness of information and required materials.</p> <p>1.2 If in order, the assigned personnel will proceed with the preparation of the information dissemination in the identified platform.</p> <p>1.3. Notifies the client if the request needs clarification, contains incomplete details, or includes publication materials that do not align with UP Manila branding.</p>	<p>None</p>	<p>1 day</p>	<p>Supervising Administrative Officer, Administrative Officer IV, University Researcher I, University Research Associate II, Senior Administrative Assistant II</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. If requested, the client submits necessary details or corrected publication materials..	2.1. Accepts and evaluates for completeness of information and required materials.	None	4 hours	
3. None	3.1. Prepare the draft of the information in the identified platform and submit for approval.	None	1 hour and 30 mins	Supervising Administrative Officer, Administrative Officer IV, University Researcher I, University Research Associate II, Senior Administrative Assistant II
4. None	<p>4.1. If in order, the approver will approve the draft.</p> <p>4.2. If with correction, the approver will inform the assigned personnel of the necessary revision.</p> <p>4.3 The assigned personnel will revise the draft and re-submit for approval.</p> <p>4.4. Approves the dissemination.</p>	None	4 hours	Director Supervising Administrative Officer, Administrative Officer IV, University Researcher I, University Research Associate II, Senior Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. None	5.1. The person in charge sends/posts the information.	None	10 mins	Supervising Administrative Officer, Administrative Officer IV, University Research Associate, Senior Administrative Assistant II
6. Receives official announcement.	6.1. Prompts the client to accomplish the CSS form	None	10 mins	Supervising Administrative Officer, Administrative Officer IV, University Researcher I, University Research Associate II, Senior Administrative Assistant II
7. Accomplish the Customer Satisfaction Survey (CSS) form once the service requested is accomplished.	7.1 Receives the Customer Satisfaction Survey	None	10 mins	Client
TOTAL		None	2 days and 2 hours	



7. Requesting International Standard Book Number (ISBN) from the National Library of the Philippines

IPPAO serves as the authorized office for UP Manila ISBN applications. Units may coordinate with IPPAO to secure ISBNs from the National Library of the Philippines.

Office or Division	Information, Publication, and Public Affairs Office
Classification	Complex
Type of Transaction	G2G-Government to Government
Who may Avail	Offices of UP Manila

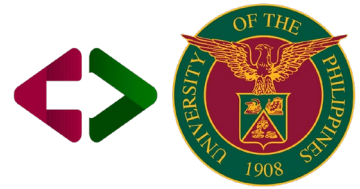
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
15. Filled out request form via TUGON (Time-based And Unified Granting Of Needed services) Please provide all requested information.	https://tugon.upm.edu.ph/
16. Scanned copy of title page 17. Scanned copy of copyright page <i>Note: 32 MB limit for each file. File Type: PDF</i>	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the request through the official IPPAO request form via TUGON. Provide all required information and attachments.	1.1. Accepts and evaluates the request for completeness of information and attachments. 1.2. The assigned personnel will notify the client if any part of the submitted request requires clarification or correction.	None	1 day	Senior Administrative Assistant II
2. If requested, the client submits necessary information or correction.	2.1. Accepts and evaluates for completeness of information and required materials.	None	2 hours	Senior Administrative Assistant II
3. None	3.1. The assigned personnel prepares the draft	None	2 hours	Senior Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of the ISBN request and submit it for approval.			
4. None	<p>4.1. If in order, the approver will approve the draft.</p> <p>4.2. If with correction, the approver will inform the assigned personnel of the necessary revision.</p> <p>4.3 The assigned personnel will revise the draft and re-submit for approval.</p> <p>4.4. Approves the request.</p>	None	3 hours	Director Supervising Administrative Officer, Administrative Officer IV
5. None	5.1. The assigned personnel submits the request for ISBN in the International Standard Numbering System portal of the National Library of the Philippines.	None	40 mins	Senior Administrative Assistant II
6. None	6.1. The National Library receives the application and process the request	None	2 working days	National Library of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Client receives the ISBN.	7.1. Upon issuance of the ISBN by the National Library of the Philippines, the assigned personnel will transmit the ISBN to the client. 7.2. Prompts the client to accomplish the CSS form	None	10 mins	Senior Administrative Assistant II
8. Accomplish the Customer Satisfaction Survey (CSS) form once the service requested is accomplished.	8.1 Receives the Customer Satisfaction Survey	None	10 mins	Client
TOTAL		None	4 days	

**Information, Publication, And Public Affairs
Office
EXTERNAL SERVICES**



1. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE

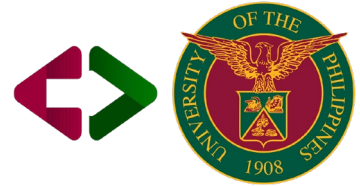
This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services.

A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis. Requests under this transaction include signing of cheques and other ministerial documents, inquiry on administrative matters based on issued memorandum, request for existing documents/materials, and other simple endorsements to be determined by the office.

Office or Division	Information, Publication, And Public Affairs Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

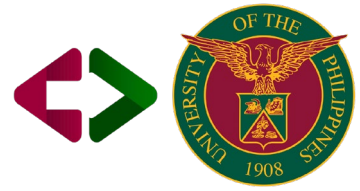
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
19. Letter Request transmitted through the Document Routing System (DRS)	Requesting Party
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with DRS Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit a letter via the DRS or submit a document at OVPA, GF, South wing, Quezon Hall.	1.1 Receive document and refer to appropriate staff.	None	5 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review request or document and prepare suggested action of VPA.	None	1 Day	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response or sign the document.	None	1 Day	<i>VP for Administration</i> OVPA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive response or signed copy from OVPA.	2. Transmit a copy of the signed document to the client.	None	5 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	2 Days, 10 Minutes	

**LEARNING RESOURCE CENTER
INTERNAL SERVICES**



1. Tutorial Program Hybrid

A peer-assisted small group discussion offered free to all undergraduate students on the following courses: Chemistry, Physics, Biology, Mathematics, Communications, and others.

Office or Division	Learning Resource Center
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPM Undergraduate

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Tutorial Request Google Form	Complete the form at: https://forms.gle/qdHu82NrgwSb9hqNA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign up via the Tutorial Request Google Form	1.1 Respond to confirm receipt of the request	None	5 Minutes	<i>Administrative Aide VI</i>
	1.2 Find an available volunteer tutor	None	5 Days	<i>Administrative Aide VI</i>
2. Confirm schedule according to the given request	2. Give feedback on the request, finalize schedule and delivery mode (face-to-face or online)	None	1 Day	<i>Administrative Aide VI</i>
3. Attend scheduled tutorial (Zoom / Face-to-Face)	Facilitate tutorial session at scheduled time and date	None	1.5 Hours	Volunteer Tutor/Faculty Tutor/LRC Staff
If no available tutors: Ask the student if Reviewer SimEx is acceptable				
Access given reviewer material (Reviewer SimEx)	Find an available Reviewer/SimEx and send it to the student	None	1 Day	<i>Administrative Aide VI</i>
4. Evaluate the tutorial service received:	Receives the evaluation information	None	5 Minutes	<i>Administrative Aide VI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
https://bit.ly/LRC_Tutorial_Survey	Gives feedback to tutor			
TOTAL		None	3 days 1 hour, 40 minutes – 7 days 1 hour 40 minutes	

2. Summer Bridge Program (Hybrid)

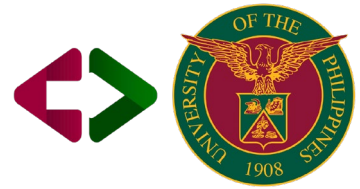
Is an intensive general skills development and enrichment course designed to bridge the gap between the high school exit skills and University of the Philippines entrance skills requirement. The List of students required to take the program comes from the office of admissions. The core subjects offered includes Mathematics, Language Proficiency and Reading Comprehension and Science (Physics and Chemistry). Also offered Psychological Development Program handled by Office of Student Affairs.

Office or Division	Learning Resource Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPM Incoming Freshmen or those SBP-Tagged

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished the LRC-SBP Registration Form	Complete the form at: https://bit.ly/LRCSBP_Registration

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Invitation	None	None	3 Minutes	<i>Administrative Aide / Administrative Officer</i>
2. Fill out the LRC-SBP Registration Form: https://bit.ly/LRCSBP_Registration	None	None	5 Minutes	<i>Administrative Aide / Administrative Office</i>
3. INDICATE preferred subjects (Mathematics, Language Proficiency &	Receive the registration, verify details, and finalize the list of participants	None	5 Minutes	<i>Administrative Aide / Administrative Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reading Comprehension, Science – Physics/Chemistry) and mode of learning delivery (Online or F2F) Note: Student must accomplish the registration within the deadline				
4. Attend the scheduled bridging program as per preferred mode of learning delivery (F2F at UPM LRC or online through the link provided)	Facilitate the class, provide counseling, and assist students during the entire program	None	1.5 hours per subject per day for 20 days	<i>Administrative Aide / Administrative Office</i>
5. Attend the Psychological Development Program handled by Office of Student Affairs	Facilitate sessions, provide guidance and support, and monitor student engagement	None	1.5 hours (first day) + 1.5 hours (last day)	<i>Office of Student Affairs Staff, and LRC Staff</i>
6. Evaluate the bridging program received: https://bit.ly/LRCS BP_Evaluation	Receive and evaluate the feedback forms, provide summary to tutors and staff	None	2 minutes	<i>Administrative Aide / Administrative Office</i>
TOTAL		None	20 days & 6 hours 2 minutes	



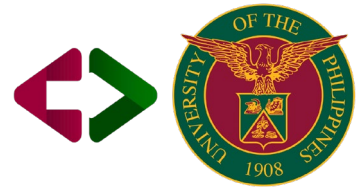
3. Room Reservation

A service provided to allow the use of LRC facilities.

Office or Division	Learning Resource Center
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Offices, Units, Employees, and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	The application form is available at the UPM CPDMO Office or via the online Google Form: https://forms.gle/JU5AjjXAxbcVxjEV7

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILL OUT a Request to Use UP Manila Facilities Form: https://bit.ly/LRC_RoomReservation & https://orbs.upm.edu.ph/accounts/login/	Assess room's availability and process the request	None	5 Minutes	<i>Administrative Officer</i>
2. Follow up the request for the availability of the room	Block the schedule and room requested	None	3 minutes	<i>Administrative Officer</i>
3. Pay the corresponding fees	Receive proof of payment (Receipt) issued by Cash Office	Refer to the fees below	1 hour	<i>Administrative Aide / Administrative Office</i>
4. Evaluate the service received	Receive and evaluate the form	None	2 minutes	<i>Administrative Aide / Student Assistant</i>
TOTAL		Refer to the fees below	1 hour & 10 minutes	



Facility Fees

Fees to be paid	UP	OTHER UP	NON-UP
Facility per hour	Amount	Amount	Amount
AVR	161.12	374.51	587.91
Tutorial Room	77.40	234.71	392.04
ITR	183.00		
Faculty Lounge	77.40		

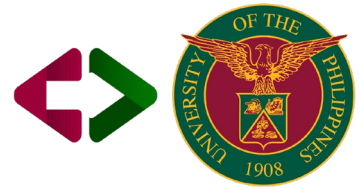
4. University Clearance

Securing the Signature of the LRC Director for the University Clearance (F2F & Online).

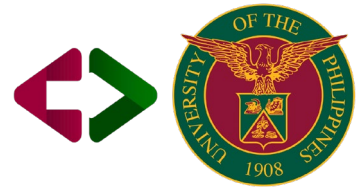
Office or Division	Learning Resource Center
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPM Graduates (Undergraduates and Postgraduates)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance Form / PDF Form	Application form available at the Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face-to-Face Process				
1. Note: College Clearance must be signed by College Dean or Designated Official before processing	Accepts and evaluates the University Clearance, checks for completeness of requirements	None	1 Minute	<i>Administrative Aide / Student Assistant</i>
2. Log in to the LRC University Clearance Log Book	Provide log book while verifying authenticity of College Dean / Designated Official signatures	None	30 seconds	<i>Administrative Aide / Student Assistant</i>
3. Prepare the clearance form for signature by stamping the name of the LRC Director and date of processing	Stamp the form	None	1 minute	<i>Administrative Aide / Student Assistant</i>

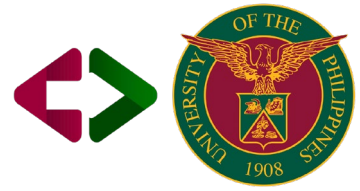


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Process the approval and sign the clearance	Sign by authorized personnel	None	1 minute	<i>Admin Aide / LRC Director / Administrative Officer</i>
5. Return the signed University Clearance with attached evaluation form to the student/faculty/staff	Deliver form	None	30 seconds	<i>Administrative Aide / Student Assistant</i>
Online Process				
1. Submit the University Clearance form with signature of College Dean / Designated Official via email: lrc@post.upm.edu.ph	Accept signed University Clearance by College Dean / Designated Official	None	30 seconds	<i>Administrative Aide</i>
2. Verify signature of College Dean / Designated Official	Verify signature	None	10 seconds	<i>Administrative Aide</i>
3. Stamp University Clearance PDF Form with name of LRC Director	Stamp form	None	2 minutes	<i>Administrative Aide</i>
4. Forward University Clearance to LRC Director / Designated Staff	Forward PDF	None	30 seconds	<i>Administrative Officer / Administrative Aide</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Signs University Clearance	LRC Director / Designated Staff signs form	None	2 minutes	<i>LRC Director / Designated Staff</i>
6. Return the signed University Clearance to student/faculty/staff via email	Send PDF	None	30 seconds	<i>Administrative Aide</i>
7. Evaluate the service received (Online & F2F): https://cs3.upm.edu.ph/	Receive and evaluate CSS survey	None	2 minutes	<i>Administrative Aide / Student Assistant</i>
TOTAL		None	FTF: 6 minutes, Online: 6 minutes and 40 seconds	

**MUSEUM OF A HISTORY OF IDEAS
EXTERNAL SERVICES**



1. VISITOR ADMISSION

A guide for visitor admission in the museum

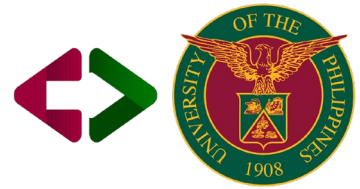
Office or Division	Museum of A History of Ideas
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPM-MHI-OP-01F1, Visitor Registration Form	Email the museum at upm-museum@up.edu.ph or call at (02) 8-814-1256 (Museum office hours: Tuesday to Saturday, 8:00 am – 5:00 pm)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may book an appointment through the UPM-MHI Facebook Page, email provided, telephone number, or walk-in	1.1 Receive and prepare tickets for the scheduled appointment and walk-in	None	5 minutes	Senior Officer Assistant (Tours and Exhibition Officer)
2. Filling up the Visitor Log Sheet	2.1 After filling up visitor log sheet, SOA will collect the admission fees	Refer to the table of fees below.	5 minutes	Senior Officer Assistant (Tours and Exhibition Officer)
3. Visitors surrender their belongings to the security guard (big bags, water, and food, if there is any) and proceed with the viewing.	3.1 The museum staff will orient the visitors to the rules and regulations	None	10 minutes	Senior Officer Assistant (Tours and Exhibition Officer) / Museum Security Personnel
TOTAL			20 minutes	

TICKET PRICE FOR VISITOR ADMISSION

TICKETING SYSTEM	PRICE
General Admission	P 75.00



TICKETING SYSTEM	PRICE
Senior Citizens/Persons with Disabilities (PWD)	P 60.00
Student (Non-UP)	P 50.00
UP Employee/Student	P 25.00

2. REQUEST FOR GUIDED GROUP TOURS

Bookings are required for groups of 20 or more visitors prior to their visit.

Office or Division	Museum of A History of Ideas
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPM-MHI-OP-03F08: Group Tour Reservation Form	Email the museum at upm-museum@up.edu.ph or call at (02) 8-814-1256 (Museum office hours: Tuesday to Saturday, 8:00 am – 5:00 pm)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may book an appointment through the UPM-MHI Facebook Page, email provided, telephone number, or walk-in	1.1 Receives phone call and email. Send the Group Tour Reservation Form for the client to fill out.	None	5 minutes	Senior Officer Assistant (Tours and Exhibition Officer) / Senior Office Assistant (Education and Programs Officer)
2. Client fills out the form and returns it to the museum via email or hardcopy.	2.1 Log information in the reservation Logbook and Museum Calendar	None	5 minutes	Senior Officer Assistant (Tours and Exhibition Officer) / Senior Office Assistant (Education and Programs Officer)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds with the group tour in reserved date and time.	3.1 After the tour museum officer will collect payment from the group coordinator	Refer to the table of fees below.	15 minutes	Senior Officer Assistant (Tours and Exhibition Officer) / Museum Security Personnel
TOTAL			20 minutes	

TICKET PRICE FOR GROUP TOUR

TICKETING SYSTEM	PRICE
Group of 10 - 30 persons	P 50.00
Group of more than 30 persons	P 40.00
Teachers/Coordinators	FREE

3. EVENT SPACE RENTAL

A guide for event space rental in the museum.

Office or Division	Museum of A History of Ideas
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may Avail	All

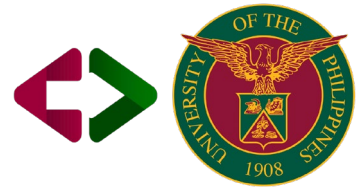
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.UPM-MHI-OP-05F2: Event Space Rental Reservation Form	Email the museum at upm-museum@up.edu.ph or call at (02) 8-814-1256 (Museum office hours: Tuesday to Saturday, 8:00 am – 5:00 pm)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may book an appointment through the UPM-MHI Facebook Page, email provided, telephone	1.1 A sit-down discussion with the client and museum staff to discuss the nature of the intended function or event.	None	15 minutes	Senior Officer Assistant (Events and Marketing Officer) / Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
number, or walk-in. Submit a letter request and an accomplished reservation form				
2. Pay for the reserved date.	2.1 For the preparation of the statement of account and payment order slip, once the reservation is approved by the Special Assistant to the Chancellor	Refer to the table of fees below.	5 minutes	Senior Officer Assistant (Events and Marketing Officer) / Administrative Assistant II
3. The client who reserved the event space must be present at ingress. Follow the rules and regulations during the event proper.	3.1 Supervise the museum event operations	None	3 hours	Museum Staff / Museum Security Personnel / Utility Personnel
4. Remove bulk trash and packing materials after the event	4.1 After the event, the museum staff will check the museum exhibition and event area for damage.	None	2 hours	Museum Staff / Museum Security Personnel / Utility Personnel
TOTAL			5 hours and 30 minutes	

RATES FOR EVENT SPACE RENTAL IN THE MUSEUM

	UP-PGH User	Other UP-PGH User	Museum Regular Rate
First 3 hours for the use of the Museum Lobby	P 10,000.00	P 18,000.00	P 27,000.00
Per succeeding hour	P 3,000.00	P 6,000.00	P 9,000.00



	UP-PGH User	Other UP-PGH User	Museum Regular Rate
Additional Fee for Set-up time extension	P 1,500.00 / hour		

If the event falls on a Sunday or Monday, there is an additional charge for overtime services of the museum staff.

For UPM / PGH Colleges/Departments	
Whole day (8:00 am - 5:00 pm) relevant academic conferences, trainings, and workshops can be discounted to the following rates (subject to approval and availability of venue):	
1-day (8:00 am - 5:00 pm)	P 15,000.00
2 days or more (8:00 am - 5:00 pm)	P 10,000.00 / day

4. PHOTO AND VIDEO SHOOT

A guide for a photo and video shoot in the museum.

Office or Division	Museum of A History of Ideas
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPM-MHI-OP-06F7, Photo and Video Shoot Reservation Form	Email the museum at upm-museum@up.edu.ph or call at (02) 8-814-1256 (Museum office hours: Tuesday to Saturday, 8:00 am – 5:00 pm)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may book an appointment through the UPM-MHI Facebook Page, email provided, telephone number, or walk-in.	1.1 Receive and forward the reservation form to the client	None	5 minutes	Senior Officer Assistant (Events and Marketing Officer) / Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit an accomplished Photo and Video Shoot Reservation Form and a letter requesting whether the client is below 18 years old	2.1 Receive the accomplished reservation form and discuss with the client the nature of the photo and video shoot	None	10 minutes	Senior Officer Assistant (Events and Marketing Officer) / Administrative Assistant II
3. Proceeds with the photo and video shoot reserved date	3.1 Supervise the photo and video shoot. Collecting fees for the shoot.	Refer to the table of fees below	3 hours	Museum Staff / Museum Security Personnel / Utility Personnel
TOTAL			3 hours and 15 minutes	

RATES FOR PHOTO AND VIDEO SHOOT

	3 HOURS	PER SUCCEEDING HOUR
UP Students	P 350.00	P 100.00
Non-UP Students	P 500.00	P 100.00
UPM Employees/ Faculty/ Alumni	P 1,500.00	P 500.00
Non-UP	P 2,000.00	P 500.00

5. EXHIBIT VENUE RENTAL

A guide for temporary exhibit requests inside the museum.

Office or Division	Museum of A History of Ideas
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent exhibit with attached exhibit proposal addressed to Honey Libertine Achanzar-Labor, PhD, Special Assistant to the Chancellor. 2. UPM-MHI-OP-03F9 Exhibit Space Rental Form.	Email the museum at upm-museum@up.edu.ph or call at (02) 8-814-1256 (Museum office hours: Tuesday to Saturday, 8:00 am – 5:00 pm)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client email or call the museum.	1.1 Receives call or email and sends UPM-MHI-OP-03F 9 Exhibit Space Rental Form for client to fill out	None	5 minutes	Senior Officer Assistant (Events and Marketing Officer) / Senior Office Assistant (Tours and Exhibition Officer) / Senior Office Assistant (Education and Programs Officer)
2. Client fills out the form and returns it to the museum via email or hardcopy.	2.1 The exhibit proposal will be reviewed by the Special Assistant to the Chancellor. 1-week turnaround time for approval.	None	1 week	Special Assistant to the Chancellor / Senior Officer Assistant (Events and Marketing Officer) / Senior Office Assistant (Tours and Exhibition Officer) / Senior Office Assistant (Education and Programs Officer)
3. Client's exhibit proposal is approved	3.1 Once the proposal is approved, the client and the museum officer will have a sit-down discussion regarding the Exhibit space rental agreement.	None	45 minutes	Senior Officer Assistant (Events and Marketing Officer) / Senior Office Assistant (Tours and Exhibition

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Officer) / Senior Office Assistant (Education and Programs Officer)
4. Client and programs officer agreed and signed UPM-MHI-OP-03F 9 Exhibit Space Rental Form	4.1 A 30% down payment upon approval of the proposal. The 70% will be settled in 1 month before the launch date of the exhibit Grace period up to 2 weeks before the event.	Refer to the table of fees below	15 minutes	Senior Officer Assistant (Events and Marketing Officer) / Senior Office Assistant (Tours and Exhibition Officer) / Senior Office Assistant (Education and Programs Officer)
TOTAL			1 week, 1 hour, and 5 minutes	

RATES FOR EXHIBIT SPACE RENTAL

RATE	INCLUSIONS
Php. 25, 000.00	<ul style="list-style-type: none"> - Use of Exhibit Space for 2-weeks - Use of the events space for exhibit launch within office hours and within the 2-week time frame. - Use of the event venue for workshops/lectures/talks/press conferences/ etc., within the 2-week time frame. - Use of available museum amenities (e.g., chairs, Plastic tables, sound system, tv and podium) - Space for exhibit merchandise.

6. PROCESSING OF MUSEUM VOLUNTEER APPLICATION

A guide for applying as a museum volunteer.

Office or Division	Museum of A History of Ideas
Classification	Simple
Type of Transaction	G2C
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Must be 18 and above Museum volunteer application form 	Email the museum at upm-museum@up.edu.ph or call at (02) 8-814-1256 (Museum office hours: Tuesday to Saturday, 8:00 am – 5:00 pm)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Volunteer applicant: email or call the museum.	1.1 Receives call or email and send Museum Volunteer Application form.	None	5 minutes	Senior Office Assistant (Education and Programs Officer)
2. Volunteer Applicant fills out the form and returns it to the museum via hardcopy.	2.1 The Senior Office Assistant (Education and Programs Officer) and Special Assistant to the Chancellor will review the application form and schedule an interview	None	1 week	Special Assistant to the Chancellor / Senior Office Assistant (Education and Programs Officer)
3. Volunteer applicant receives confirmation of acceptance through their emailed	3.1 The Senior Office Assistant (Education and Programs Officer) schedules the orientation.	None	1 week	Senior Office Assistant (Education and Programs Officer)
TOTAL			2 weeks and 5 minutes	

7. PROCESSING OF MUSEUM INTERN APPLICATION

A guide for applying as a museum intern.

Office or Division	Museum of A History of Ideas
Classification	Simple
Type of Transaction	G2C
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Must be 18 and above or at least 3rd Year Standing in Higher Educational Institutional	Email the museum at upm-museum@up.edu.ph or call at (02) 8-814-1256 (Museum office hours: Tuesday to Saturday, 8:00 am – 5:00 pm)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Intern applicant: email or call the museum.	1.1 Receives call or email and sends Museum Volunteer Application form.	None	5 minutes	Senior Office Assistant (Education and Programs Officer)
2. Intern Applicant fills out the form and returns it to the museum via hardcopy.	2.1 The Senior Office Assistant (Education and Programs Officer) review application form and schedules an interview	None	1 week	Senior Office Assistant (Education and Programs Officer)
3. Intern applicant receives confirmation of acceptance through their email	3.1 The Senior Office Assistant (Education and Programs Officer) schedules the orientation.	None	1 week	Senior Office Assistant (Education and Programs Officer)
TOTAL			2 weeks and 5 minutes	

**NATIONAL GRADUATE OFFICE FOR THE
HEALTH SCIENCES
INTERNAL SERVICES**

1. Inquiries (giving brochures of the different graduate programs)

Office or Division	National Graduate Office for the Health Sciences
Classification	Simple
Type of Transaction	G2C, G2G
Who may Avail	Prospective applicants, UPM Students, UPM faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Brochures / Application Form (2 nd page)	NGOHS website / E-mail

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face: 1. Approach any staff of NGOHS, inquire re graduate programs and ask for the brochure/s of the program/s	1.1 Go to the brochure section/cabinet and get the brochure, give to the applicant and explain the program and its requirements		5 minutes	Academic Staff: SCE, SRS and URA
Online: 2. Applicants will email the NGOHS to inquire about the graduate programs offerings.	1.1 Respond to the email and provide link for the website, brochures, application and recommendation forms and list of requirements		48 hours	Academic Staff: CRE, SRS and URA
TOTAL				

2. Issuance of Application and Recommendation Forms

Office or Division	National Graduate Office for the Health Sciences	
Classification	Simple	
Type of Transaction	G2C, G2G	
Who may Avail	Prospective applicants, UPM Students, UPM faculty	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
Brochures / Application Form (2 nd page)	NGOHS website / E-mail	

Face to Face Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Processing Fee Order Slip/ Order of Payment Slip	1.1 Issue order of payment slip and advise the applicant to pay at the Cashier		2 minutes	Admin/Academic Staff: CRE, SRS and URA
2. Pays to the Cashier	2.1 Process payment and issues Official Receipt	Php 300/500.00 (local applicants) \$ 30/40.00 (foreign applicants)	15 minutes	Cashier's Office
3. Present Official Receipt	3.1 Give Application and Recommendation Forms, explain the requirements and advise to submit the application on or before the deadline		3 minutes	Admin/Academic Staff: CRE, SRS and URA
End of Transaction				

Online Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the application and recommendation forms from the NGOHS website.	1.1 Ensure that the application and recommendation forms are uploaded and accessible on the website.	Php 300/500.00 (local applicants) \$ 30/40.00 (foreign applicants)	5 minutes	Application and recommendation forms
2. Generate SOA through the online application portal. Follow the GCash payment instructions accessible through the NGOHS Online Guidebook.	2.1 Ensure that the online application portal and the NGOHS Online Guidebook are working, and the links are accessible.			Admin/Academic Staff: CRE, SRS and URA

3. Processing of Application

Office or Division	National Graduate Office for the Health Sciences	
Classification	Simple	
Type of Transaction	G2G , G2C	
Who may Avail	Prospective applicants, UPM Students, UPM faculty	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
Brochures / Application Form (2 nd page)	NGOHS website / E-mail	

Face to Face Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any staff of NGOHS and give the application forms and all necessary documents	1.1 Checks the completeness of the application; Advise the applicant to wait 2 to 3 weeks after the batch submission for the result	-	5 minutes	Admin/Academic Staff: CRE, SRS and URA
	1.2 Prepare and compute for the General Weighted Average of the applicant		10 minutes	CRE, SRS and URA
	1.3 Check and sign the GWA and transmittal of application then return to the staff	-	10 minutes	Director
	1.4 Forward the application to the College		15 minutes	Administrative Staff
End of Transaction				

Online Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application forms and all necessary documents to the online application portal.	1.1 Checks the completeness of the application; Advise the applicant to wait for the email 2 to 3 weeks after the batch submission for the result of the application.		48 hours upon receipt of complete application documents	Admin/Academic Staff: CRE, SRS and URA
	1.2 Prepare and compute for the General Weighted Average of the applicant.		10 minutes	CRE, SRS and URA
	1.3 Check and attach the eSig in the GWA and transmittal documents.		5 minutes	CRE, SRS and URA
	1.4 Make and forward via email the transmittal of application to DGU		5 minutes	CRE, SRS and URA
End of Transaction				

4. Issuance of Acceptance Letter

Office or Division	National Graduate Office for the Health Sciences	
Classification	Simple	
Type of Transaction	Inquiries	
Who may Avail	Prospective applicants, UPM Students, UPM faculty	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
NGOHS Guidelines	NGOHS website / E-mail	

Face to Face Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any staff of NGOHS and request for the release of the Acceptance/ Admission Letter	1.1 Checks the name of the applicant on the list of the newly admitted students.		1 minute	Admin/Academic Staff: CRE, SRS and URA
	1.2 If the name is included on the list, look for the acceptance letter of applicant on the designated folder and give it to the applicant		3 minutes	Administrative Office Staff
	1.3 Checks the correctness of information on the Acceptance Letter		5 minutes	Administrative Office Staff
	1.4 Release the Acceptance Letter and asks the applicant to sign in the Receiving Copy Folder			
End of Transaction				

Online Process

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Release of the Acceptance/ Admission Letter	1.1 Checks the name of the applicant on the list of the newly admitted students		1 minute	Admin/Academic Staff: CRE, SRS and URA
	1.2 If the name is included on the list, prepare the acceptance packet and transmit to the applicant through the online application portal.		3 minutes	Academic Staff: CRE, SRS and URA
End of Transaction				

5. Notice of Dissertation/Thesis Proposal and Defense

Office or Division	National Graduate Office for the Health Sciences
Classification	Simple
Type of Transaction	Inquiries
Who may Avail	Prospective applicants, UPM Students, UPM faculty
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Downloads / Notice of Theses / Dissertation Form	NGOHS website

Face to Face Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any staff of NGOHS, submit the application Dissertation/ Thesis Proposal/Defense	1.1 Check for the completeness of the application forward to DGU for processing.		1 minute	Academic Staff: CRE, SRS and URA
	1.2 Draft and print the letter of appointment to the panel of the dissertation or thesis		5-10 minutes	Academic Staff: CRE, SRS and URA
	1.3 Review the letter and sign		3 minutes	Director
	1.4 Forward the letter to the College		15 minutes	Administrative Staff
End of Transaction				

Online Process:

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload the accomplished notice form for Dissertation/Thesis Proposal/Defense and the other required attachments via TRACKS	1.1 Check the completeness of the application in TRACKS and receive/process	-	10 minutes	Administrative Office Staff
	1.2 Draft and print the letter of appointment to the panel of the dissertation or thesis		10 minutes	Academic Staff: CRE, SRS and URA
	1.3 Review the letter and sign		3 minutes	Director
	1.4 Forward the letter to the College through TRACKS		15 minutes	Administrative Staff
End of Transaction				

6. MRR Extension Application

Office or Division	National Graduate Office for the Health Sciences
Classification	Simple
Type of Transaction	Inquiries
Who may Avail	Prospective applicants, UPM Students, UPM faculty
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Downloads/ MRR Application Form	NGOHS website

Face to Face Process:

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any staff of NGOHS, submit the application for MRR	1.1 Check the completeness and log the application in the Incoming Log Book and advise the student to call after 2 – 3 days to know the result		3 minutes	Administrative Office Staff
	1.2 Check the status of the student then make a draft of recommendation		3 minutes	Administrative Officer/CRE
	1.3 Review the draft of the recommendation and return to the staff		10 minutes	Director
	1.4 Print the recommendation		3 minutes	Administrative Officer/Student Records Evaluator
	1.5 Sign the final recommendation		2 minutes	Director
	1.6 Forward the application to the Office of the University Registrar for OVCAA and OC approval		5 minutes	Administrative Officer/CRE

	1.7 Students will be notified thru DGU SRE's once approved MRR returned to NGOHS.		3 minutes	Administrative Office Staff
2. Students get the approved MRR and sign the conforme	2.1 Releases the approved MRR to the student		3 minutes	Administrative Office Staff
End of Transaction				

Online Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the MRR application forms and submit the complete signed documents to NGOHS thru TRACKS.	1.1 Check the completeness of the application and received/process.		3 minutes	Administrative Officer/CRE
	1.2 Forward the application via TRACKS to the Office of the University Registrar for OVCAA and OC approval		5 minutes	Administrative Officer/CRE
	1.3 Students will be notified thru DGU SRE's once approved MRR returned to NGOHS.		3 minutes	Administrative Officer/CRE
End of Transaction				

7. Retrieval of Documents submitted by applicants who are not admitted to Graduate Programs

Office or Division	National Graduate Office for the Health Sciences
Classification	Simple
Type of Transaction	Inquiries
Who may Avail	Prospective applicants, UPM Students, UPM faculty
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
NONE	NGOHS website

Face to Face Only:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any staff of NGOHS and ask to retrieve submitted documents.	1.1 Ask the applicant information (name and academic year and semester of application)		2 minutes	Administrative and academic Staff
	1.2 Look for the 201 file and retrieve the documents		5 minutes	Administrative and academic Staff
2. Get the documents and sign the receiving copy	2.1 Release the documents to the applicant and ask to sign the receiving copy.		3 minutes	Administrative and academic Staff
End of Transaction				

8. Claim for Honoraria of Comprehensive Exam, Dissertation and Thesis

Office or Division	National Graduate Office for the Health Sciences
Classification	Simple
Type of Transaction	G2G , G2C
Who may Avail	UPM faculty , Panel Members
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Downloads / Claim for Honoraria Form	NGOHS website

Face to Face Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any staff of NGOHS, submit the Claim for Honoraria Form	1.1 Inform the person that it will be forwarded to the college after 2 – 3 days		2 minutes	Administrative and academic Staff
	1.2 Prepare the Claim for Honoraria Form with a note that 3 hard bound copies of Dissertation/Thesis are already submitted.		5 minutes	Academic Staff: CRE, SRS and URA
	1.3 Review the Form and Sign		3 minutes	Director
	1.4 Forward the Letter to the University Registrar		5 minutes	Administrative Staff
	1.5 Once the Form is back to NGOHS, 1.6 forward a copy to the college.		15 minutes	Administrative Aide

End of Transaction

Online Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the form from the website and submit the signed forms to NGOHS thru TRACKS (thru Channels)	1.1 Receive the documents thru TRACKS and affix the eSignature of the director for endorsement.		2 minutes	Academic Staff: CRE, SRS
	1.2 Prepare the Claim for Honoraria Form with a note that 3 hard bound copies of Dissertation/Thesis are already submitted.		5 minutes	Academic Staff: CRE, SRS
	1.3 Review the Form and affix Esig of the director		3 minutes	Academic Staff: CRE, SRS
	1.4 Forward the Letter through channels for recommendation, approval thru TRACKS		5 minutes	Academic Staff: CRE, SRS
	1.5 Forward a copy of the approval to the college through TRACKS.		15 minutes	Academic Staff: CRE, SRS and URA
End of Transaction				

9. Graduate Assistantship Program Application

Office or Division	National Graduate Office for the Health Sciences	
Classification	Simple	
Type of Transaction	G2C	
Who may Avail	Graduate Students	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
Downloads / GAP Application Form	NGOHS website	

Face to Face Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any staff of NGOHS, submit Application for Graduate Assistantship Program	1.1 Check the completeness of the application; Advise the applicant to wait 2 to 3 days for the result of the application.		3 minutes	Academic Staff: CRE, SRS and URA
	1.2 Review the Application and Sign if favorable		5 minutes	Director
	1.3 Forward the Application to OVCAA		15 minutes	Administrative Staff
	1.4 If favorably endorsed by OVCAA, make a MOA contract and inform the student to get the MOA		5 minutes	Administrative Officer
2. The student will return the MOA to NGOHS	2.1 Sign the MOA		2 minutes	Director
	2.2 Forward the MOA to OVCAA for			

	recommendation/approval of the Chancellor			
	2.3 Prepare the Disbursement Voucher and forward to Accounting Office for processing upon receipt of the approved MOA..		15 minutes	Administrative Staff
	2.4 Inform the student to follow up the Cashier's Office if the check is already available		3 minutes	Administrative Staff
End of Transaction				

10. Classes Less than Five

Office or Division	National Graduate Office for the Health Sciences	
Classification	Simple	
Type of Transaction	G2G	
Who may Avail	Degree Granting Unit	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
Request Letter (Templated Form)	NGOHS website	

Face to Face Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any staff of NGOHS and submit the forms for class less than five	1.1 Advise the person that it will be forwarded to the college after deliberation of the Committee		2 minutes	Academic Staff: CRE, SRS and URA
	1.2 After the deadline, consolidate and photocopy all classes less than five from all colleges		5 minutes	Academic Staff: CRE, SRS and URA
	1.3 Make a report		20 minutes	Academic Staff: CRE, SRS and URA
	1.4 Review and sign the report		5 minutes	Director
	1.5 Forward the report to the University Registrar		5 minutes	Administrative office Staff
	1.6 Once the approved Classes less than Five is back to NGOHS, photocopy the report per college		5 minutes	Administrative Office Staff

	1.7 Forward the report to all concerned colleges		30 minutes	Administrative Office Staff
End of Transaction				

Online Process:

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request/form online thru TRACKS for recommendation, approval through channels	1.1 Receive and process the application and forward to the OUR, OVCAA through Channels for approval if in order		2 minutes	Academic Staff: CRE, SRS and URA
	1.2 Forward the approval to the college thru TRACKS		5 minutes	Academic Staff: CRE, SRS and URA
End of Transaction				

11. Application for Continuing Education Activity

Office or Division	National Graduate Office for the Health Sciences	
Classification	Simple	
Type of Transaction	G2G	
Who may Avail	Institutions offering Continuing Education Activity within UP Manila	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Request Letter (Templated Form)	NGOHS website	

Face to Face Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any staff of NGOHS and submit the application for continuing education	1.1 Check for the completeness of the application; advise the person that it will be forwarded to the college once approved by the Chancellor		3 minutes	Administrative Office Staff (OCE)
	1.2 Record in the database of OCE folder		2 minutes	Administrative Office Staff (OCE)
	1.3 Review the application and sign		5 minutes	Coordinator for OCE and Director of NGOHS
	1.4 Forward the application to OVCAA.		15 minutes	Administrative Office Staff (OCE)
	1.5 Once the approved application is back to NGOHS, photocopy it		2 minutes	Administrative Office Staff (OCE)
	1.6 Forward the report to the concerned unit		15 minutes	Administrative Office Staff (OCE)

Online Process:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the application forms and submit to NGOHS for recommendation to OVCAA	1.1 Check for the completeness of the application and receive thru TRACKS.		3 minutes	Administrative Office Staff (OCE)
	1.2 Review the application and affix the E-signature		5 minutes	Coordinator for OCE and Director of NGOHS Administrative Office Staff (OCE)
	1.3 Forward the application to OVCAA through Channels for approval.		15 minutes	Administrative Office Staff (OCE)
	1.4 Forward the approval to the concerned unit.		2 minutes	Administrative Office Staff (OCE)
End of Transaction				

12. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE

This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services.

A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis. Requests under this transaction include signing of cheques and other ministerial documents, inquiry on administrative matters based on issued memorandum, request for existing documents/materials, and other simple endorsements to be determined by the office.

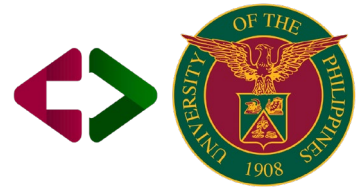
Office or Division	National Graduate Office for the Health Sciences
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
3. Letter Request transmitted through the Document Routing System (DRS)	Requesting Party
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with DRS Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit a letter via the DRS or submit a document at OVPA, GF, South wing, Quezon Hall.	1.1 Receive document and refer to appropriate staff.	None	5 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review request or document and prepare suggested action of VPA.	None	1 Day	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response or sign the document.	None	1 Day	<i>VP for Administration</i> OVPA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive response or signed copy from OVPA.	2. Transmit a copy of the signed document to the client.	None	5 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	2 Days, 10 Minutes	

**NATIONAL SERVICE TRAINING PROGRAM
EXTERNAL SERVICES**



1. ISSUANCE OF NSTP SERIAL NUMBER CERTIFICATE

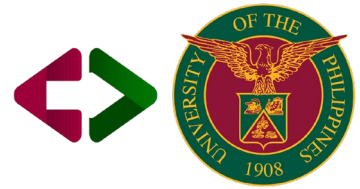
Issuance of NSTP Serial Number Certificate

A. Manual Transaction

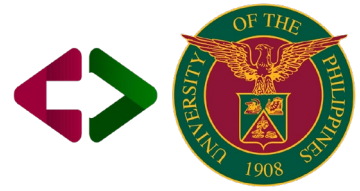
Office or Division	National Service Training Program
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Students/Individuals who graduated from NSTP (CWTS and LTS) in University of the Philippines Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Submitted Serial Number Request Form 2. NSTP (CWTS & LTS) 1 & 2 Grades 3. Students' Information Number 4. Student ID	UPM NSTP Office CRS account Office of the College Secretary (OCS) Office of the University Registrar (OUR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form with complete requirements to the UPM NSTP office.	1.1 Received the submitted form and documents	None	5 minutes	<i>Receiving Personnel</i> NSTP Office
	1.2 Vet the information submitted by the students/individual	None	10 mins	<i>Administrative staff</i> NSTP Office
	1.3 Assign appropriate serial numbers to the students	None	15 mins	<i>Administrative staff</i> NSTP Office
	1.4 Prepare the certificate and print	None	15 mins	<i>Administrative staff</i> NSTP Office
	1.5 Validation of the certificate, approval and sign	None	15 mins	<i>NSTP Director</i> NSTP Office
	1.6 Validation of the certificate and affix the UPM OUR dry seal	None	15 mins	<i>Office of the University Registrar (OUR)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Issue the certificate to the students/individual containing his/her serial number and documented it	None	5 mins	<i>Administrative staff</i> NSTP Office
2. Receiving the certificate	2.1 Sign the receiving copy	None	10 mins	<i>Client</i>
TOTAL			1 hr 30 mins	



2. ISSUANCE OF NSTP SERIAL NUMBER CERTIFICATE

Issuance of NSTP Serial Number Certificate

A. Online Transaction

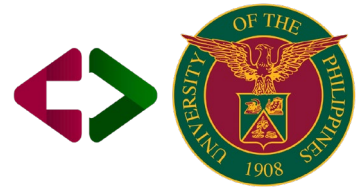
Office or Division	National Service Training Program
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Students/Individuals who graduated from NSTP (CWTS and LTS) in University of the Philippines Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Submitted Serial Number Request Form 2. NSTP (CWTS & LTS) 1 & 2 Grades 3. Students' Information Number 4. Student ID	UPM NSTP Office CRS account Office of the College Secretary (OCS) Office of the University Registrar (OUR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form with complete requirements to the UPM NSTP email address.	1.1 Received the submitted form and documents from email.	None	5 mins	<i>Receiving Personnel</i> NSTP Office
	1.2 Vet the information submitted by the students/individual	None	10 mins	<i>Administrative staff</i> NSTP Office
	1.3 Assign appropriate serial numbers to the students	None	15 mins	<i>Administrative staff</i> NSTP Office
	1.4 Prepare the certificate and print	None	15 mins	<i>Administrative staff</i> NSTP Office
	1.5 Validation of the certificate, approval and sign	None	15 mins	<i>NSTP Director</i> NSTP Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Validation of the certificate and affix the UPM OUR dry seal	None	15 mins	<i>Office of the University Registrar (OUR)</i>
	1.7 The client will be notified via email that the certificate is ready for personal collection	None	5 mins	<i>Administrative staff NSTP Office</i>
	1.8 Issue the certificate to the students/individual containing his/her serial number and documented it	None	5 mins	<i>Administrative staff NSTP Office</i>
2. Receiving the certificate	2.1 Sign the receiving copy	None	10 mins	<i>Client</i>
TOTAL			1 hr 35 mins	

**NATIONAL SERVICE TRAINING PROGRAM
INTERNAL SERVICES**



1. PROCESSING OF NSTP HONORARIUM

Processing of NSTP Honorarium

Office or Division	National Service Training Program
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	NSTP Lecturers / Handlers

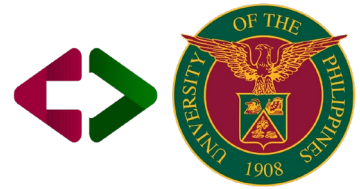
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Endorsement Letter 2. Certificate of Service (COS) / Daily Time Record (DTR) 3. Faculty Service Record (FSR)	UPM NSTP Office College/Department Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to the UPM NSTP office.	1.1 Received the submitted requirements	None	5 mins	<i>Receiving Personnel</i> NSTP Office
	1.2 Check and review the document to ensure that all required information is complete	None	30 mins	<i>Administrative Staff</i> NSTP Office
	1.3 Validate the documents and affix the NSTP Director's stamp for approval and signature	None	30 mins	<i>Administrative Staff</i> NSTP Office
	1.4 Verify the documents and affix approval and signature.	None	1 hr	<i>NSTP Director</i> NSTP Office
	1.5 Compute the rendered teaching time/hours based on the NSTP lecturer's rank	None	1 hr	<i>Administrative Staff</i> NSTP Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Prepare a consolidated payroll per Department/College and encode all required information for the creation of the Disbursement Voucher (DV) and Obligation Request (ObR)	None	1 hr	<i>Administrative Staff</i> NSTP Office
	1.7 Scan all supporting documents and save them in the designated file repository.	None	30 mins	<i>Administrative Staff</i> NSTP Office
	1.8 Prepare the Disbursement Voucher and Obligation Request, upload all scanned documents to BULSA, and submit the DV and ObR for approval of the NSTP Director.	None	1 hr	<i>Administrative Staff</i> NSTP Office
	1.9 Verify the submitted DV and ObR and approve them through BULSA.	None	1 hr	<i>NSTP Director</i> NSTP Office
	1.10 Print the approved DV and ObR, forward the hard copies to the Accounting Office for processing, and create the	None	30 mins	<i>Administrative Staff</i> NSTP Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	transaction in TRACKS for monitoring.			
	1.11 Process the DV and ObR and the accreditation to bank	None	7 days - 15 days	<i>Accounting Office / OVCAF/ Cash Office</i>
	1.12 Monitor the transaction status and confirm if it has been credited to the bank.	None	5 mins	<i>Administrative Staff NSTP Office</i>
	1.13 Inform the NSTP lecturer once the honorarium has been successfully credited to their bank account.	None	5 mins	<i>Administrative Staff NSTP Office</i>
	TOTAL		19 days 35 mins	

**OFFICE OF ALUMNI RELATIONS
EXTERNAL SERVICES**



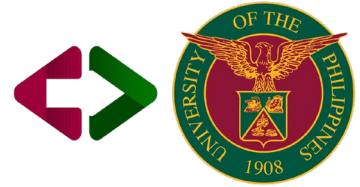
1. PROCESSING OF UP MANILA ALUMNI ID

This procedure covers the processing and issuance of UP Manila Alumni IDs for walk-in applicants.

Office or Division	Office of Alumni Relations (OAR)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Alumni of UP Manila who have earned a degree (Undergraduate, Graduate, or Post-Graduate).

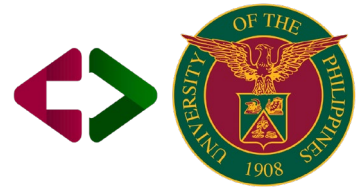
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UP Manila Alumni I.D. Application form 2. 1"x1" I.D. picture 3. Official receipt 4. 1 valid Government issued ID	1. Office of Alumni Relations 2. Applicant 3. UP Manila Cash Office / GCash App 4. DFA, LTO, PSA, SSS, GSIS, PRC, or PHLPost

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Application Form	1.1 Provide the application form and provide guidance on required fields.	None	10 minutes	OAR Staff
2. Pay the required fee	2.1 Verify the payment via Cash Office OR check GCash digital receipt/confirmation screen.	Php 150.00	15 minutes	Cashier / OAR Staff
3. Submit requirements for evaluation	3.1 Evaluate documents for completeness and verify against University records.	None	30 minutes	OAR Staff
	3.2 <i>If incomplete:</i> Return to applicant for correction.	None	(Included)	OAR Staff
	3.3 <i>If complete:</i> Process the ID (Encoding, printing, cutting, and laminating).	None	3 hours	OAR Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the Alumni ID	4.1 Release the printed ID to the applicant.	None	5 minutes	OAR Staff
5. Record transaction	5.1 Facilitate the signing of the UPM-OAR logbook for acknowledgment.	None	5 minutes	OAR Staff
TOTAL		Php 150.00	1 Working Day	

Note: All steps must be completed through official OAR channels. UP Manila employees are prohibited from transacting via personal accounts or third-party courier apps. Only official payments through the Cash Office or the specified GCash biller (ALUMNITF184) are recognized.



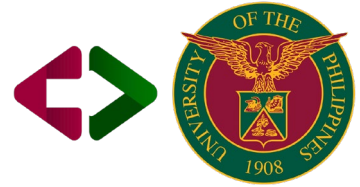
2. PROCESSING OF UP MANILA ALUMNI ID (Online)

This procedure covers the digital application, verification, and issuance of UP Manila Alumni IDs via the official Google Form for alumni who prefer remote application.

Office or Division	Office of Alumni Relations (OAR)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Alumni of UP Manila who have earned a degree (Undergraduate, Graduate, or Post-Graduate).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Digital Application & Data Privacy Consent Digital 1"x1" ID Photo - White Background (1 copy) Scanned Official Receipt or GCash Receipt (1 copy) Scanned Valid Government-issued Photo ID (1 copy) 	<ol style="list-style-type: none"> UP Manila Alumni ID Application Form Applicant UP Manila Cash Office / GCash App DFA, LTO, PSA, SSS, GSIS, PRC, or PHLPost

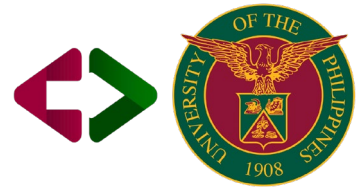
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access and Fill out Google Form	1.1 Monitor the Google Form dashboard for new submissions.	None	10 minutes	OAR Staff
2. Upload Photo and Payment Receipt	2.1 Verify the uploaded GCash/Cashier receipt against the ALUMNITF184 biller records	Php 150.00	15 minutes	OAR Staff
3. Submit Form & Wait for Verification	3.1 Evaluate the application for completeness and cross-check graduate status against University records	None	2 Working Days	OAR Staff
	3.2 <i>If approved:</i> Encode data and print the Alumni ID.	None	20 minutes	OAR Staff
4. Receive Notification Email	4.1 Send a system-generated or manual email	None	1 Working Day	OAR Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	notification that the ID is ready for pick-up.			
5. Pick up the ID at OAR	5.1 Verify the applicant's or representative's original Government ID.	None	10 minutes	OAR Staff
	5.2 Facilitate the signing of the acknowledgment logbook.	None	5 minutes	OAR Staff
TOTAL		Php 150.00	3 Working Days and 1 hour	

Note: All steps must be completed through official OAR channels. UP Manila employees are prohibited from transacting via personal accounts or third-party courier apps. Only official payments through the Cash Office or the specified GCash biller (ALUMNITF184) are recognized.

**OFFICE OF THE CHANCELLOR
EXTERNAL SERVICES**



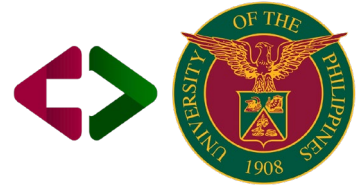
1. FACILITATING OF FREEDOM OF INFORMATION (FOI) REQUEST

The Office of the Chancellor facilitates all requests for information, in accordance with the Executive No. 02, s. 2016, on the Freedom of Information.

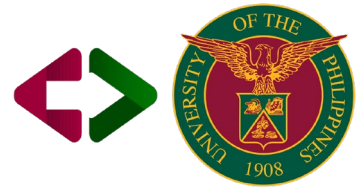
Office or Division	OFFICE OF THE CHANCELLOR
Classification	Highly Technical
Type of Transaction	G2C - Government to Client
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID 2. A. Duly accomplished FOI request form (for manual processing) B. Duly accomplished request form in the eFOI portal (for electronic processing)	Office of the Chancellor FOI Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit duly accomplished FOI request form to the office (for manual) or to the eFOI portal (for electronic)	1.1 Assess completion and validity of submitted request and requirements	NA	1 hr	FRO Deputy
	1.2 Initial evaluation of the FOI request		1 hr	FOI Receiving Officer
	1.3 Notify requester of acceptance, referral, or denial of request		1 hr	FOI Receiving Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Referral of details of FOI request to the FOI Delegate (for perfected requests) or FOI Decision Maker (for requests that may be in violation of RA		24 hrs	FOI Receiving Officer
	1.5 Provide appropriate action (i.e., coordination/consultation with concerned offices, and collection of information) on the request received		1-13 days	FOI Delegate or FOI Decision Maker
	1.6 Transmit response to the requester		21 hrs	FOI Delegate or FOI Decision Maker
	TOTAL		15 days	



2. PROCESSING AND FACILITATION OF COMPLAINTS

The Office of the Chancellor acts as a facilitator of received complaints through email and government agencies (i.e., CCB, PCC, 8888 Citizen's Complaint Hotline) to ensure that concerns are acknowledged, referred to the proper office, and tracked until a response is provided.

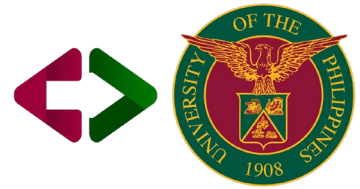
Office or Division	OFFICE OF THE CHANCELLOR
Classification	Highly Technical
Type of Transaction	G2C - Government to Client
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NA	NA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to submit complaint via email, CCB, PCC, 8888	1.1 OC shall acknowledge receipt of the complaint and forward to the concerned Vice Chancellor (VC) or to the NIH Executive Director (ED). The concerned unit will be informed of the deadline set by the originating agency of the complaint.	NA	1 hr	Administrative Officer V
	1.2 The office of the concerned VC/ED shall ensure proper consultation and coordination with the relevant unit or individual prior to drafting the response to the complaint, detailing the		24 hrs	Office of the Vice Chancellor/ Executive Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	action/s taken with appropriate attachments.			
	1.3 Once the response is finalized, it shall be endorsed to the Legal Office for review.		12 hrs	Office of the Vice Chancellor/ Executive Director
	1.4 Legal Office shall review and prepare the final version of the response for endorsement to the Chancellor.		6 hrs	Legal Officer
	1.5 Once approved by the Chancellor, the OC staff shall transmit the letter of response to the appropriate channel (CCB/ARTA/PC C/OVPA), copy furnishing all concerned offices/ individuals.		12 hrs	Administrative Officer V
	TOTAL		2 days and 7 hours	

**OFFICE OF INTERNATIONAL LINKAGES
EXTERNAL SERVICES**



1. Memorandum of Understanding (MOU) and Memorandum of Agreement (MOA) Processing

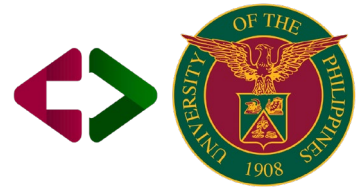
The Office helps prepare, review, and process MOAs and MOUs with other government agencies, local and private organizations, and international institutions.

Office or Division	Office of International Linkages
Classification	High Technical
Type of Transaction	Government to Government; Government to Business
Who may Avail	UPM colleges, departments, government, private, local and foreign institutions.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Draft MOU/MOA	UPM OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter and draft MOA/MOU.	Check that the MOU/MOA is complete.	None	10 mins	UPM OIL Staff
	Review the MOU to ensure all provisions follow UPM standards.	None	1 hr	UPM OIL Director
	Legal Office reviews the MOU for legality and compliance, issues a Reference Slip, and endorses the MOU/MOA	None	1 day	Legal Office
	OIL facilitates the Director's initial signature on the MOU/MOA	None	1 day	UPM OIL Director
	Appropriate Vice Chancellor's office reviews the MOU/MOA, and the Vice Chancellor provides initial signature	None	1 day	OVCAA Staff/ Vice Chancellor for Academic Affairs
	OC reviews and the Chancellor approves and	None	1 day	OC Staff / Chancellor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signs the MOU/MOA.			
Receive the MOU/MOA.	Return the signed MOU/MOA to the client for their signature	None	5 mins	UPM OIL staff
Counterpart signs MOU/MOA			unidentified	Counterpart
Send the signed MOU/MOA to the office.	Record and file the fully executed MOU/MOA	None	5 mins	UPM OIL Staff
TOTAL			4 days, 1 hr and 20 mins	



2. Collaborative Activities

Arrange collaborative activities such as MOU/MOA signing, courtesy calls, meetings, colloquia and symposia in coordination with local and foreign universities and institutions and UPM colleges.

Office or Division	Office of International Linkages
Classification	High Technical
Type of Transaction	Government to Government; Government to Business
Who may Avail	UPM colleges, departments, government, private, local and foreign institutions.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email of Intent containing complete details including: <ol style="list-style-type: none"> 1. Objectives of the visit and program of interest 2. Names and designations of the members of delegation 3. Target dates of the visit 	Not applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit proposal for collaborative activity	Receive the email request and assess the appropriate department for the visit.	None	10 mins	UPM OIL Staff / Director
	Check the availability of UPM Executives to represent the University and get confirmation through Executive Secretaries	None	30 mins	UPM OIL Staff
Received confirmation of the meeting/activity.	Confirm the meeting/activity to the requesting unit.	None	5 mins	UPM OIL Staff
	Reserve the target venue and send email invitations and calendar invites to UPM attendees.	None	1 hr	UPM OIL Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Arrange refreshments, photo coverage, and the backdrop, nameplates for the participants.	None	4 hrs	UPM OIL Staff
	Arrange transportation services if needed.	None	15 mins	UPM OIL Staff
Received update on the final arrangements.	Notify the requesting unit via email regarding the final arrangements for their request.	None	5 mins	UPM OIL Staff
On the day activity	Set up the venue, assist guests, oversee program flow, and ensures the the event runs smoothly	None	60 mins	UPM OIL Staff
TOTAL			7 hrs and 5 mins	

**OFFICE OF INTERNATIONAL LINKAGES
INTERNAL SERVICES**



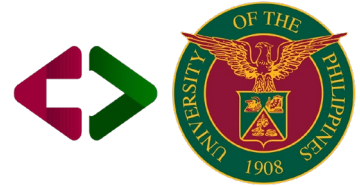
1. PROCESSING OF OIL ADMINISTERED GRANTS

Process and endorse applications for OIL administered grants such as MOVE-UP, Hosting, WELS, COOPERATE and Travel Grant.

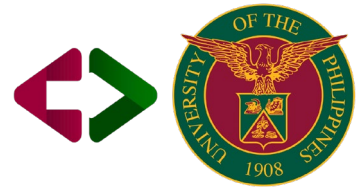
Office or Division	Office of International Linkages
Classification	High Technical
Type of Transaction	Government to Citizen
Who may Avail	UPM Faculty, REPS, staff and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OIL grants application from and other necessary requirements	UP OIL Website https://oil.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send the application and attachments approved by the Dean or Head of units.	Receive and review the application and attachments	None	15 Minutes	UPM OIL Staff
	Facilitate initial signature of the OIL Director.	None	30 Minutes	UPM OIL Director
	OVCAA receives the application and the Vice Chancellor provides the initial signature.	None	1 Day	OVCAA staff / Vice Chancellor
	OC receives the application and the Chancellor approves and signs,	None	1 Day	OC Staff/ Chancellor
	Receive the documents and submit the application to UP OIL via DRS	None	2 Hours	UPM OIL Staff
Receive update regarding the endorsement of the application to UP OIL.	Update the student and provide DRS tracking number regarding submission.	None	30 Minutes	UPM OIL Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive update regarding the result of the application	UP OIL communicates with the applicant regarding the result of the application.	None	unidentified	UP OIL
TOTAL			2 Days and 3 hrs and 15 mins	



2. REQUEST FOR TRANSPORTATION SERVICES

Request for OIL Van and Driver for the use of UPM Officials, faculty, students, and local and foreign visiting guests,

Office or Division	Office of International Linkages
Classification	High Technical
Type of Transaction	Government to Citizen
Who may Avail	UPM Faculty, REPS, staff and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email request	Not applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a request to the UPM OIL Director with the detailed itinerary, including travel dates, pick-up and drop-off locations, passenger information, and contact person's details.	Receive and review the request letter with complete details	None	5 minutes	UPM OIL Staff
	Check the availability of the requested date/s	None	5 minutes	UPM OIL Staff
	Approve the request	None	5 minutes	UPM OIL Director
	Record the approved schedule in the calendar, inform the driver of the travel schedule, and provide the contact person's details.	None	5 minutes	UPM OIL Staff
Receive confirmation of the request	Coordinate with the contact person and confirm approval of the request	None	5 minutes	UPM OIL Staff
TOTAL			25 minutes	

**OFFICE OF STUDENT AFFAIRS
INTERNAL SERVICES**

1. APPLICATION FOR STUDENT LOAN TO THE STUDENT LOAN BOARD (ONSITE)

This service allows eligible students to pay their matriculation fees in staggered installments through onsite submission of documents and other requirements.

Office or Division	Office of Student Affairs
Classification	Complex
Type of Transaction	G2C
Who may Avail	All bonafide UP Manila students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SLB application forms	Office of website: https://osa.upm.edu.ph
Photocopy of Co-maker ID	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application forms		none	1 minute	Student
	1.1 Issues application forms.	none	1 minute	Junior Scholarship Affairs Officer
Total			2 minutes in securing the forms	
2. Submit the accomplished/filled up forms and all required documents to the Office of Student Affairs		none	1 minute	Student
	2.1 Receives accomplished forms with required documents	none	1 minute	Junior Scholarship Affairs Officer
	2.2 Checks completeness/accuracy of the received applications	none	5 minutes	Junior Scholarship Affairs Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Issues voucher slip	none	3 minutes	Junior Scholarship Affairs Officer
TOTAL			10 minutes to process the application	

2. REQUEST FOR OSA DIRECTOR'S ENDORSEMENT OF THE UNIVERSITY CLEARANCE/ LEAVE OF ABSENCE/ APPLICATION FOR WAIVER OF PRE-REQUISITE (ONSITE)

This service facilitates requests for the OSA Director's endorsement of university-related documents including LOA and Applications for Waiver of Pre-requisite through onsite submission of documents..

Office or Division	Office of Student Affairs
Classification	Complex
Type of Transaction	G2C
Who may Avail	Students/ Faculty/ Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document X (# of copies needed per type of copy)	Agency/Office - Specific Office/Division/Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the University clearance form/LOA/Application for Waiver of Pre-requisite with signature of the College Dean or designated official		None	10 seconds	Students/ Faculty/Staff
	1.1 Accepts signed University Clearance form/LOA/Application of Waiver of Pre-requisite by the College Dean or designated official	None	10 seconds	Senior Administrative Assistant II
	1.2 Verifies signature of College Dean or designated official	None	2 minutes	Senior Administrative Assistant II
	1.3 Checks/Verifies if students/faculty/ Staff name is included in the Masterlist of Student	None	4 minutes	Senior Administrative Assistant II <i>Note: If YES, Encircle the 2.1 of the</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Disciplinary Tribunal records			<i>clearance form and write the Case Number or the Matter of Complaint. If NO, Ticks No Obligation Box in the Clearance Form</i>
	1.4 Stamps University Clearance form, LOA and Application for Waiver of Pre-requisite with the name of OSA Director and put initials	None	1 minute	Senior Administrative Assistant II
	1.5 Forwards University clearance form, LOA and Application for Waiver of Pre-requisite to OSA Director/ designated staff	None	30 seconds	Senior Administrative Assistant II
	1.6 Signs University clearance form, LOA and Application for Waiver of Pre-requisite	None	2 minutes	OSA Director/Designated staff
	1.7 Retrieves the signed University clearance form, LOA and Application for	None	30 seconds	Senior Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Waiver of Pre-requisite and logs in the record book before releasing to the students/faculty/ staff			
	Releases Clearance form, LOA and Application for Waiver of Pre-requisite to the students/faculty/ Staff by the receiving in the logbook	None	10 seconds	Senior Administrative Assistant II
	TOTAL		10 minutes and 30 seconds	

3. REQUEST FOR ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER (ONSITE)

This service facilitates the issuance of a certification stating that a student has not been charged with, nor has any pending case before, the Student Disciplinary Tribunal, upon onsite submission of documents.

Office or Division	Office of Student Affairs
Classification	Simple
Type of Transaction	G2C
Who may Avail	Students/Alumni/Non-completers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document X (# of copies needed per type of copy)	Agency/Office - Specific Office/Division/Desk

CLIENT STEPS	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students/Alumni/Non-completers informs staff of her/his request		None	15 seconds	Students/ Alumni/ Staff
	1.1 Accepts and verifies the authenticity of the UP Manila Identification card or any valid academic credentials presented and check in the records of Masterlist of students with pending case	None	30 seconds	Senior Administrative Assistant II Note: If the student has a pending case NO certificate of GMC will be issued
	1.2 Prepares Order of Payment (duplicate copies), fill in the information and issue to the student	None	5 seconds	Senior Administrative Assistant II

CLIENT STEPS	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Instructs students/alumni/ /Non-completers to proceed to the Cash Office and pay. Return to OSA after payment	None	3 seconds	Senior Administrative Assistant II
2. Surrenders the accomplished order of payment to the Cashier and the payment		Php 20.00 per copy		Students/ Alumni/ Non-completers
2. Returns to OSA and surrenders the official receipt and validated order of payment		None	10 seconds	Students/ Alumni/ Non-completers
	3.1 Accepts and verifies the official receipt and validated duplicate copy of the order payment.	None	10 seconds	Senior Administrative Assistant II
	3.2 After verification, returns to the student the official receipt and informs her/him that certificate is available on the next office day and may be claimed.	None	10 seconds	Senior Administrative Assistant II

CLIENT STEPS	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Prepares and prints the Certificate of Good Moral Character. Reference will be the validated duplicate copy of the order of payment.	None	30 minutes	Senior Administrative Assistant II
	3.4 Forwards Certificate of Good Moral Character to OSA Director/ Designated Staff for signature	None	1 minute	Senior Administrative Assistant II
	3.5 Signs the Certificate of Good Moral Character	None	5 minutes	OSA Director/ Designated staff
	3.6 Retrieves the signed by the Certificate of Good Moral Character to affix dry seal	None	1 minute	Senior Administrative Assistant II
	3.7 Logs the Certificate of Good Moral Character in the record book including the validation numbers and date in the order of payment.	None	1 minute	Senior Administrative Assistant II
	3.8 Arranges/Files the Certificate of Good Moral Character accordingly in the folder of signed certificates and ready for issuance to the students/alumni/ non-completers	None	1 minute	Senior Administrative Assistant II
	TOTAL	Php20.00	40 minutes and 23 seconds	

4. REQUEST FOR ISSUANCE OF SCHOLARSHIP VERIFICATION CERTIFICATE (ONSITE)

This service facilitates the issuance of a certification confirming that a student is a recognized grantee of any OSA-facilitated scholarship/s, upon onsite submission of requirements.

Office or Division	Office of Student Affairs
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All bonafide UP Manila students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Manila Student ID	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students informs staff of her/his request	1.1 Acknowledge receipt of the request and notify the student to accomplish the google form.	none	5 minutes	Student
2. Student to accomplish the google form	2.1 Forward request to Scholarship Affairs Officer in-charge	none	10 minutes	Student and Scholarship Affairs Officer / Administrative Staff
	2.2 Verify scholarship records and eligibility with other Scholarship officers.	none	30 minutes	Scholarship Affairs Officer
	2.3 Once verified, Certification will be prepared	none	15 minutes	Scholarship Affairs Officer in-charge
	2.4 Sign the Scholarship Verification Certificate.	none	15 minutes	OSA Director / Authorized Representative
3. Claim the certificate upon receiving the release notification	3.1 Release the approved certificate to the requester or authorized representative.	none	5 minutes	Scholarship Affairs Officer / Administrative Staff

TOTAL		Approx. 1 hour and 20 minutes	
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5. APPLICATION FOR GOVERNMENT/PRIVATE FUNDED SCHOLARSHIP (ONLINE)

This online service allows eligible students to apply for government or private-funded scholarships by completing an application form, submitting required documents, and tracking their application status. It aims to provide financial assistance to support students in their educational pursuits.

Office or Division	Office of Student Affairs
Classification	Complex
Type of Transaction	G2C
Who may Avail	all bonafide UP Manila students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Scholarship application form • Proof of enrolment, true copy of grades, • proof of income of the family, • recommendation letters 	website: https://osa.upm.edu.ph Office of the College Secretary Bureau of Internal Revenue Professor/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application form for scholarship. Application form may be downloaded from osa.upm.edu.ph or sent request to upmosa@up.edu.ph		None		Student
	1.1 Issues/Emails application form and instructions to students to fill up and comply the requirements.	None	1 hour	Junior Scholarship Affairs Officer
2. Submits online the accomplished application form and the required documents through email: upm-osa@up.edu.ph		None	1 hour	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Receives/Acknowledges the application form and forwarded to the staff in charge	None	1 hour	Senior Scholarship Affairs Officer
	2.2 Receives and acknowledges online accomplished application form with required documents	None	1 hour	Junior Scholarship Affairs Officer
	2.3 Checks completeness/accuracy of the accomplished application form and attached required documents and notifies/updates students	None	3 days	Junior Scholarship Affairs Officer
	2.4 Issues acknowledgement / updates //to the student status of application	None	1 day	Junior Scholarship Affairs Officer
TOTAL				

6. REQUEST FOR OSA DIRECTOR'S ENDORSEMENT OF THE UNIVERSITY CLEARANCE/ LEAVE OF ABSENCE/ APPLICATION FOR WAIVER OF PRE-REQUISITE (ONLINE)

This online service facilitates requests for the OSA Director's endorsement of university-related documents including LOA and Applications for Waiver of Pre-requisite.

Office or Division	Office of Student Affairs
Classification	Complex
Type of Transaction	G2C
Who may Avail	Students/Faculty/Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Document X (# of copies needed per type of copy) 	Agency/Office - Specific Office/Division/Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students/Faculty/ Staff send the University Clearance form/LOA/Applicat ion for Pre-requisite with signature of the College Dean or designated officials to upm-osa@up.edu.ph		None		Students/ Faculty/Staff
	1.1 Receives and acknowledges email or request with attached copy of University clearance form /LOA/Application for Waiver of Pre-requisite of students/faculty/st aff	None	30 minutes	Senior Scholarship Affairs Officer
	1.2 Forwards email or request of students/faculty/st aff to Staff in-charge	None	30 minutes	Senior Scholarship Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Receives and accepts forwarded email or request with attached copy of University clearance form/LOA/Application for Waiver of Pre-requisite of students/faculty/staff	None	1 hour	Senior Administrative Assistant II
	1.4 Verifies the signature of College Dean or Designated Official	None	1 minute	Senior Administrative Assistant II
	1.5 Checks/Verifies if student's/faculty/staff name is included in the Masterlist of Student Disciplinary Tribunal records	None	3 minutes	Senior Administrative Assistant II Note: If YES, Encircle 2.1 of the clearance and writes the Case Number or the Matter of Complaint. If NO, Ticks No Obligation Box in the Clearance Form
	1.6 Downloads the attached University clearance and insert the name of OSA Director and put initials	None	30 minutes	Senior Administrative Assistant II
	1.7 Sends email with attached University clearance form/LOA/Application for Waiver of Pre-requisite to	None	5 minutes	Senior Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	SSAO/AO for endorsement to OSA Director for e-signature			
	1.8 Forwards email with attached University clearance form/LOA/Application for Waiver of Pre-requisite to OSA Director	None	5 minutes	Senior Administrative Assistant II
	1.9 E-signs University Clearance form/LOA/Application for Waiver of Pre-requisite	None	8 hours	OSA Director
	1.10 Receives and accepts email with attached e-signed University clearance form/LOA/Application for Waiver of Pre-requisite	None	3 hours	Senior Administrative Assistant II
	1.11 Sends the clearance forms/LOA/Application for Waiver of Pre-requisite to the student/faculty/staff through email	None	30 minutes	Senior Administrative Assistant II
	1.12 Logs the e-signed University clearance form/LOA/Application for Waiver of Pre-requisite and recorded in the digitized records	None	1 minute	Senior Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL		1 working day 6 hours and 15 minutes	

7. REQUEST FOR ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER (ONLINE)

This online service facilitates the issuance of a certification stating that a student has not been charged with, nor has any pending case before, the Student Disciplinary Tribunal.

Office or Division	Office of Student Affairs
Classification	Simple
Type of Transaction	G2C
Who may Avail	Students, Alumni and Non-completers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Document X (# of copies needed per type of copy) 	Agency/Office - Specific Office/Division/Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students/Alumni/Non-completers send the request to upm-osa@up.edu.ph		None		Students/ Alumni/ Non-completers
	1.1 Receives and acknowledges email or request of students/alumni/dropouts	None	30 minutes	Senior Scholarship Affairs Office
	1.2 Forwards email or request of students/alumni/dropouts to Staff in-charge Senior Scholarship Affairs Officer	None	30 minutes	Senior Scholarship Affairs Officer
	1.3 Receives and accepts forwarded email or request of students/alumni/non-completers from upm-osa@up.edu.ph	None	1 hour	Senior Administrative Assistant II
	1.4 Verifies the student requesting is a bonafide students, alumni	None	30 minutes	Senior Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and non-completers through email address @up.edu.ph and for alumni requested proof like alumni ID, Diploma or TOR if necessary			
	1.5 Checks the name of the students/alumni/non-completers in the Masterlist of SDT Case Records of students with pending case	None	5 minutes	Senior Administrative Assistant II Note: if the student has a pending case NO certificate of GMC will be issued 7 Prepares online billing (Order of Payment duplicate copies), fill in
	1.6 Prepares online billing (Order of Payment duplicate copies), fill in the information and send to the students/alumni/non-completers	None	30 minutes	Senior Administrative Assistant II
	1.7 Instructs the students/alumni/non-completers to choose mode of payment (proceed to the Cash Office to pay over the counter or to landbank or to any accredited online payment services)	None	5 minutes	Senior Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Sends the proof of payment with confirmation of the payment to OSA		Php 20.00 per copy	8 hours	Students/Alumni/Non-completers
	2.1 Prepares and saves in PDF files the initialed Certificate of Good Moral Character	None	15 minutes	Senior Administrative Assistant II
	2.2 Sends the Certificate of Good Moral Character to OSA Director for e-signature	None	5 minutes	Senior Administrative Assistant II
	2.3 E-signs the Certificate of Good Moral Character	None	8 hours	OSA Director
	2.4 Accepts e-signed Certificate of Good Moral Character	None	30 minutes	Senior Administrative Assistant II
	2.5 Verifies the proof of payment with confirmation of the payment	None	15 minutes	Senior Administrative Assistant II
	2.6 Sends the e-signed Certificate of Good Moral Character to the students/alumni/non-completers	None	30 minutes	Senior Administrative Assistant II
	2.7 Logs the Certificate of Good Moral Character in the record book and recorded in the digitized records including the confirmation and date in the billing	None	5 minutes	Senior Administrative Assistant II
TOTAL			2 working days 4 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			<p align="center">and 50 minutes</p>	

8. REQUEST FOR ISSUANCE OF PERMIT TO ENROLL FOR INTERNATIONAL STUDENT (ONLINE)

This online service facilitates the issuance of a permit to enroll to an International Student.

Office or Division	Office of Student Affairs
Classification	Simple
Type of Transaction	G2C
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Document X (# of copies needed per type of copy) 	Agency/Office - Specific Office/Division/Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students send the request to upm-osa@up.edu.ph		None		Students
	1.1 Acknowledges and forward email or request of student to the staff in charge	None	30 minutes	Senior Scholarship Affairs Officer
	1.2 Receives and acknowledges forwarded email or request of student from upm-osa@up.edu.ph	None	1 hour	Senior Administrative Assistant II
	1.3 Checks and verifies the authenticity of the requirements presented for securing the Permit to enroll namely: Letter of Acceptance (for incoming First Year), Photocopy of Grades of, Last Semester attended, Photocopy of Passport and Photocopy of	None	2 hours	Senior Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Student Visa (for Inbound)			
	1.4 Sends instructions and copy of Information Sheet Form to student to accomplish (for incoming First Year Student/new student) and requests submission of the lacking requirements or supporting documents, if necessary	None	30 minutes	Senior Administrative Assistant II
	1.5 Receives and checks the accuracy and completeness of the data	None	2 hours	Senior Administrative Assistant II
	1.6 Prepares, encodes and saves the requested Permit to Enroll	None	30 minutes	Senior Administrative Assistant II
	1.7 Sends the Permit to Enroll to OSA Director for e-signature	None	5 minutes	Senior Administrative Assistant II
	1.8.E-signs the Permit to Enroll and return back to the Student Records Evaluator	None	8 hours	OSA Director
	1.9 Receives and acknowledges e-signed Permit to Enroll	None	3 hours	Senior Administrative Assistant II
	1.10 Sends copies of the e-signed Permit to Enroll to the student, OUR,	None	30 minutes	Senior Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	College Secretary and OSA for files			
	1.11 Keeps the files of the issued Permit to Enroll with the attachments and recorded in digitized files	None	5 minutes	Senior Administrative Assistant II
	TOTAL		2 working days 2 hours and 10 minutes	

9. GUIDANCE AND COUNSELING SERVICES (COUNSELING)

Confidential, preventive, and non-clinical individual or group sessions facilitated by licensed mental health professionals to address personal, academic, career, and developmental concerns. The service supports coping, self-awareness, and holistic psychosocial well-being. We do not provide 24/7 Helpline or Hotline services, but clients are seen and referred during working hours on weekdays.

Office or Division	Office of Student Affairs – Guidance and Counseling Program
Classification	Simple to Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	Bona fide UP Manila students (newly admitted, enrolled, or continuing undergraduate and graduate students)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Referral Slip/Email from OCS or UHS (for referred cases only) True copy of Grades from OCS (for referred cases) Re-admission Form from OCS (for referred cases) Medical Certificate or synopsis of case from referring party (if available) Appointment slip (for walk-in clients) 	<ul style="list-style-type: none"> College Secretary University Health Service Office of Student Affairs Counter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submits referral from University Personnel (Re-admission Committee, University Health Services, Faculty members, Administrative staff and REPS) 1.2. Parents, friends and classmates requests for counseling assistance on behalf of student 1.3. Walk in (Client initiated).	1.1. Front desk staff accepts referral slip, academic documents and/ or re- admission forms 1.2. Counselor checks prior file records of student. 1.3. Front desk staff checks available counselor.	None	5 mins.	Front desk staff GCP Staff, OSA
2.1 For FtF: signs in the OSA Client Logbook 2.2 For Online interaction:	2.1 For FtF: Frontdesk gives the Logbook to the client and inquires with	None	5 mins.	Front desk staff GCP Staff, OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>contacts centralized GCP email or replies to email thread by college to register session</p> <p>2.3 May identify previous attending counselor or indicate preference for a particular counselor</p>	<p>whom student has previously availed counseling (if applicable)</p> <p>2.2 For online clients: Counselor acknowledges student email appointment, or confirms email endorsement from referring party then sets appointment schedule and preferred platform</p>			
<p>3. Waits for designated counselor to review files</p>	<p>3. Counselor reviews client documents or records and available student file (print form or GCP database or from SAIS). For online clients, counselor coordinates with client for preferred platform of contact.</p>	None	10 mins.	GCP Staff, OSA
<p>4. Proceeds to counseling session (cubicle for FtF and preferred platform for Online Clients)</p>	<p>4. Introduces and explains the purpose, scope and limitation of Counseling session.</p>	None	5 mins.	GCP Staff, OSA
<p>5. Client responds to interview questions, shares history</p>	<p>5. Proceeds with intake, counseling or follow up session</p>	None	40 minutes to 1.5 hours (maximum) per session	GCP Staff, OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and information about self and situation, develops insight.	(up to 5 sessions)			
6. Client may undergo separate assessment session	6. Conducts assessment process: interviews, administers tests, etc with clients, and may call for family conference if warranted, or with other professionals (FtF or online) if warranted	None	1- 2 hours (if warranted)	GCP Staff, OSA
7. Reports to the Scholarship Officer to inquire for financial assistance opportunities or to submit documents (if warranted).	7. May refer client to Scholarship Affairs Officer for financial assistance or loan processing, if assessed as in need.	None	10 mins	Scholarship Affairs Officer, OSA GCP Staff, OSA
8. Identifies decision and plan of action	8. Recommends action/s based on case conceptualization and intervention plan.	None	15 mins	GCP Staff, OSA
9. Indicates availability and commitment to next session/s (if warranted)	9. Recommends follow up counseling session (if warranted) schedule based on the professional assessment.	None	5 mins.	GCP Staff, OSA
	10. Drafts and Issues annotated letter or student mental health clearance (for FtF) or transmits to OCS or UHS the same document (for online clients).	None	10 mins.- 4 hours (ER cases)	GCP Staff, OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Refers to UHS for specialist case for students with clinical distress, or may accompany to PGH ER student to PGH for students in crisis (for FtF clients) until seen by a doctor, and notifies OSA Director for critical cases (active suicidal thoughts, self-injury, homicidal tendencies, and/or psychotic manifestations)			
10. Reports back to the referring party for next action, and/or returns for a counseling session based on the agreed date.	10. Instructs student of next action or endorses the student to emergency contact (if clinical) and books the appointment If the student agrees for follow-up session and/or testing.	None	10 mins	GCP Staff, OSA
	TOTAL	None	2 hours 33 mins to 8 hours 35 mins (<i>for ER cases</i>)	

10. TESTING FOR STUDENTS SERVICE (ASSESSMENT)

Structured psychological assessment using interviews and standardized tools to help students understand their strengths, needs, and areas for growth. Results guide informed decision-making, counseling planning, and personal development.

Office or Division	Office of Student Affairs – Guidance and Counseling Program
Classification	Simple to Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	Bona fide UP Manila students (newly admitted, enrolled, or continuing undergraduate and graduate students)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Referral Slip/Email from OCS, UHS, UPM-OILL or UPS OIL (for referred cases only) True copy of Grades from OCS (for referred cases) Medical certificate or synopsis of case from referring party (if available) Appointment slip (for walk-in clients) 	<ul style="list-style-type: none"> College Secretary University Health Service UPM Office of Institutional Local and Linkages UPS Office of International Linkages Office of Student Affairs Counter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OSA front desk for inquiry of service (for walk-in clients only). Clients with ongoing counseling sessions will be handled by their attending counselor.	1. Coordinate services to GCP and is attended by OSA staff/ counselor	None	3 mins	Front desk staff, OSA GCP Staff, OSA
2. Provides counselor the endorsement request for testing (if available) or explains to counselor need for assessment	2. Orients the availability of the test options (only for FtF, no online testing for standardized tests) relevant to client request and arranges testing schedule	None	8 mins	GCP Staff, OSA
	3. Prepares test or battery of tests, and testing room	None	15 mins.	GCP Staff, OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Takes the psychological assessment based on scheduled date/s.	4. Administers psychological test or battery of tests.	None	40 mins-2 hours (<i>per test</i>)	GCP Staff, OSA
	5. Reviews student mental health record, integrates data with test results and writes test profile	None	2 days	GCP Staff, OSA
4. Attends test results interpretation on the scheduled date	6. Interprets psychological test results and issues profile to client	None	1 hour	GCP Staff, OSA
TOTAL		None	2 days, 2 hours, 3 minutes (minimum)	

11. LIFE-SKILLS INFORMATION SERVICE (RESILIENCY EDUCATION)

Delivery of mental health information and life skills programs through consultation, trainings, workshops, and psychoeducational activities. These initiatives strengthen resilience, coping strategies, and awareness of developmental challenges among students.

Office or Division	Office of Student Affairs – Guidance and Counseling Program
Classification	Simple to Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	Bona fide UP Manila students (newly admitted, enrolled, or continuing undergraduate and graduate students) and community partners (for extension service purposes)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Letter of request, endorsed by organization head and adviser Background information about organization and activity Program proposal 	Office of Student Relations/Student Services (College) Requesting Office/Organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts GCP centralized email to indicate request for mental health or leadership training, or webinar collaboration or engagement.	1. Reviews and acknowledges receipt of request (via email, for both FtF and online requests)	None	5 mins	GCP Staff, OSA
2. Contact persons meets with counselors for discussion of plans and preparation	2. Arranges for Zoom Meeting to deliberate on collaboration and expected outcomes. May issue link for needs assessment to organization.	None	30 minutes- 1 hour (preparation meetings may recur)	GCP Staff, OSA Student Activities Program Coordinator, OSA
3. Prepares and submits other required documents as agreed in preparation meeting	3. Prepares training engagement proposal with taskings, and integrates submitted documents from	None	3 days	GCP Staff, OSA Student Activities Program Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	student organization/college.			
	4. Reviews completeness of submitted documents and submits to AVPSA/OSDS for approval (<i>as necessary</i>) and for access to UPS training materials content, and/or or to OVCAA/OSA Director for approval.	None	3 days-2 weeks	GCP Staff, OSA Secretariat, Office of Student Development Services UP System
4. Prepares publicity materials and disseminates registration links to constituents (via organization and/or college)	5. Issues registration link, zoom credentials for activity and training facilities and materials. Coordinates with IPPAO and College for publicity (if open access training)	None	1 week (registration period)	GCP Staff, OSA
5. Participates in online activity. May co-facilitate.	6. Conducts Resiliency, Mental Health or Leadership Training session. Documents activity.	None	1.5 - 3 hours (per session)	GCP Staff, OSA
6. Attends Post Activity Assessment meeting	7. Facilitates Post Activity Assessment meeting	None	30 minutes- 1 hour	GCP Staff, OSA
	TOTAL	None	2 weeks, 2 hours, 35 minutes (minimum)	

12. REQUEST FOR UP MANILA CAR STICKER (ONLINE)

This online service facilitates the issuance of a UP Manila Car Sticker for students, allowing their vehicles to access and park within UP Manila only

Office or Division	OFFICE OF STUDENT AFFAIRS
Classification	Simple
Type of Transaction	G2C / Online
Who may Avail	Officially Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complete application form	Online via Google Form link UPM Car Sticker
2. LTO Car/Motorcycle Registration	
3. LTO Official Receipt (updated)	
4. Driver's License of owner	
5. Driver's License of driver (if owner is not the driver)	
6. Authorization Letter from owner of vehicle	
7. UPM Identification Card	
8. Valid Form 5	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Online application via Google Form UPM Car Sticker	1.1 UPM Applicant shall fill-up Google Form and provide complete and correct details	None		UPM Applicant (Student)
2. Evaluate the completeness and validity of the documents submitted via the Google Form	2.1 OSA evaluator will check the submitted documents	None	After 3 working days upon receipt of complete and valid documents	OSA Staff/Evaluator
3. Email the applicant the status of		Refer to the attach	1 working day	OSA Staff/Evaluator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
application and modes of Payment - Online - OTC via UPM Cash Office		ed link for the applicable fees		
4. Preparation and issuance of claim stubs	4.1 Preparation and issuance of claim stubs	None	1 working day	OSA Staff/Evaluator
5. Issuance, claiming of UPM Car Sticker	5.1 Issuance, claiming of UPM Car Sticker	None		UPM Security Office
TOTAL			5 working days	

13. REQUEST FOR ISSUANCE OF SCHOLARSHIP VERIFICATION CERTIFICATE (ONLINE)

This online service facilitates the issuance of a certification confirming that a student is a recognized grantee of any OSA-facilitated scholarship/s.

Office or Division	Office of Student Affairs
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All bonafide UP Manila students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Manila Student ID	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via email (upm-osa@up.edu.ph)		none	5 minutes	Student
	1.1 Acknowledge receipt of the email request	none	5 minutes	Senior Scholarship Affairs Officer
2. Student to log requests in the google form.		none	10 minutes	Student
	2.1 Forward request to Scholarship Affairs Officer in-charge	none	5 minutes	Senior Scholarship Affairs Officer
	2.2 Verify scholarship records and eligibility with other Scholarship officers.	none	1 day	Scholarship Affairs Officer
	2.3 Once verified, Certification will be prepared	none	10 minutes	Scholarship Affairs Officer in-charge
	2.4 Sign the Scholarship Verification Certificate.	none	10 minutes	OSA Director

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Sending of email notification to student for the release of the signed certification	none	10 minutes	Scholarship Affairs Officer in-charge
	2.6 Release the approved certification via email.	none	5 minutes	Scholarship Affairs Officer / Administrative Staff
	TOTAL		Approx. 1 day and 1 hour	

14. APPLICATION FOR STUDENT LOAN TO THE STUDENT LOAN BOARD (ONLINE)

This online service allows eligible students to pay their matriculation fees in staggered installments..

Office or Division	Office of Student Affairs
Classification	Complex
Type of Transaction	G2C
Who may Avail	All bonafide UP Manila students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SLB Application Forms	OSA website: https://osa.upm.edu.ph
Photo copy of co-makers valid ID	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application forms at OSA website: https://osa.upm.edu.ph		none	1 minute	Student
	Total		1 minute in securing the forms	
2. Submits the accomplished/filled up forms online (rncarandang@up.edu.ph)		none	1 minute	Student
	2.1 Receives and acknowledge accomplished forms together with all the required documents	none	1 minute	Junior Scholarship Affairs Officer
	2.2 Checks the completeness/accuracy of submitted forms and all required documents	none	5 minutes	Junior Scholarship Affairs Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Issue voucher slip and forwarded to the student online	none	5 minutes	Junior Scholarship Affairs Officer
TOTAL			12 minutes to process the application	

**OFFICE OF THE UNIVERSITY REGISTRAR
EXTERNAL SERVICES**

1. REGISTRATION OF INCOMING FIRST YEAR STUDENTS

Description of the Service: Registration of First Year Students

Office or Division	OFFICE OF THE UNIVERSITY REGISTRAR
Classification	Simple/Government to Citizen (UP Manila Students)
Type of Transaction	Government to Citizen
Who may Avail	UP Manila First Year Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Entrance Credentials: <ol style="list-style-type: none"> High School Form 137 and 138 PSA issued Birth Certificate Student's Directory RSA Form (if applicable). 2x2 Picture Medical Certificate 	<ol style="list-style-type: none"> From the student's high school institution Philippine Statistics Authority Form can be downloaded from our.upm.edu.ph Form can be downloaded from our.upm.edu.ph From the student From the UP-PGH Health Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Confirm slot through the link provided. This should be done before the start of the enrollment.	Checks the database of student's confirmation	None	3 mins.	SRE-in-charge
<u>During Enrollment Period:</u> Proceed to the assigned Window and submit the entrance credentials, in a brown envelope, such as: HS Form 137 and 138, PSA issued Birth Certificate, Student's Directory, RSA form (when applicable), 2x2 Picture, and Medical Certificate	Accepts credentials and other forms, checks completeness of submitted documents. <u>If with complete credentials:</u> Issues Admission Slip <u>If with incomplete credentials:</u> Issues Provisional Enrollment Form	None	20 mins.	SRE-in-charge
	Return student's copy of their credentials and advise students to: <ol style="list-style-type: none"> Check their ISKOLAR account. ISKOLAR credentials are sent to student's registered personal email address. Proceed to window 1 or 2 for the ID processing queueing number. 	None	5 mins.	SRE-in-charge
	Window 1 or 2 issues queueing number for ID taking.	None	3 mins.	Person-in-charge at window 1 or 2
Fill-out I.D. application gform	Encodes data in the ID system	None	5 mins.	Person assigned at the I.D. section
	Takes picture and printing	None	5 mins.	Person assigned at the I.D. section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Issuance of ID to the student	None	1 min.	Person assigned at the I.D. section
	Proceed to enrollment in ISKOLAR	None	15mins	SRE-in-charge
	Total	None	57 mins.	

2. ISSUANCE OF IDENTIFICATIN CARD

Description of the Service: Issuance of Identification Card (ID) for Faculty, Employees and Students

Office or Division	OFFICE OF THE UNIVERSITY REGISTRAR
Classification	Simple/Government to Citizen (UP Manila Students)
Type of Transaction	Government to Citizen
Who may Avail	UP Manila Students, Faculty and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Appointment Letter / Contract (This is applicable only to the faculty employees and Contract of Service) 2. 2x2 ID picture (for online transaction) 3. Proof of payment 	<ol style="list-style-type: none"> 1. Unit/College 2. From the requestor 3. From the requestor

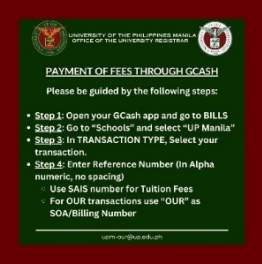
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Application: Submit an ID request through this link: https://bit.ly/ID_Request_Form	Checks the database of requests and process.	Php130.00 for employees, faculty, and continuing students	5 working days	Person-in-charge in the processing of ID
	Inform requestors of the ID's availability or lacking requirement/s (when ID request was not processed)	None	20 mins.	Person-in-charge in the processing of ID
	Total	Php130.00	5 working days	
Walk-in Application: (For Incoming First Year Undergraduate Only) Submit an ID request through the link: https://forms.gle/TE7Fm vLrhx6jH1UL6	Checks the database of requests and process the application based from the queueing number issued to the students. Encodes data in the ID system.	None	15 mins	Person-in-charge in the processing of ID
Proceed to the OUR's ID section for picture taking and signature	Print the ID	None	5 mins	Person-in-charge in the processing of ID
	Total	None	20mins.	

3. APPLICATION FOR TRANSFER

Description of the Service: Processing of Transfer Applications of Students from Other Universities. Purely Online

Office or Division	OFFICE OF THE UNIVERSITY REGISTRAR
Classification	Simple/Government to Citizen (Students from Other Universities)
Type of Transaction	Government to Citizen
Who may Avail	Students/graduates from other universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application Form 2. Proof of payment (This is for the second degree and international applicants) 3. 2x2 ID 4. TCG or TOR 5. Certificate of General Weighted Average 6. Certificate of Good Moral Character 7. If there is a gap in the enrollment, a Certificate of Non- enrollment is required stating the particular semester/AY that the student was not enrolled. <p>For Foreign Applicants:</p> <ol style="list-style-type: none"> 1. Application Form 2. Passport size photo 3. Proof of payment (30 US dollars) 4. Transcript of Records 5. If the medium of instruction in a previous school is not English, TOEFL Result with any of the ff. scores: paper-based-500, computer based- 173, IBT -61 or IELTS - 5.5 is required. If there is a gap in enrollment, a Certificate of Non- enrollment is required stating the particular semester/AY that the student was not enrolled. 	<ol style="list-style-type: none"> 1. Downloadable from our.upm.edu.ph 2. Issued by the Cashier's Office after payment processing 3. From the applicant 4. From the applicant 5. From the applicant 6. From the applicant 7. From the applicant <p>For Foreign Applicants:</p> <ol style="list-style-type: none"> 1. Downloadable from our.upm.edu.ph 2. From the applicant 3. Issued by the Cashier's Office after payment processing 4. From the applicant 5. From the applicant 6. From the applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Purely Online Application:</p> <p>Secure and fill-out the application form which can be downloaded from the OUR's website our.upm.edu.ph</p>	None	None	0	Applicant
<p>For Second Degree Applicants:</p> <p>Process the payment through gcash:</p> 	None	<ol style="list-style-type: none"> 1. Php100.00 – for Second Degree Filipino applicants 2.30 US dollars – for foreign applicants 	5 mins	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the form through the link provided for transfer/second degree applicants and submit the online proof of payment also through this link (Proof of payment requirement is for the Second Degree and Foreign Applicants only)	None	None	10 mins	Applicant
	Total	Php100.00 for Second Degree Filipino Applicants 30 US dollars - for Foreign Applicants	20 mins. (for Online Application)	
<u>Processes after the Application Deadline:</u>				
	Double checks the completeness of the documents submitted and computes the GWA of the applicants.	None	10 working days after the deadline of application	Admin. Officer III
	Submits applications with computed GWA to the respective colleges.	None	15 mins	Admin. Officer III
	Screening of applicants by the respective colleges	None	7 days	Respective Colleges
	Informs Qualifiers through their registered emails or their contact numbers	None	15 mins	Admin. Officer III
Confirms or Declines Slot Offer	Take note of the Applicant's Response	None	1 day	Admin. Officer III
Submission of entrance credentials of the successful applicants (TOR from the previous university, PSA issued Birth Certificate, Student's Directory, RSA form (when	Accepts credentials and other forms, checks completeness of submitted documents. <u>If with complete credentials:</u>	None	20 mins.	OUR's Student Records Evaluator-in-charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
applicable), 2x2 Picture, and Medical Certificate)	Issues Admission Slip If with incomplete credentials: Issues Provisional Enrollment Form			
	Return student's copy of their credentials and college's copy for transmittal to their respective college.	None	5 mins.	SRE-in-charge
Proceed to the college for enrollment.	None	None	1 hr.	Respective Colleges
	ISKOLAR account creation. Created ISKOLAR account is sent to the student's registered personal email account.	None	2 days	Administrative Office III
	Total	None	13 working days and 1 hour and 55 mins.	

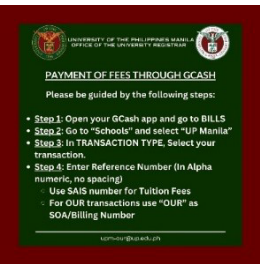
4. APPLICATION FOR OFFICIAL TRANSCRIPT OF RECORDS, CERTIFICATIONS, VERIFICATION AND AUTHENTICATION (CAV) DOCUMENT

Description of the Service: Processing of Official Transcript of Records, Certifications, Verification and Authentication of Documents

Office or Division	OFFICE OF THE UNIVERSITY REGISTRAR
Classification	Simple/Government to Citizen (Students from Other Universities)
Type of Transaction	Government to Citizen
Who may Avail	UP Manila Existing and Former Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in Applicants: Secure and fill-out the application form at the OUR's window 1 or 2.	Verifies the purpose of the request and assess documents' fees.	None	3 mins.	Persons-in-charge at the window 1 or 2
Process the payment at the Cashier's Office	None	1. TOR = 50.00 per page 2. Certifications = 50.00 per copy 3. Verification = 100.00	None	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		per request for local verification on requests = 30 US dollars for international verification on requests Sending Soft copy/ies of document/s to an institution abroad = 30 US dollars		
Submit application form at the OUR's window 1 or 2 after payment.	Receives the application form and issues claim slip	None	5 mins	Persons-in-charge at the window 1 or 2
Online Applications Answer the online application form through the link: https://bit.ly/CredentialsRequest	Checks the database of application	None	3 mins.	Person assigned at the Window 1 or 2
Process the payment through online platform or walk-in payment at the Cashier's Office 	None	1. TOR = 50.00 per page 2. Certifications = 50.00 per copy 3. Verification = 100.00 per request for local verification requests = 30 US dollars for international verification on requests	0	Requestors

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		4. Sending Soft copy/ies of document/s to an institution abroad = 30 US dollars		
Send proof of payment to the Cashier's Office and OUR	None	None	3 mins	Requestors
	Starts processing of requests	None	1. First Time TOR request = 20 working days 2. TOR Updates = 10 working days 3. TOR Recopy = 5 working days 4. Certifications = 5 working days 5. Verifications = 5 working days	Persons-in-charge at the Window 1 or 2, SRE-in-charge, encoder, checker and Admin. Aide III
Claim documents at the OUR's window 1 or 2	Release documents	None	10 mins	Persons-in-charge at the OUR's window 1 or 2
	Total	1. TOR = 50.00 per page 2. Certifications = 50.00 per copy 3. Verification = 100.00 per request for local verification requests = 30 US dollars for international verification requests 4. Sending Soft copy/ies of	1. First Time TOR request = 20 working days 2. TOR Updates = 10 working days 3. TOR Recopy = 5 working days 4. Certifications = 5 working days 5. Verifications = 5 working days	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		document/s to an institution abroad = 30 US dollars		

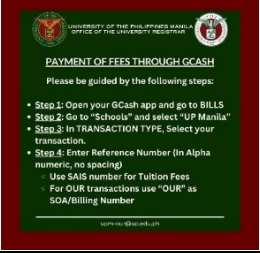
5. APPLICATION FOR COMPANY VERIFICATION

Description of the Service: Company Verification

Office or Division	OFFICE OF THE UNIVERSITY REGISTRAR
Classification	Simple/Government to Citizen (UP Manila Students)
Type of Transaction	Government to Citizen
Who may Avail	UP Manila Students, Faculty and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in Applicants: Secure and fill-out the application form at the OUR's window 1 or 2.	Verifies the purpose of the request and assess documents' fees.	None	3 min.	Persons-in-charge at the window 1 or 2
Process the payment at the Cashier's Office	None	1. Php100.00 for local verification 2. 30 US dollars for international verification	15 mins	Cashier's Office
Submit application form at the OUR's window 1 or 2 after payment.	Receives the application form and issues claim slip	None	5 mins	Persons-in-charge at the OUR's window 1 or 2
Online Applications Answer the online application form through the link: https://bit.ly/CredentialsRequest	Checks the database of application	None		
Process the payment through online platform or walk-in payment at the Cashier's Office	None	1. Php100.00 for local verification 2. 30 US dollars for international verification		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				
Send proof of payment to the Cashier's Office and OUR	None	None	3 mins	Requestors
	Starts processing of requests	None	5 working days	Persons-in-charge at the Window 1 or 2, and SRE-in-charge
Claim documents at the OUR's window 1 or 2	Release documents	None	10 mins	Persons-in-charge at the OUR's window 1 or 2
	Total		5 working days and 62 mins.	

6. ISSUANCE OF ORIGINAL DIPLOMA

Description of the Service: Processing of Original Diploma

Office or Division	OFFICE OF THE UNIVERSITY REGISTRAR
Classification	Simple/Government to Citizen (UP Manila Students)
Type of Transaction	Government to Citizen
Who may Avail	UP Manila Students, Faculty and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Creation of Purchase Request for the Original Diploma of Graduate Students	None	5 mins.	Admin. Officer III
	PR will go through the Government Processes for Purchase Requests	None	5 months	Procurement Office, Budget Office, OVCAF
	Creation of the list of graduates with pertinent details to be submitted to the supplier for printing	None	3 working days	Admin. Officer III
	Checking of the list of graduates and the pertinent details	None	3 working days	SRE-in-charge
	Submission of the final list to the supplier	None	5 mins.	Admin. Officer III
Follow-up the availability of the original diploma	Respond to the follow-ups	None	5 mins.	Admin. Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
through email, walk-in or landline				
Claim original diploma at the OUR's window 1 or 2 (A duly accomplished university clearance is required prior to releasing)	Check the student's university clearance and prepares the diploma with jacket	None	10 mins.	Persons-in-charge at the OUR's window 1 or 2
Received the diploma through the "Diploma Claiming" QR code.	Checks entry in the database and issues the diploma if entry has been reflected	None	5 mins	Person-in-charge at the OUR's window 1 or 2
	Total		5 months, 6 working days and 35 mins.	

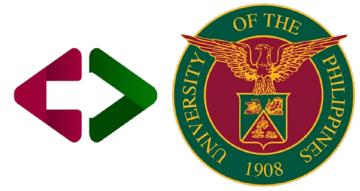
Prepared by:


SHEILA MAE D. COMADIZO
SRE II

Checked and approved by:


JEAN FLOR CAMU CASAUAY, RPh, MS
 University Registrar

**OFFICE OF THE VICE CHANCELLOR
FOR ACADEMIC AFFAIRS
EXTERNAL SERVICES**



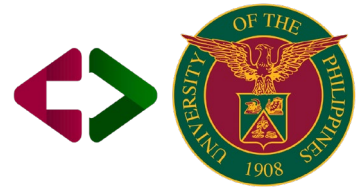
1. APPLICATION FOR FACULTY DEVELOPMENT GRANT (FDG)

The Faculty Development Grant (FDG) is given for academic presentation in international/national conferences/conventions; attendance in conferences held in the Philippines but not presenting, where each college is allowed to send up to three faculty members per national conference and a maximum of two for international conferences; short courses/training programs overseas included in a 5-year faculty development plan submitted to and accepted by the OVCAA. Each college is allowed to send up to a maximum of two (2) faculty members per short course/training program.

Office or Division	Office of the Vice Chancellor for Academic Affairs
Classification	Simple
Type of Transaction	G2G
Who may Avail	Faculty/research faculty, full-time or part-time, with or without tenure, who have served UPM for at least two (2) years, for attendance in international conferences, and at least one (1) year for local and foreign conferences held in the Philippines; clinical faculty and lecturers, who have been teaching for the last five (5) years, carrying six (6) units per semester, and not appointed as regular faculty because of lack of items.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished application form endorsed by the Department Chair and Dean or by the Institute Director and NIH Executive Director (1 hard copy)	OVCAA
Letter of invitation or acceptance from the organizer, which reflects UPM affiliation, and entitlements/non-entitlements (1 copy)	Client
Proof of Registration Fee Cost (1 copy)	Client
Copy of Program, if available (1 copy)	Client
Three (3) Quotations each for Economy Airfare and Accommodation Costs; <i>Note: In compliance with existing government rules and regulations, quotations for airfare and accommodation shall be based on arrival and check-in one (1) day prior to the start of the activity, and check-out and departure one (1) day after its conclusion.</i>	Client
If previous recipient of the grant, the applicant must have submitted a post-activity report	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form; attaches supporting/required documents; and submits to the OVCAA with TRACKS Barcode in hard copy	1.1. Receives grant application form;	N/A	5 minutes	OVCAA Staff (Admin Officer)
	1.2. Screens and checks if complete supporting/required documents are attached	N/A	60 minutes	OVCAA Staff (Admin Officer)
	1.3. Prepares/attaches the grant application form and indicates the entitlements to be received by the applicant	N/A	60 minutes	OVCAA Staff (Admin Officer)
	1.4. VCAA approves the grant entitlements	N/A	15 minutes	VCAA
	1.5. Forwards the approved and endorsed grant application form to the next concerned offices (Budget Office and Chancellor's Office) <i>Note: Once approved, the form will go back to the applicant, then the applicant will start processing the (DV & BUR via BULSA)</i>	N/A	5 minutes	OVCAA Staff (Admin Officer)
TOTAL		N/A	145 minutes per application	



2. APPLICATION FOR ACADEMIC PROGRAM IMPROVEMENT (API)

The Academic Program Improvement (API) is based on the broader perspective of achieving academic excellence in the UP System. The API funds are made available in order to strengthen the link and integration of education, research and creative work, and public service. To this end, the utilization of the funds is guided by certain policies to ensure that the funds provide greater impact to the various academic units in their pursuit of academic excellence.

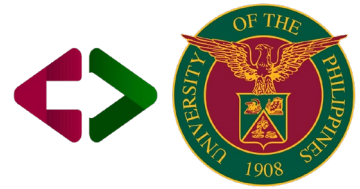
Office or Division	Office of the Vice Chancellor for Academic Affairs
Classification	Technical
Type of Transaction	G2G
Who may Avail	College/Units of UP Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished API proposal/application form endorsed by the API College Coordinator, Department Chair, and the Dean/Director	OVCAA
Line Item Budget	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out proposal/application with line item budget; submits to the OVCAA with TRACKS Barcode in hard copy	1.1. Receives the proposal/application	N/A	5 minutes	OVCAA Staff (Admin Officer)
	1.2. OVCAA assesses the completeness of the proposal/application and checks the rates of the line item budget if based on the given standard rates; If the proposal is complete, the proposal is referred to the API	N/A	30 minutes	OVCAA Staff (Admin Officer)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Committee for further evaluation.			
	1.3. The API Committee convenes to evaluate all submitted proposals, and requests further revisions from the proponents if needed.	N/A	5 days* *may vary depending on the resubmission of the college if proposal is returned for revisions	API Committee
	1.4. The OVCAA returns unendorsed proposals to the proponent; and endorsed proposals to the proponent to initiate funding clearance and approval through BULSA.	N/A	2 days	OVCAA Staff (Admin Officer)
TOTAL		N/A	8 working days	

**OFFICE OF THE VICE CHANCELLOR
FOR ACADEMIC AFFAIRS
INTERNAL SERVICES**



3. PROCESSING OF REQUESTS/DOCUMENTS OF FACULTY

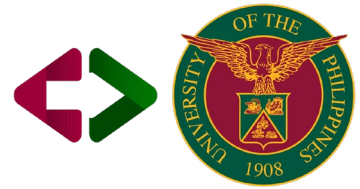
Processing of faculty-related requests requiring the VCAA's favorable endorsement, recommending approval or approval (e.g. original appointment, renewal of appointment, reduced teaching load, privilege to study at reduced fees, claim of overload pay, opening of subjects, retention of subjects below minimum number of students, travel authority, application for University Clearance-A/B, etc.)

Office or Division	Office of the Vice Chancellor for Academic Affairs
Classification	Simple
Type of Transaction	G2G / G2C
Who may Avail	Faculty (or through their respective colleges, departments, units)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request/form duly endorsed by proper channels; documentary requirements (if necessary)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter/form duly endorsed by proper channels, together with documentary requirements (if necessary), to the OVCAA with Barcode in hard copy or soft copy (sent via email or uploaded in TRACKS)	1.1. Receives the request letter/form;	N/A	5 minutes	OVCAA Staff (Admin Officer)
	1.2. Assesses the request letter/form if: - Endorsed by appropriate channels; - Accuracy of information and		30 minutes	OVCAA Staff (Admin Officer)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	completeness of documentary requirements (if any)			
	1.3. Reviews the request, writes remarks (if necessary) and recommends action of the VCAA;	N/A	10 minutes	OVCAA Staff (Executive Assistant)
	1.4. VCAA acts on the request;	N/A	10 minutes	VCAA
	1.3. Forwards the request to the applicant or next concerned office/unit;	N/A	5 minutes	OVCAA Staff (Admin Officer)
	TOTAL	N/A	60 minutes	



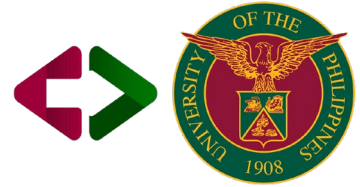
4. PROCESSING OF OTHER REQUESTS/DOCUMENTS

Processing of other requests requiring the VCAA's favorable endorsement/recommending approval/approval (e.g. preparation of endorsement letter for grant, curricular and institutional proposals, certification, authority to reimburse, TATF, CWA/DTRs, etc)

Office or Division	Office of the Vice Chancellor for Academic Affairs
Classification	Simple
Type of Transaction	G2G / G2C
Who may Avail	Students, faculty, staff

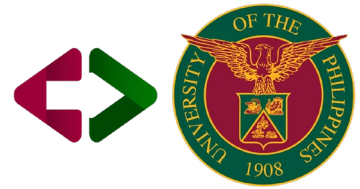
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request/form duly endorsed by proper channels; documentary requirements (if necessary)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter/form duly endorsed by proper channels, together with documentary requirements (if necessary), to the OVCAA with Barcode in hard copy or soft copy (sent via email or uploaded in TRACKS)	1.1. Receives the request letter/form;	N/A	5 minutes	OVCAA Staff (Admin Officer)
	1.2. Assesses the request letter/form if: <ul style="list-style-type: none"> - Endorsed by appropriate channels; - Accuracy of information and completeness of documentary 		10 minutes	OVCAA Staff (Admin Officer)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requirements (if any)			
	1.3. Reviews the request, writes remarks (if necessary) and recommends action of the VCAA;	N/A	10 minutes	OVCAA Staff (Executive Assistant)
	1.4. VCAA acts on the request;	N/A	10 minutes	VCAA
	1.3. Forwards the request to the applicant or next concerned office/unit;	N/A	5 minutes	OVCAA Staff (Admin Officer)
TOTAL		N/A	40 minutes	

**OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION AND FINANCE
INTERNAL SERVICES**



1. ENDORSEMENT ON APPOINTMENT PAPERS OF UPM EMPLOYEES

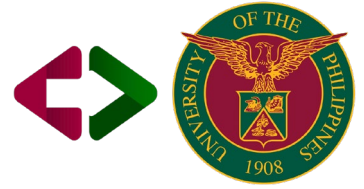
Endorsement of the Vice Chancellor on the Final Appointment (original appointment) issued by the university through the HRDO to all hired UPM employees (regular administrative personnel), for the approval of the Chancellor.

Office or Division	Office of the Vice Chancellor for Administration and Finance
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

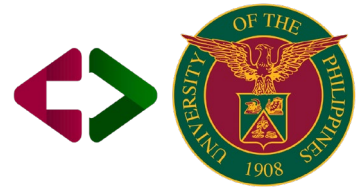
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with Barcode Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Messenger forwards the appointment paper with necessary attachments to OVCAF for endorsement of the Vice Chancellor for Administration (VCAF) to the Chancellor for approval.	1.1 Receives appointment paper with necessary attachments from the Messenger.	None	1 minute	Administrative Aide – OVCAF
	1.2 Encodes as incoming in TRACKS.	None	1 minute	Administrative Aide – OVCAF
	1.3 Forwards to the AO II and or Executive Assistant for screening as to completeness and	None	1 hour	Administrative Aide – OVCAF

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	accuracy of the appointment paper.			
	1.4 Verifies/ screens appointment papers as to completeness of attached requirements/ signatures and accuracy of the appointment papers.	None	1 working day	Administrative Officer – OVCAF
	1.5 Initials on the verified correct appointment paper/s and forwards to the Vice Chancellor for Administration and Finance for signature.	None	5 minutes	Administrative Officer – OVCAF
	1.6 Initials/signs the endorsement of appointment papers for the approval of the Chancellor.	None	1 working day	Vice Chancellor for Administration and Finance
	1.7 Encodes/ records the outgoing appointment papers in TRACKS and forwards the document to the Office of the Chancellor.	None	10 minutes	Administrative Aide– OVCAF



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	2 Days, 1 Hour, 17 Minutes	



2. APPROVAL OF DISBURSEMENT VOUCHERS (PAYMENT OF SALARIES AND OTHER BENEFITS)

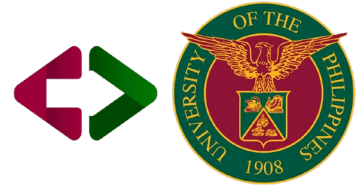
Endorsement of the Vice Chancellor on the Final Appointment (original appointment) issued by the university through the HRDO to all hired UPM employees (regular administrative personnel), for the approval of the Chancellor.

Office or Division	Office of the Vice Chancellor for Administration and Finance
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

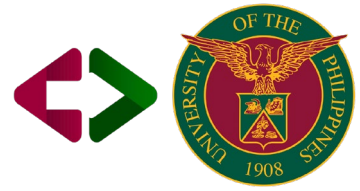
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with Barcode Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Messenger forwards the processed Disbursement Voucher from the Accounting Office signed by the Accountant with necessary attachments to OVCAF for the signature of the Vice Chancellor for Administration (VCAF)/ Assistant to the Vice Chancellor for Administration and Finance (AVCAF). <i>Note: Level of Authority for VCAF is Php 3 Million and below,</i>	1.1 Receives processed Disbursement Voucher from Accounting Office signed by the Accountant	None	5 minutes	Senior Office Associate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>for AVCAF is Php 200,000 and below.</i>				
	1.2 Encodes Disbursement Voucher in Transaction Recording, Archiving, Codifying, Keeping System (TRACKS).	None	5 minutes	Senior Office Associate
	1.3 Forwards DV to the Assistant to the Vice Chancellor for Administration and Finance (AVCAF) for screening as to completeness and	None	5 minutes	Senior Office Associate
	1.4 Screens DV for completeness and accuracy	None	1 day	Assistant to the Vice Chancellor for Administration and Finance
	1.5 Initials Box D of the DV	None	5 minutes	Assistant to the Vice Chancellor for Administration and Finance
	1.6 Forwards DV to VCAF for approval/ signature on Box D	None	5 minutes	Assistant to the Vice Chancellor for Administration and Finance



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Signs/ approves DV based Level of Authority	None	1 day	Vice Chancellor for Administration and Finance/ Assistant to the Vice Chancellor for Administration and Finance
	1.8 Encodes/ records Outgoing of DV in TRACKS	None	5 minutes	Senior Office Associate
	1.9 Forwards approved DV to Cash Office for check preparation	None	10 minutes	Senior Office Associate
TOTAL		None	2 Days, 40 Minutes	



3. SIGNING OF TRANSFER ORDERS OF SALARIES, CHECKS FOR PAYMENT TO EMPLOYEES/ CONTRACTORS/ SUPPLIERS

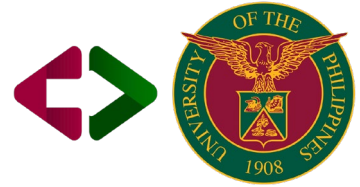
Endorsement of the Vice Chancellor on the Final Appointment (original appointment) issued by the university through the HRDO to all hired UPM employees (regular administrative personnel), for the approval of the Chancellor.

Office or Division	Office of the Vice Chancellor for Administration and Finance
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

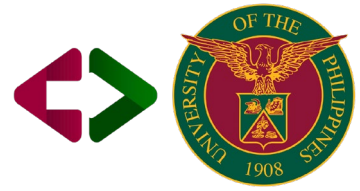
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with Barcode Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Messenger forwards the check with initials of Cash Office Chief with necessary attachments to OVCAF for the signature of the Vice Chancellor for Administration and Finance (VCAF)/ Assistant to the Vice Chancellor for Administration and Finance (AVCAF) based on the level of authority.	1.1 Receives Checks of the Chief, Cash Office	None	5 minutes	Administrative Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Encodes Checks in Transaction Recording, Archiving, Codifying, and Keeping System (TRACKS).	None	5 minutes	Administrative Aide
	1.3 Screens Checks for completeness and accuracy of the names of signatories	None	1 hour	Administrative Aide
	1.4 Forwards Checks to signatories based on level of authority	None	5 minutes	Administrative Aide
	1.5 Signs Checks	None	1 day	Vice Chancellor for Administration and Finance/ Assistant to the Vice Chancellor for Administration and Finance
	1.6 Screens if the Checks are signed	None	5 minutes	Administrative Aide
	1.7 Encodes/ records signed Checks as Outgoing in TRACKS	None	5 minutes	Administrative Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Forwards signed Checks to VCAA/ VCPD/ Chancellor depending on the level of authority for approval/ signature	None	10 minutes	Administrative Aide
TOTAL		None	1 Day, 1 Hour, 35 Minutes	



4. SIGNING OF MEMORANDUM OF AGREEMENT/ CONTRACT

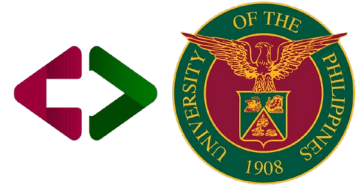
Endorsement of the Vice Chancellor on the Final Appointment (original appointment) issued by the university through the HRDO to all hired UPM employees (regular administrative personnel), for the approval of the Chancellor.

Office or Division	Office of the Vice Chancellor for Administration and Finance
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

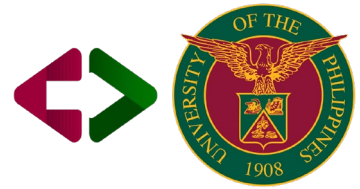
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with Barcode Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Messenger forwards the Memorandum of Agreement/ Contracts of Suppliers endorsed by the Legal Office with necessary attachments to OVCAF for the signature of the Vice Chancellor for Administration (VCAF). <i>Note: MOA/Contract already signed by VCAF's level of authority shall be forwarded to the concerned unit.</i>	1.1 Receives MOA/ Contracts of Suppliers endorsed by the Legal Office for approval	None	5 minutes	Administrative Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Encodes MOA/ Contract as incoming in Transaction Recording, Archiving, Codifying, Keeping System (TRACKS).	None	5 minutes	Administrative Aide
	1.3 Forwards MOA/ Contract to AVCAF for checking of completeness of signatures	None	5 minutes	Administrative Aide
	1.4 Checks MOA/ Contract for completeness of signatures	None	1 day	Assistant to the Vice Chancellor for Administration and Finance
	1.5 Forwards MOA/ Contract for signature.	None	5 minutes	Assistant to the Vice Chancellor for Administration and Finance
	1.6 Signs MOA/ Contract	None	5 minutes	Vice Chancellor for Administration and Finance
	1.7 Encodes/ records signed MOA/ Contract as Outgoing in TRACKS	None	5 minutes	Administrative Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Forwards signed MOA/ Contract to the Chancellor for signature or concerned Unit if already signed by VCAF based on level of authority	None	10 minutes	Administrative Aide
TOTAL		None	1 Day, 40 Minutes	



5. APPROVAL OF SPPMP, PPMP AND APP

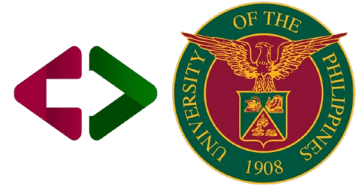
Endorsement of the Vice Chancellor on the Final Appointment (original appointment) issued by the university through the HRDO to all hired UPM employees (regular administrative personnel), for the approval of the Chancellor.

Office or Division	Office of the Vice Chancellor for Administration and Finance
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

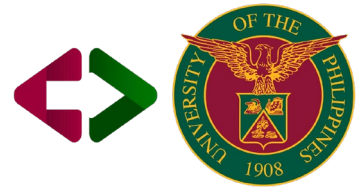
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with Barcode Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Messenger forwards the Supplemental Project Procurement Management Plan (SPPMP), Project Procurement Management Plan (PPMP) and Annual Procurement Plan (APP) from the Procurement Office with necessary attachments to OVCAF for the initials of the Assistant to the Vice Chancellor for Administration and Finance (AVCAF) and signature of the	1.1 Receives SPPMP, PPMP and APP from the Procurement Office for approval	None	5 minutes	Senior Office Associate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Vice Chancellor for Administration (VCAF).				
	1.2 Stamps date and time received and encodes as incoming in Transaction Recording, Archiving, Codifying, Keeping System (TRACKS).	None	5 minutes	Senior Office Associate
	1.3 Forwards to the Assistant to the Vice Chancellor for Administration and Finance (AVCAF) for screening as to completeness of signatories	None	5 minutes	Senior Office Associate
	1.4 Screens SPPMP, PPMP and APP for completeness of signatures	None	1 day	Assistant to the Vice Chancellor for Administration and Finance
	1.5 Initials SPPMP, PPMP and APP for the VCA	None	5 minutes	Assistant to the Vice Chancellor for Administration and Finance
	1.6 Forwards SPPMP, PPMP and APP to VCAF for signature	None	5 minutes	Assistant to the Vice Chancellor for Administration and Finance



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Signs SPPMP, PPMP and APP	None	1 day	Vice Chancellor for Administration and Finance
	1.8 Encodes/ records signed SPPMP, PPMP and APP as outgoing in TRACKS	None	5 minutes	Senior Office Associate
	1.9 Forwards signed SPPMP, PPMP and APP to the Procurement Office	None	10 minutes	Senior Office Associate
TOTAL		None	2 Days, 40 Minutes	



6. SIGNING OF PROCUREMENT DOCUMENTS

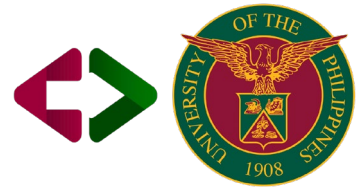
Endorsement of the Vice Chancellor on the Final Appointment (original appointment) issued by the university through the HRDO to all hired UPM employees (regular administrative personnel), for the approval of the Chancellor.

Office or Division	Office of the Vice Chancellor for Administration and Finance
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with Barcode Number as applicable	Requesting Party

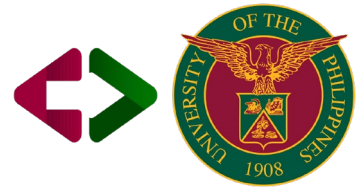
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Messenger forwards the Purchase Request (PR), Invitation to Bid (ITB), Terms of Reference (TOR), Bids and Awards Committee Resolution (BAC Reso), Notice of Award (NOA), Notice to Proceed (NTP), Purchase Order (PO) and Work Order (WO) with necessary attachments from units/offices to OVCAF for the signature of the Vice Chancellor for Administration (VCAF).	1.1 Receives Purchase Request, Invitation to Bid, Terms of Reference, BAC Resolution, Notice of Award, Notice to Proceed, Purchase Order and Work Order for approval/signature	None	5 minutes	Administrative Aide/ Senior Office Associate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Note: approval is based on level of authority.</i>				
	1.2 Stamps date and time received and encodes as incoming in Transaction Recording, Archiving, Codifying, Keeping System (TRACKS).	None	5 minutes	Administrative Aide/ Senior Office Associate
	1.3 Forwards to the Assistant to the Vice Chancellor for Administration and Finance (AVCAF) for checking the completeness and accuracy of documents.	None	5 minutes	Administrative Aide/ Senior Office Associate
	1.4 Checks and initials PR, ITB, TOR, BAC Reso, NOA, NTP, PO and WO for completeness and accuracy of documents	None	1 day	Assistant to the Vice Chancellor for Administration and Finance
	1.5 Forwards PR, ITB, TOR, BAC Reso, NOA, NTP, PO and WO to VCAF for signature	None	5 minutes	Assistant to the Vice Chancellor for Administration and Finance
	1.6 Signs PR, ITB, TOR, BAC Reso, NOA, NTP, PO and WO	None	1 day	Vice Chancellor for Administration and Finance



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Encodes/ records signed PR, ITB, TOR, BAC Reso, NOA, NTP, PO and WO as outgoing in TRACKS	None	5 minutes	Administrative Aide/ Senior Office Associate
	1.8 Forward signed PR, ITB, TOR, BAC Reso, NOA, NTP, PO and WO to Respective Unit	None	10 minutes	Administrative Aide/ Senior Office Associate
TOTAL		None	2 Days, 35 Minutes	

**OFFICE OF THE VICE CHANCELLOR FOR
PLANNING AND DEVELOPMENT
EXTERNAL SERVICES**



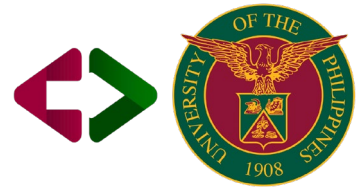
1. SIT INFRA, PROGRESS BILLING, TECH DOCS

Request for Approval/Signature of Documents (APP for Infrastructure Projects, Progress Billing and Technical Documents)

Office or Division	Office of the Vice Chancellor for Planning and Development
Classification	Highly Technical
Type of Transaction	G2B and G2G
Who may Avail	Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Opens Online TRACKS to receive document online		30 seconds	OVCPD designated staff
2.	Review of documents		15 minutes	VCPD
3.	Approval/Disapproval		10 seconds	VCPD
4.	Outgoing to Online TRACKS		30 seconds	OVCPD designated staff
5.	Outgoing to Concerned Office		5 minutes	OVCPD designated staff
TOTAL		None	21 minutes and 10 seconds	



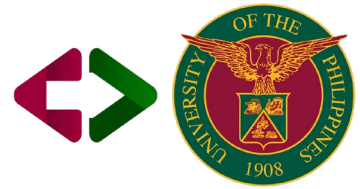
2. SIT CHECKS, TO

Request for Approval/Signature of Documents (Checks, Transfer Order)

Office or Division	Office of the Vice Chancellor for Planning and Development
Classification	Complex
Type of Transaction	G2B and G2G
Who may Avail	Employee/Students/Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Checks barcode against the list		10 seconds	OVCPD designated staff
2.	Review of documents for signatories and amount		20 seconds	OVCPD designated staff
3.	Approval		10 minutes	VCPD
4.	Outgoing to Online TRACKS		30 seconds	OVCPD designated staff
5.	Double check documents from the printed list		10 seconds	OVCPD designated staff
6.	Outgoing to Concerned Office		5 minutes	OVCPD designated staff
TOTAL		None	16 minutes and 10 seconds	



3. SIT LETTER REQUEST

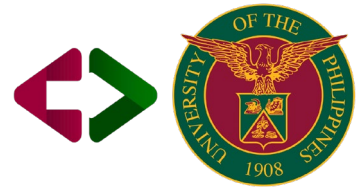
Request for Approval/Signature of Documents (Letter Request)

Office or Division	Office of the Vice Chancellor for Planning and Development
Classification	Simple
Type of Transaction	G2B and G2G
Who may Avail	Employee/Students/Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Opens Online TRACKS to receive document online		30 seconds	OVCPD designated staff
2.	Review of documents		5 minutes	VCPD
3.	Approval/Disapproval		10 minutes	VCPD
4.	Outgoing to Online TRACKS		30 seconds	OVCPD designated staff
5.	Outgoing to Concerned Office		5 minutes	OVCPD designated staff
TOTAL		None	21 minutes	

**OFFICE OF THE VICE CHANCELLOR FOR
PLANNING AND DEVELOPMENT
INTERNAL SERVICES**



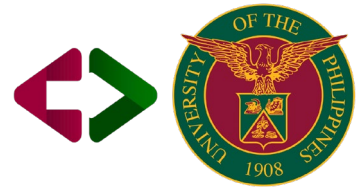
1. SIT INFRA, PROGRESS BILLING, TECH DOCS

Request for Approval/Signature of Documents (APP for Infrastructure Projects, Progress Billing and Technical Documents)

Office or Division	Office of the Vice Chancellor for Planning and Development
Classification	Highly Technical
Type of Transaction	G2B and G2G
Who may Avail	Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Opens Online TRACKS to receive document online		30 seconds	OVCPD designated staff
2.	Review of documents		15 minutes	VCPD
3.	Approval/Disapproval		10 seconds	VCPD
4.	Outgoing to Online TRACKS		30 seconds	OVCPD designated staff
5.	Outgoing to Concerned Office		5 minutes	OVCPD designated staff
TOTAL		None	21 minutes and 10 seconds	



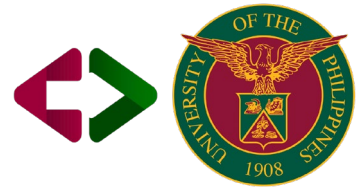
2. SIT CHECKS, TO

Request for Approval/Signature of Documents (Checks, Transfer Order)

Office or Division	Office of the Vice Chancellor for Planning and Development
Classification	Complex
Type of Transaction	G2B and G2G
Who may Avail	Employee/Students/Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Checks barcode against the list		10 seconds	OVCPD designated staff
2.	Review of documents for signatories and amount		20 seconds	OVCPD designated staff
3.	Approval		10 minutes	VCPD
4.	Outgoing to Online TRACKS		30 seconds	OVCPD designated staff
5.	Double check documents from the printed list		10 seconds	OVCPD designated staff
6.	Outgoing to Concerned Office		5 minutes	OVCPD designated staff
TOTAL		None	16 minutes and 10 seconds	



3. SIT LETTER REQUEST

Request for Approval/Signature of Documents (Letter Request)

Office or Division	Office of the Vice Chancellor for Planning and Development
Classification	Simple
Type of Transaction	G2B and G2G
Who may Avail	Employee/Students/Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Opens Online TRACKS to receive document online		30 seconds	OVCPD designated staff
2.	Review of documents		5 minutes	VCPD
3.	Approval/Disapproval		10 minutes	VCPD
4.	Outgoing to Online TRACKS		30 seconds	OVCPD designated staff
5.	Outgoing to Concerned Office		5 minutes	OVCPD designated staff
TOTAL		None	21 minutes	

**OFFICE OF THE VICE CHANCELLOR FOR
RESEARCH AND EXTENSION
INTERNAL SERVICES**

1. ENDORSEMENT/APPROVAL OF DOCUMENTS

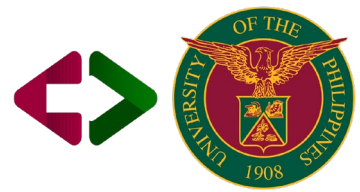
This procedure includes the activities from receiving to forwarding the approved documents to the next office/unit.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Faculty, Researchers, REPS, Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. REPS document with TRACKS Number reviewed and endorsed by UPM-RPFC thru HRDO	HRDO
2. Research-related document with TRACKS Number reviewed and endorsed by RGAO	RGAO
3. Legal document reviewed and endorsed by Legal Office	Legal Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits document for endorsement of the Vice Chancellor for Research and Extension (VCRE)	1.1. Accepts submission and refer to appropriate staff for review	None	1/2 working day	OVCRE Administrative Staff
	1.2.Reviews the document	None	1 working day	OVCRE Administrative Officer – Administrative Documents OVCRE University Researcher – Research-related Documents

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Facilitates the appropriate action for the document	None	1 working day	Executive Assistant – REPS documents and other documents
	1.4. Approval/ signing of documents	None	2 working days	Vice Chancellor for Research and Extension (VCRE)
	1.5. Forwards the document to the next office/unit	None	1/2 working day	OVCRE Administrative Staff
	TOTAL	None	4 working days	



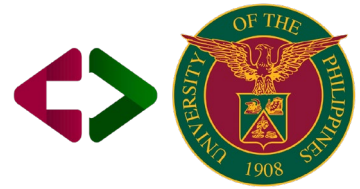
2. REQUEST FOR ASSISTANCE ON LABORATORY SERVICES

This procedure outlines the process for requesting assistance from laboratory facilities.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Researchers, Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter/email communication forwarded from/received from the requesting party	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits submits letter request/email communication to the Office of the Vice Chancellor for Research and Extension	1.1. Acknowledges the request	None	1/2 working day	Executive Assistant
	1.2. Forwards the request to the Laboratory Coordination Committee Staff	None	1/2 working day	Executive Assistant
	1.3. Reviews and forwards the request to the appropriate laboratory focal person	None	1 working day	Laboratory Coordination Committee Staff
	1.4. Reviews and respond to the request	None	2 working days	Laboratory Focal Person of the Concerned Person
TOTAL		None	4 working days	

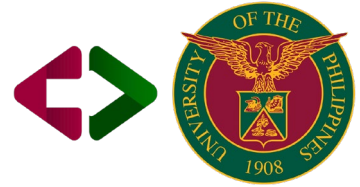


3. APPLICATION FOR RESEARCH DISSEMINATION GRANT

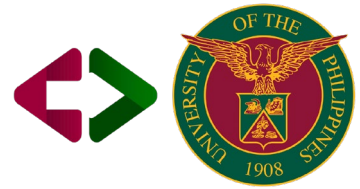
The Research Dissemination Grant (RDG) supports the dissemination of the faculty's research outputs, particularly: a) aral presentation of research/study outputs in international/national conferences, and b) qualified poster presentation in international/national conferences

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Faculty/research faculty (full-time or part-time, with or without tenure) who have served UP Manila for at least two (2) years for attendance in international conferences and at least one (1) year for local and foreign conferences held in the Philippines; or a clinical faculty and lecturers who have been teaching for the last five (5) years, carrying six (6) units per semester and not appointed as regular faculty because of lack of items

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form reviewed and endorsed by the Department Chair and Dean/Institute Director/Director, as applicable	OVCRE
Letter of invitation from organizer, indicating the acceptance of paper and entitlements/non-entitlement	Client
Abstract reflecting the applicant's affiliation with UPM	Client
Registration form where registration fee is indicated	Client
Certificate of RGAO registration	Client
Copy of the conference program	Client
At least three (3) quotations for airfare and hotel accommodation <i>Note: In compliance with existing government rules and regulations, quotations for airfare and accommodation shall be based on arrival and check-in one (1) day prior to the start of the activity, and check-out and departure one (1) day after its conclusion.</i>	Client
Approval of research protocol from UPM-REB/IACUC/IBBC (as applicable)	Client
Document reflecting other sources of funds (if applicable)	Client
If previous recipient of the grant, the applicant must have submitted a post-activity report	Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form; attaches supporting/required documents; and submits to the RGAO with TRACKS Barcode in hard copy	1.1. RGAO receives grant application form, screens and checks if complete supporting/required documents are attached, and prepares/attaches the grant application form and indicates the entitlements to be received by the applicant	None	1 working day	RGAO Staff
	1.2. Receives the screened grant application form from RGAO	None	5 minutes	OVCRE Staff (Admin Officer)
	1.3. Evaluates the application	None	60 minutes	OVCRE Staff (REPS)
	1.4. VCRE approves the grant entitlements	None	60 minutes	VCRE
	1.5. Forwards the approved and endorsed grant application form to the next concerned offices (Budget Office and Chancellor's Office)	None	5 minutes	OVCRE Staff (Admin Officer)
	TOTAL	None	1-2 working days per application	



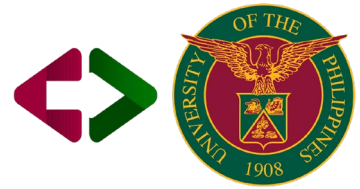
4. APPLICATION FOR PUBLICATION AWARD

The UP Manila Publication Award aims to support the publication of faculty's research outputs.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Faculty/research faculty member (full-time or part-time, with or without tenure)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form reviewed and endorsed by the Department Chair and Dean/Institute Director/Director, as applicable	OVCRE
Copy of journal article (peer-reviewed, non-Scopus/WoS); affiliation with UP Manila stated clearly in the article	Client
Portion of the journal indicating that it is peer-reviewed, or any proof of the peer-review process	Client
Certificate of RGAO registration	Client
Ethics approval of research protocol from UPM-REB/IACUC/IBBC (as applicable)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form; attaches supporting/required documents; and submits to the RGAO with TRACKS Barcode in hard copy	1.1. RGAO receives grant application form, screens and checks if complete supporting/required documents are attached, and prepares/attaches the grant application form and indicates the entitlements to be received by the applicant	None	1 working day	RGAO Staff
	1.2. Receives the screened grant application form from RGAO	None	5 minutes	OVCRE Staff (Admin Officer)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Evaluates the application	None	60 minutes	OVCRE Staff (REPS)
	1.4. VCRE approves the grant entitlements	None	60 minutes	VCRE
	1.5. Forwards the approved and endorsed grant application form to the next concerned offices (Budget Office and Chancellor's Office)	None	5 minutes	OVCRE Staff (Admin Officer)
	TOTAL	None	1-2 working days per application	

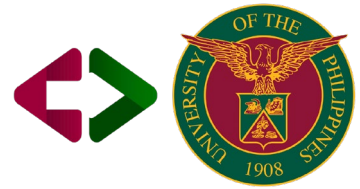
5. APPLICATION FOR PUBLICATION FEE GRANT

The UP Manila Publication Fee Grant aims to support the publication of faculty's research outputs.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Faculty/research faculty member (full-time or part-time, with or without tenure)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application form reviewed and endorsed by the Department Chair and Dean/Institute Director/Director, as applicable	OVCRE
Letter of acceptance for publication from the editor, which also includes the amount charged for the publication fee	Client
Proof that the journal is a WoS- or SCOPUS-indexed journal	Client
Certificate of RGAO registration	Client
Ethics approval of research protocol from UPM-REB/IACUC/IBBC (as applicable)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form; attaches supporting/required documents; and submits to the RGAO with TRACKS Barcode in hard copy	1.1. RGAO receives grant application form, screens and checks if complete supporting/required documents are attached, and prepares/attaches the grant application form and indicates the entitlements to be received by the applicant	None	1 working day	RGAO Staff
	1.2. Receives the screened grant application form from RGAO	None	5 minutes	OVCRE Staff (Admin Officer)
	1.3. Evaluates the application	None	60 minutes	OVCRE Staff (REPS)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. VCRE approves the grant entitlements	None	60 minutes	VCRE
	1.5. Forwards the approved and endorsed grant application form to the next concerned offices (Budget Office and Chancellor's Office)	None	5 minutes	OVCRE Staff (Admin Officer)
	TOTAL	None	2 working days per application	

**RESEARCH GRANS ADMINISTRATION OFFICE
EXTERNAL SERVICES**

1. REGISTRATION OF UP MANILA RESEARCH AND RESEARCH OUTPUTS (PRESENTATIONS AND PUBLICATIONS)

1. Issuance of RGAO Registration Certificate for UP Manila Research				
Office or Division:	RGAO - Grants Application and Protocol Development Unit (GAPDU)			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UP Manila Faculty, Students, REPS, PGH Residents and Fellows			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Completion from the VLE Online Module Course on Research Integrity (or its equivalent Certificate of Attendance from the Research Integrity Education Caravan)		OVCR Office of Research Integrity (ORI) (Memo No. CMLT-2024-262 (VLE Online Module Course on Research Integrity (RI)))		
Line-Item Budget (Note: This is required only for research projects with external sources of funding.)		Funding agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submits the RGAO Registration Form at the RGAO website .	1. Screens research versus non-research; checks investigators if UP Manila-affiliated; checks if not yet previously registered with RGAO; checks for complete information	None	Within 2 working days (batch processing of requests)	RGAO-GAPDU Staff-in-charge
	2. Assigns unique RGAO reference number and inputs registration details in the RGAO research database			
	3. Generates RGAO Registration Certificate containing the research title, name of research investigators and, RGAO Reference Number. Sends RGAO Registration Certificate to research investigators via email.			
		Total	2 working days	
Note: 1. Requests received during weekends, holidays, or beyond 5:00 PM on weekdays will be registered on the next working day.				

2. Issuance of RGAO Registration Certificate for UP Manila Research Presentations and Research Publications

Office or Division:	RGAO - Grants Application and Protocol Development Unit (GAPDU)
Classification:	Simple
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	UP Manila Faculty, Students, REPS, PGH Residents and Fellows

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RGAO reference number of the original research	Research Grants Administration Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submits the RGAO Registration Form at the RGAO website .	1. Screens presentation/publication if research versus non-research; checks presenters/authors if UP Manila-affiliated; checks if not yet previously registered with RGAO; checks for complete information	None	Within 2 working days (batch processing of requests)	RGAO-GAPDU Staff-in-charge
	2. Traces the original research based on RGAO reference number and inputs presentation/ publication details in the RGAO research database			
	3. Generates RGAO Registration Certificate containing the title of presentation/publication, name of presenters/authors, and RGAO Reference Number. Sends RGAO Registration Certificate to presenters/authors via email.			
		Total	2 working days	

Note:

1. Requests received during weekends, holidays, or beyond 5:00 PM on weekdays will be registered on the next working day.

3. Issuance of Revised RGAO Registration Certificate

Office or Division:	RGAO - Grants Application and Protocol Development Unit (GAPDU)
Classification:	Simple
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	UP Manila Faculty, Students, REPS, PGH Residents and Fellows

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RGAO reference number of the original research	Research Grants Administration Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submits the Revise RGAO Registration Certificate form at the RGAO website .	1. Screens request if valid RGAO reference number	None	Within 2 working days (batch processing of requests)	RGAO-GAPDU Staff-in-charge
	2. Traces the original research based on RGAO reference number and updates details (research title, name of research investigators, objectives) in the RGAO research database			
	3. Generates revised RGAO Registration Certificate containing the updated research title/name of research investigators, with the same RGAO Reference Number. Sends RGAO Registration Certificate to research investigators via email.			
		Total	2 working days	

Note:

1. Requests received during weekends, holidays, or beyond 5:00 PM on weekdays will be registered on the next working day.

2. SCREENING OF RESEARCH AGREEMENTS FOR LEGAL REVIEW AND APPROVAL

Facilitation of Review and Approval of Research Contracts				
Office or Division:	RGAO - Grants Application and Protocol Development Unit (GAPDU) and Legal Office			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UP Manila faculty whose research project is registered with RGAO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contract template		UPM Legal Office (https://legal.upm.edu.ph/)		
Checklist of requirements (based on Memo CMLT-2024-307)		RGAO-GAPDU		
Requirements (based on the checklist stated in Memo CMLT-2024-307)		Client		
Editable copy (Word file) of contract		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits research contract with complete attachments.	1. Receives research contract and checks if the corresponding research project is registered in the RGAO Database.	None	2 minutes	RGAO-GAPDU Staff-in-charge / University Research Associate II
	2. Conducts a preliminary review of the provisions of the research contract following the provisions pursuant to Memo CMLT-2024-307.	None	15 minutes	RGAO-GAPDU Staff-in-charge/ University Research Associate II
	3. Screens documentary requirements submitted through email, as required by the UPM Legal Office (listed in the memo CMLT-2024-307).	None	15 minutes	RGAO-GAPDU Staff-in-charge / University Research Associate II
	4. Assigns tracking number and logs in the Legal Review database for record and documentation.	None	5 minutes	RGAO-GAPDU Staff-in-charge / Administrative Aide VI
	5. Attaches an endorsement letter signed by the RGAO Head, and Certificate of no budget clearance (if applicable).	None	2 minutes	RGAO-GAPDU Staff-in-charge / University Research Associate I

	6. Creates a Google folder with the tracking number as filename. This folder contains the documentary requirements and will be shared to the UPM Legal Officer for their reference.	None	2 minutes	RGAO-GAPDU Staff-in-charge / Senior Office Assistant
	7. Forwards the printed research contract to the RGAO Legal Officer and sends an e-copy through email.	None	4 minutes	RGAO-GAPDU Staff-in-charge / University Research Associate II
	8. Reviews contracts. 8.1. Affixes digital signature and endorses e-copy to RGAO Head for digital signature.	None	20 days	RGAO Legal Officer / Chief Legal
	9. Affixes digital signature on the e-copy of the research contract.	None	7 hours	RGAO Head
	10. Forwards research contract to the UPM Legal Office for review and endorsement of the following: Chief Legal Officer, OVCRE, OVCAF and OC.	None	3 days	RGAO-GAPDU Staff-in-charge / Senior Legal Aide
	11. Receives the signed contract and notify the project team through email/ messenger to collect it.	None	15 mins	RGAO-GAPDU Staff-in-charge / Senior Office Aide
		Total	24 days	

3. COLLECTION OF INSTITUTIONAL FEES

1. Issuance of Reference Slip for Administrative Overhead Cost (AOC) of Government Funded Projects				
Office or Division:	RGAO - Grants Application and Protocol Development Unit (GAPDU)			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UP Manila research staff and personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Line-Item Budget (LIB)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved Line-Item Budget (LIB)	1. Reviews the LIB to ensure the accuracy of the AOC allocation in line with the funding agency's requirements.	None	3 minutes	RGAO-GAPDU Staff-in-charge
	2. Prepares the Reference Slip indicating the distribution of the AOC (as per Memo RLA-10-083).	None	15 minutes	RGAO-GAPDU Staff-in-charge
	3. Issues the Reference Slip to the Client/Implementing Unit for the Principal Investigator's signature.	None	Within the day (depending on the availability of the Principal Investigator)	RGAO-GAPDU Staff-in-charge
2. Returns the Reference Slip with the Principal Investigator's signature.	4. Signs the Reference Slip.	None	Within the day	RGAO Head
	5. Scans the Reference Slip and keeps e-copy for filing.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	6. Forwards the Reference Slip to the Accounting Office for processing.	None	2 minutes	RGAO-GAPDU Staff-in-charge
		Total	1 working day and 22 mins	

2. Issuance of Statement of Account (SOA) for Administrative Overhead Cost (AOC) of Private/Industry-Sponsored Research

Office or Division:	RGAO - Grants Application and Protocol Development Unit (GAPDU)
Classification:	Simple
Type of Transaction:	Government-to-Client (G2C)
Who may avail:	UP Manila research staff and personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Research Collaboration Agreement/Clinical Trial Agreement with approved LIB	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for computation and billing of AOC	1. Computes the AOC pursuant to Memo CCDP 2018-116 in which the total amount per patient shall be determined from the Procedural and Non-Procedural budget.	None	30 minutes	RGAO-GAPDU Staff-in-charge
	2. Records the AOC amount in the AOC database.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	3. Generates and prints the Statement of Account indicating the amount of the AOC.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	4. Signs the Statement of Account.	None	Within the day	RGAO Head
	5. Scans the Statement of Account and keeps e-copy for filing.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	6. Issues the Statement of Account to the Client/Implementing Unit.	None	2 minutes	RGAO-GAPDU Staff-in-charge
		Total	1 working day and 38 mins	

3. Issuance of Statement of Account for UPMREB Review Fee				
Office or Division:	RGAO - Grants Application and Protocol Development Unit (GAPDU)			
Classification:	Simple			
Type of Transaction:	Government-to-Client (G2C)			
Who may avail:	UP Manila research staff and personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Line-Item Budget (LIB)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Statement of Account	1. Coordinates with UPMREB for confirmation of submission. Checks research collaboration agreement and LIB (if applicable).	None	2 minutes	RGAO-GAPDU Staff-in-charge
	2. Checks the RGAO reference number and records in the UPMREB collections database.	None	5 minutes	RGAO-GAPDU Staff-in-charge
	3. Generates and prints the Statement of Account indicating the UPMREB review fee.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	4. Signs the Statement of Account.	None	Within the day	RGAO Head
	5. Scans the Statement of Account and keeps e-copy for filing.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	6. Issues the Statement of Account to the Client/Implementing Unit.	None	2 minutes	RGAO-GAPDU Staff-in-charge
		Total	1 working day and 13 mins	

4. Receiving Payment for Administrative Overhead Cost (AOC) and UPMREB Review Fee				
Office or Division:	RGAO - Grants Application and Protocol Development Unit (GAPDU)			
Classification:	Simple			
Type of Transaction:	Government-to-Client (G2C)			
Who may avail:	UP Manila research staff and personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cash or Cashier's/Manager's Check			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays AOC or UPMREB review fee in cash or Cashier's/Manager's check or through wireless fund transfer.	1. Receives cash/check payment (or proof of payment/deposit slip if fund transfer). Issues a Fund Acceptance Form shall to the payor as acknowledgement receipt in lieu of the Official Receipt.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	2. Records payment in the AOC/UPMREB fee database.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	3. Generates and prints the Order of Payment containing the study details, amount paid, purpose of payment, and a detailed allocation for each department, reflected in their respective subledgers.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	4. Signs the Order of Payment.	None	Within the day	RGAO Head
	5. Scans the Order of Payment and keeps e-copy for filing.	None	2 minutes	RGAO-GAPDU Staff-in-charge
	6. Forwards the Order of Payment with the cash/check/proof of payment to the UPM Cash Office for issuance of Official Receipt.	None	2 minutes	RGAO-GAPDU Staff-in-charge
		Total	1 working day and 10 mins	

4. DISBURSEMENT OF FUNDS

PROCESSING OF FUND DISBURSEMENT	
Office or Division:	Fund Administration Management Unit (RGAO)
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	The Research projects that have an administrative overhead cost collection in place and are registered with the Research Grants Administration Office are required.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Memorandum of Agreement (MOA)	Client
Approved Line-Item-Budget (LIB)	Client
Certificate of Registration (RGAO registration)	Client
List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Project Leader/Staff will submit their copy of the required documents to FAMU	Review the attachments sent in the email by the project leader/staff	None	Within 3 mins upon receipt in the email	RGAO-FAMU Staff
	Submit the reviewed documents to the Accounting Office through email to generate the Order of Payment	None	Within 5 mins after the review of the documents	RGAO-FAMU Staff
	Once the Order of Payment is received, hard copies of the required documents, together with the order of payment, will be submitted to the Cash Office for the Official Receipt	None	Within 5 mins upon receipt of the order of payment	RGAO-FAMU Staff
	Once the Official Receipt (OR) is available in the Cash Office, the liaison officer of RGAO will drop by the Cash Office to get the OR and forward to the project staff	None	Within the day (depending on the availability of the project staff)	RGAO-FAMU Staff
		Total	1 working day	

Note:

1. For documents received after 1 PM, delivery of the hard copy will be made on the next working day.
2. For documents received through email beyond 4 PM, checking and preparation of the necessary forms shall be done on the next working day.

5. PROCUREMENT SERVICES

1. Review and Endorsement of Project Procurement Management Plan (PPMP)				
Office or Division:	Procurement Unit (RGAO)			
Classification:	Complex			
Type of Transaction:	G2G / G2C			
Who may avail:	Research Projects registered with Research Grants Administration Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Draft PPMP Template			RGAO website	
Approved LIB			Funding agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits draft PPMP and LIB to RGAO-Procurement Unit	1. Reviews the draft PPMP submitted by the research project team	None	Within 2 days	RGAO-Procurement Staff-in-charge
	2. Encodes the PPMP into the prescribed system	None	Within 2 days	RGAO-Procurement Staff-in-charge
	3. Endorses the encoded PPMP to the research project team for the Project Leader's signature	None	1 day	RGAO-Procurement Staff-in-charge
2. Endorses signed PPMP to RGAO-Procurement Unit for approval	1. Endorses the signed PPMP to the RGAO Head for review and initials	None	Within 2 days	RGAO Head
	2. Forwards the signed PPMP to the next approving office	None	1 day	RGAO-Procurement Staff-in-charge
		Total	Within 8 working days	

2. Review and Endorsement of Purchase Request (PR)

Office or Division:	Procurement Unit (RGAO)
Classification:	Complex
Type of Transaction:	G2G / G2C
Who may avail:	Research Projects registered with Research Grants Administration Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved PPMP	RGAO-Procurement, Project Team
Copy of Approved LIB	Project Team
Other required documents	Project Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submits draft PR, copy of approved PPMP, LIB, and other required documents to RGAO-Procurement Unit	1. Reviews the draft PR, and other required documents submitted by the research project team	None	Within 2 days	RGAO-Procurement Staff-in-charge
	2. Encodes the PR into the prescribed system	None	Within 2 days	RGAO-Procurement Staff-in-charge
	3. Endorses the encoded PR to the research project team for the Project Leader's signature	None	1 day	RGAO-Procurement Staff-in-charge
2. Endorses signed PR to RGAO for approval	1. Endorses the signed PR to the RGAO Head for review and initials	None	Within 2 days	RGAO Head
	2. Forwards the signed PR and other required attachments to the next approving office	None	1 day	RGAO-Procurement Staff-in-charge
		Total	Within 8 working days	

3. Facilitation of Request for Quotation (RFQ)	
Office or Division:	Procurement Unit (RGAO)
Classification:	Simple
Type of Transaction:	G2G / G2C
Who may avail:	Research Projects registered with Research Grants Administration Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Purchase Request	RGAO-Procurement, Project Team
Technical Specifications/ Terms & Conditions	Project Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved PR to RGAO-Procurement Unit	Encodes RFQ into prescribed system, and return to project team for review and signature of Project Leader or Project Personnel	None	Within the day	RGAO-Procurement Staff-in-charge

2. Sends signed RFQ to RGAO-Procurement Unit for posting (if applicable)	Posts the RFQ to PhilGEPS	None	Within the day	RGAO-Procurement Staff-in-charge
		Total	Within 2 working days	

4. Facilitation of PhilGEPS Posting				
Office or Division:	Procurement Unit (RGAO)			
Classification:	Simple			
Type of Transaction:	G2G / G2C			
Who may avail:	Research Projects registered with Research Grants Administration Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed RFQ		Project Team		
Specifications				
Terms and Conditions				
Sealing Template		RGAO-Procurement Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed RFQ and other necessary attachments to RGAO-Procurement Unit	1. Posts the RFQ (Bid Notice) to PhilGEPS and send the posting details to research project team for reference	None	1 day	RGAO-Procurement Staff-in-charge
		Total	1 working day	

5. Processing of Notice of Award (NOA), Purchase Order (PO), and Notice to Proceed (NTP)	
Office or Division:	Procurement Unit (RGAO)
Classification:	Simple
Type of Transaction:	G2G / G2C
Who may avail:	Research Projects registered with Research Grants Administration Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Abstract of Quotation	Project Team
Quotation/s and eligibility documents	Supplier
Approved RFQ, PR, PPMP and LIB	Project Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved Abstract of Quotation	1. Creates NOA, and endorse to the RGAO Head for review and initials	None	Within 2 days	RGAO-Procurement Staff-in-charge, RGAO Head
	2. Forwards to the next approving office	None	1 day	RGAO-Procurement Staff-in-charge
	3. Once the NOA is approved, forwards to project team for supplier's signature	None	1 day	RGAO-Procurement Staff-in-charge
2. Sends approved NOA to chosen supplier for signature, then submit to RGAO-Procurement Unit once signed	1. Creates PO & NTP, and endorse to the RGAO Head for review and initials	None	Within 2 days	RGAO-Procurement Staff-in-charge, RGAO Head
	2. Forwards to the next approving office	None	1 day	RGAO-Procurement Staff-in-charge
	3. Informs the research project team of approved documents once signed by approving authorities	None	1 day	RGAO-Procurement Staff-in-charge
		Total	Within 8 working days	

6. CLOSURE OF THE RESEARCH PROJECT

PROCESSING OF CLOSURE OF THE RESEARCH PROJECT	
Office or Division:	Fund Administration Management Unit (RGAO)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	<ol style="list-style-type: none"> 1. The Research projects registered with the Research Grants Administration Office and/or handled previously by RGAO for those old research projects under the AOM-COA and DOST, tagged as unliquidated 2. Must have no pending financial obligations, such as reimbursement, liquidation, and payment of salary
CHECKLIST OF REQUIREMENTS	
Annual Financial Report (FR)	Accounting Office
Letter for return of unexpended balance (RUB)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The project staff will submit the Annual FR with a stamped receipt by the funder and a signed letter for RUB to RGAO FAMU	Receive and facilitate the approval of the letter of RUB. For the signature of the RGAO Head	None	Within 5 mins upon receipt from the project staff	RGAO-FAMU Staff
	Once signed by the RGAO Head, the letter for RUB will be forwarded to the College Dean/NIH-Executive Director, under recommending approval	None	Within 3 mins upon signing of the RGAO Head	RGAO-FAMU Staff
	Once signed by the College Dean/NIH-Executive Director, the signed letter will be forwarded to the Accounting Office for funding clearance and will be forwarded to OVCAF for final approval by the Accounting Office	None	Within 3 mins upon signing of the College Dean/NIH-Executive Director	RGAO-FAMU Staff
	Once the letter with funding clearance is received, FAMU handler will generate the Disbursement Voucher (DV) for RUB	None	Within 5 mins upon receipt from the Accounting Office	RGAO-FAMU Staff
	The DV for RUB will be initialed by the RGAO Head and will be forwarded to the College Dean/NIH Executive Director.	None	Within 3 mins upon signing of the RGAO Head	RGAO-FAMU Staff
	Once signed by the College Dean/NIH-Executive Director, the signed DV for RUB will be forwarded to the Accounting	None	Within 3 mins upon signing of the College Dean/NIH-	RGAO-FAMU Staff

	Office for funding clearance and will be forwarded to the Accounting Office. Afterwards, forward to the Cash Office to generate its cheque		Executive Director	
	Once the cheque in the Cash Office is available, RGAO FAMU will inform the project staff to drop by the Cash Office to personally pick up the cheque	None	Within 5 mins upon receipt of the update for the cheque availability	RGAO-FAMU Staff
The project staff will submit the cheque to the funder in return for the Official Receipt. Original OR will be submitted to the Cash Office, and a copy of OR will be sent via email to RGAO and the Accounting Office		None	An estimated 15 days for the submission of the project staff to the funder.	Project Staff
	Request for a Terminal Financial Report with a Zero balance to the Accounting Office	None	Within 3 mins upon receipt of the copy of OR, RGAO will request FR to Accounting Office	RGAO-FAMU Staff
	Once received the generate Terminal FR with zero balance, project handler will be forwarded to the project team for their final review and signature of the Project Leader	None	Within 3 mins upon receipt of Terminal FR with zero balance	RGAO-FAMU Staff
Project staff will submit the signed Terminal FR with zero balance to the RGAO	Receive and initial the RGAO head before forwarding to the Office or the Vice Chancellor for Research/Executive	None	Within 3 mins upon receipt of signed Terminal FR	RGAO-FAMU Staff

	Director of NIH for signature		with zero balance	
	Once received the complete signed Terminal FR with zero balance, the hard copy will be forwarded to COA for their copy and forwarded to the project staff for the final route to the funder	None	Within 3 mins upon receipt of signed Terminal FR with zero balance	RGAO-FAMU Staff
Project staff will submit the signed terminal FR to the funder and submit to the RGAO with the stamped of the funder	RGAO FAMU will keep a copy of the received Terminal FR with zero balance by the funder	None	Within 2 mins upon receipt of stamped Terminal FR with zero balance	RGAO-FAMU Staff
		Total	working day	
<p>Note:</p> <ol style="list-style-type: none"> 1. Submission of the project to the funder must be within 15 working days 2. The timeline of the documents will vary depending on the time RGAO receives from the respective offices 				

7. APPLICATION FOR RESEARCH DISSEMINATION GRANTS

1. Processing of Application for OVCAA Research Dissemination Grant (RDG) for Research Presentation				
Office or Division:	Research Implementation and Support Unit (RGAO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	<p>A. Faculty/research faculty, full-time or part-time, with or without tenure, and university researchers, who have served UPM for at least two (2) years, for attendance in international conferences, and at least one (1) year for local and foreign conferences held in the Philippines</p> <p>B. Clinical faculty and lecturers, who have been teaching for the last five (5) years, carrying six (6) units per semester, and not appointed as regular faculty because of lack of items.</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application form endorsed by the Department Chair and Dean, or by the Institute Director and NIH Executive Director	OVCAA/RGAO			
A letter of invitation, which reflects acceptance of the paper, all entitlements, and affiliation with UP Manila	Client			
Registration of the research/study and the presentation with the Research Grants and Administration Office (RGAO)	RGAO			
Abstract which reflects UP Manila affiliation	Client			
Presentation guidelines/program, which includes other activities besides the presentation	Client			
Other source of funds for conferences is strongly encouraged and should be declared	Client			
A document which reflects the cost of registration	Client			
At least three (3) quotations for airfare and hotel accommodation	Client			
If a previous recipient of the grant, the Faculty/university researcher must <ul style="list-style-type: none"> • submit reports and receipts; • preferably submit an article for publication; and • preferably show proof that s/he has echoed what was learned to colleagues in the unit/department 	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Sends a copy of the approved paper for presentation	Receives the copy of the approved paper for presentation, checks the application's eligibility	None	Within 3 mins (depending on the number of approved papers received)	RGAO-RISU Staff
	Prepares and sends the pre-filled forms to the applicants along with the list of requirements	None	Within 5 mins (depending on the number of applications being prepared)	RGAO-RISU Staff
Checks and signs the pre-filled forms if they deem all information correct; attaches requirements; and submits to RGAO	Receives application form; checks if with complete requirements attached; and forwards to the department/unit for endorsements by the department chair/institute director and the dean/executive director	None	Within 5 mins (depending on the number of applications being checked)	RGAO-RISU Staff
	Once the unit returns the duly endorsed application to RGAO, RGAO will forward it to the OVCAA.	None	Within the day	RGAO-RISU Staff
		Total	1 working day	

Note:

1. For documents/applications received beyond 1 PM, delivery of the hard copy shall be done on the next working day.
2. For documents/applications received through email beyond 5 PM, checking and preparation of the necessary forms shall be done on the next working day.

2. Processing of Application for OVCAA Publication Fee Grant	
Office or Division:	Research Implementation and Support Unit (RGAO)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Faculty/research faculty whose original research articles have been accepted for publication in Thomson Reuters (formerly ISI) or Scopus-indexed journals, requiring payment of a publication fee
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Duly accomplished application form endorsed by the Department Chair and Dean, or by the Institute Director and NIH Executive Director	OVCAA/RGAO
A letter of acceptance, which indicates that payment of the publication fee is necessary to publish the accepted paper, and the amount of the publication fee. The maximum publication fee given is US\$500.	Client
A copy of the approved manuscript for publication/full article, which indicates affiliation with UP Manila	Client
Proof that the journal is a Thomson Reuters (formerly ISI) or Scopus-indexed journal	Client
Registration of the research/study and the publication with the Research Grants and Administration Office (RGAO)	RGAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends a copy of the publication	Receives the copy of the publication, checks the application's eligibility	None	Within 3 mins (depending on the number of publications received)	RGAO-RISU Staff
	Prepares and sends the pre-filled forms to the applicants along with the list of requirements	None	Within 5 mins (depending on the number of applications being prepared)	RGAO-RISU Staff
Checks and signs the pre-filled forms if they deem all information correct; attaches requirements; and submits to RGAO	Receives application form; checks if with complete requirements attached; and forwards to the department/unit for endorsements by the department chair/institute director and the dean/executive director	None	Within 5 mins (depending on the number of applications being checked)	RGAO-RISU Staff
	Once the unit returns the duly endorsed application to RGAO, RGAO will forward it to the OVCAA.	None	Within the day	RGAO-RISU Staff
		Total	1 working day	

Note:
1. For documents/applications received beyond 1 PM, delivery of the hard copy shall be done on the next working day. 325

2. For documents/applications received through email beyond 5 PM, checking and preparation of the necessary forms shall be done on the next working day.

3. Processing of Application for OVCAA Publication Award

Office or Division:	Research Implementation and Support Unit (RGAO)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	Faculty/research faculty, full-time or part-time, with or without tenure, as principal or co-author of original research articles published in reputable, peer-reviewed, national/international journals during the last two (2) years from the year of publication

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished application form endorsed by the Department Chair and Dean, or by the Institute Director and NIH Executive Director	OVCAA/RGAO
A copy of a journal article (peer-reviewed, non-Scopus/WoS); Affiliation with UP Manila stated clearly in the article	Client
Portion of the journal which indicates it is peer-reviewed, or any proof of the peer-review process	Client
Registration of the research/study and the publication with the Research Grants and Administration Office (RGAO)	RGAO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends a copy of the approved manuscript for publication/full article	Receives the copy of the approved manuscript for publication/full article, checks the application's eligibility	None	Within 3 mins (depending on the number of approved manuscript for publication/full article received)	RGAO-RISU Staff
	Prepares and sends the pre-filled forms to the applicants along with the list of requirements	None	Within 5 mins (depending on the number of applications being prepared)	RGAO-RISU Staff

Checks and signs the pre-filled forms if they deem all information correct; attaches requirements; and submits to RGAO	Receives application form; checks if with complete requirements attached; and forwards to the department/unit for endorsements by the department chair/institute director and the dean/executive director	None	Within 5 mins (depending on the number of applications being checked)	RGAO-RISU Staff
	Once the unit returns the duly endorsed application to RGAO, RGAO will forward it to the OVCAA.	None	Within the day	RGAO-RISU Staff
		Total	1 working day	

Note:

1. For documents/applications received beyond 1 PM, delivery of the hard copy shall be done on the next working day.
2. For documents/applications received through email beyond 5 PM, checking and preparation of the necessary forms shall be done on the next working day.

4. Processing of Application for OVPAA International Publication Award (IPA)

Office or Division:	Research Implementation and Support Unit (RGAO)
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	<p>Authors who indicate UP as their affiliation in an international publication, are in active service, and affiliated with UP at the time of application:</p> <ul style="list-style-type: none"> ● Full-time faculty, research faculty, lecturers, clinical faculty, professor emeriti, professorial fellows ● Those on sabbatical and secondment to other agencies, ● Visiting professors, adjunct professors ● REPS, administrative/medical personnel, students ● Research personnel as supported by a contract between the research personnel and UP, collaborators of the UP research investigator from non-UP entities (e.g. UP Foundations, private organizations, or other government agencies) ● UP authors who are no longer affiliated with the University, provided that the article was published within eighteen (18) months from the date of graduation/retirement/resignation/ or end of engagement with the University. <p>A UP unit (institute, department, etc.) indicated as the affiliate institution of the author(s) shall receive an IPA apart from the IPA for the author.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
IPA Form 4.1 (Journal Article Application Form) duly signed by the applicants and endorsed by the Department Chair and Dean, or by the Institute Director and NIH Executive	RGAO via IPA online Application form (RGAO IPA Google Form)

Director with the OVCRD/OVCRE endorsement				
IPA Form 4.2 (Layman’s Summary)		Generated by RGAO upon the completion of the IPA Application Form		
IPA Form 4.3 (Notice of Award) endorsed by the Department Chair and Dean, or by the Institute Director and NIH Executive Director		Generated by RGAO upon the completion of the IPA Application Form		
Annex 1: Copy of the Journal Article		Client		
Annex 2: Proof of affiliation <ul style="list-style-type: none"> ● Notice of Temporary or Permanent Appointment for UP-employed; ● Contract of Service or Job Contract of UP-affiliated but non-UP employed; ● Form 5 for undergraduate or graduate student. ● For those who are no longer with UP: <ul style="list-style-type: none"> ○ Proof of graduation ○ Certificate of service <p>Note: Faculty/Student IDs are not accepted.</p>		Client		
IPA Form 4.4 (Book/ Book Chapter Application Form) duly signed by the applicants and endorsed by the Department Chair and Dean, or by the Institute Director and NIH Executive Director, with the OVCRD/OVCRE endorsement		Generated by RGAO upon the completion of the IPA Application Form		
Copy of Book/ Book Chapter		Client		
Book Cover		Client		
Copyright Page		Client		
Preface		Client		
Table of Contents		Client		
List of Contributors or Contributors Notes		Client		
Proof of Peer Review Process		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Completes the online form via the RGAO IPA Google Form	Receives the online application, checks the application's eligibility, and prepares and sends the pre-filled forms	None	Batch processing of applications within 14 working days	RGAO-RISU Staff
Checks and signs the pre-filled forms if they deem all information correct; attaches requirements; and submits to RGAO	Receives application form; checks if with complete requirements attached; and forwards to the department/unit for endorsements by the department chair/institute director or the dean/executive director	None		RGAO-RISU Staff

	Once the unit returns the duly endorsed application, RGAO will forward it to the OVCRE for endorsement and will submit it to the OVPAA once duly endorsed.	None		RGAO-RISU Staff
		Total	14 working days	
Note: <ol style="list-style-type: none"> 1. For documents/applications received beyond 1 PM, delivery of the hard copy shall be done on the next working day. 2. For documents/applications received through email beyond 5 PM, checking and preparation of the necessary forms shall be done on the next working day. 				

8. ISSUANCE OF CERTIFICATE OF EVALUATION FOR PUBLISHED PAPERS

Issuance of Certificate of Evaluation				
Office or Division:	RGAO thru OVCRE-PAC			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Applicants for faculty appointment or reclassification			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Full Name of Faculty/Applicant			Client	
RGAO Registration Certificate (Research Publication)			RGAO-GAPDU	
Refer to CC for the Issuance of RGAO Registration Certificate for UP Manila Research Presentations and Research Publications				
Purpose of Certification			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Certificate of Evaluation and submits complete information/attachments at rgao.upm@up.edu.ph	Receives request for Certificate of Evaluation.	None	Within the day	OVCRE-PAC Staff (University Researcher 1)
2. Receives confirmation email	Checks completeness of information/attachments, verifies registration of research publication/s through the RGAO Database, and notes start of processing	None	1 day	OVCRE-PAC Staff (University Researcher 1)
None	Evaluates the research publication/s according to the requirements of APFC and prepares the certificate	None	5 days (depending on the number of publications)	OVCRE-PAC Staff (University Researcher 1)
None	Reviews and signs the certificate	None	Within the day (depending on the number of publications)	RGAO Head
None	Forwards/Delivers the certificate to the Office of the Vice Chancellor	None	Within the day	RGAO staff for outgoing documents (Administrative Aide VI)

None	Receives the certificate and signs TRACKS-generated acknowledgement receipt	None	1 min	OVCRE staff for incoming documents (Administrative Officer)
None	Signs the certificate	None	5 min	Vice Chancellor for Research and Extension
None	Forwards/Delivers the signed certificate to RGAO	None	1 day	OVCRE staff for outgoing documents
None	Receives the reviewed/signed certificate and signs TRACKS-generated acknowledgement receipt	None	1 min	RGAO staff for incoming documents (Senior Office Aide) or University Researcher 1
3. Receives the Certificate of Evaluation	Issues signed certificate	None	Within the day (depending on the time the certificate is delivered to RGAO)	OVCRE-PAC Staff (University Researcher 1)
		Total	10 working days	

**PROCUREMENT MANAGEMENT OFFICE
EXTERNAL SERVICES**

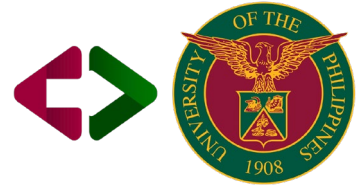
1. Issuance of Bidding Documents

The issuance of bidding documents, as a part of the government service of Procurement of Goods, Infrastructure and Consulting Services, is facilitated by the Bids and Awards Committee (BAC) Secretariat for BAC 2 and BAC 3.

Office or Division	BAC 2 and BAC 3 Secretariat
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Current/Prospective Suppliers/Contractors (Bidders)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Order of Payment for Bidding Documents	PMO BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from the BAC Secretariat the Order of Payment where the name of the project and amount to be paid shall be indicated.	1.1 BAC Secretariat shall provide Order of Payment.	Variable (depending on the amount of the approved budget for the contract: *PhP500.00 for projects with ABC of below PhP500,000.00;	5 minutes	BAC 2 or 3 Secretariat
1. Present Order of Payment to the UP Manila Cash Office. Payment transactions may also be done via the Land Bank of the Philippines or the GCash app.	1.2 Cash Office shall provide official receipt.	*PhP1,000.00 for projects with ABC of PhP500,000 to PhP1M; *PhP5,000.00 for projects with ABC of more than PhP1M to PhP5M; *PhP10,000.00 for projects with ABC of more than PhP5M to PhP10M; *PhP25,000.00	5 minutes	Cash Office
2. Present Official Receipt to the BAC Secretariat.	1.3 BAC Secretariat shall receive the official receipt.	for projects with ABC of more than PhP10M to PhP50M; *PhP50,000.00	5 minutes	BAC 2 or 3 Secretariat
3. Acknowledge receipt of the bidding documents.	2.1 BAC Secretariat shall provide the bidding documents.	for projects with ABC of more than PhP50M to PhP500M: and *PhP75,000.00 for projects with ABC of	5 minutes	BAC 2 or 3 Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		more than PhP500M.		
TOTAL		Subject to requirement	20 minutes	BAC 2 or 3 Secretariat

2. Conduct of Prebid Conference

Pre-Bid Conferences is a part of the government service of Procurement of Goods, Infrastructure and Consulting Services, and is facilitated by the Bids and Awards Committee (BAC) Secretariat for BAC 2 and BAC 3.

Office or Division	BAC 2 and BAC 3 Secretariat
Classification	Complex
Type of Transaction	G2G - Government to Government G2B - Government to Business
Who may Avail	End-users from UP Manila Current/Prospective Suppliers/Contractors (Bidders)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No requirements, but it is to the advantage of the interested prospective bidder to bring a copy of the bidding documents to the pre-bid conference.	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prospective bidders should log their names; company being represented and present authorization to the BAC Secretariat.	BAC Secretariat shall coordinate with prospective bidders and assist them in their inclusion in and during the bid conference.	None	Variable; depends on the flow of conference and the number and length of questions and issues raised by prospective bidders.	BAC 2 or 3 Secretariat
2. Proceed to the venue of the pre-bid conference as announced in the Invitation to Bid.				
TOTAL		None	Variable	BAC 2 or 3 Secretariat

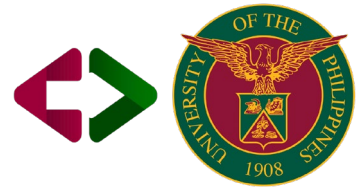
3. Submission of Bids

The submission of bidding documents, as a part of government procurement, is facilitated by the Bids and Awards Committee (BAC) Secretariat for BAC 2 and BAC 3.

Office or Division	BAC 2 and BAC 3 Secretariat
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Current/Prospective Suppliers/Contractors (Bidders)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bid proposals (Eligibility and Technical Proposal and Financial Proposal) <i>Note: Contents of each envelope are clearly enumerated in the Instructions to Bidders and Checklist of Documents to be submitted.</i>	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bidders should drop their bid envelopes at the designated office at the time and date indicated in the Invitation to Bid.	1.1 BAC Secretariat shall gather all dropped bids for processing.	None	Variable, depending on how many bid envelopes to be opened	BAC 2 or 3 Secretariat
2. Proceed to the venue of opening of bids.	1.2 BAC Secretariat (and other PMO personnel) shall accommodate/assist the prospective bidders.			Cash Office
3. Attend/Witness the opening of Bids	1.3 BAC Secretariat shall assist in the facilitation of the opening of bids.			BAC 2 or 3 Secretariat
TOTAL		Subject to requirement	Variable	BAC 2 or 3 Secretariat



4. Acceptance of Notice of Award, Notice to Proceed/Contract, and Purchase Order

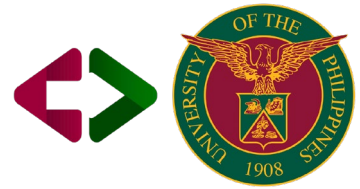
The PMO coordinates with the clients to proceed with the acceptance and returning of the Notice of Award, Notice to Proceed/Contract, and the Purchase Order.

Office or Division	Purchasing Section and Records and Contract Management Section
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Performance Bond	Government Service Insurance System (GSIS) or authorized private surety/insurance companies accredited by the Insurance Commission.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients will receive an email (or a call) from the PMO informing them to pick up their Notice of Award (NOA) and to secure a performance bond.	1.1 PMO shall contact the suppliers/contractors via email to inform them to pick up their Notice of Award (NOA) and to secure a performance bond.	None	Range of 20 minutes to 10 days	PMO Purchasing Section and Records and Contract Management Section
2. Client shall submit the performance bond along with the signed NOA within ten (10) days from receipt of the NOA.	1.2 PMO shall remind the client to submit the performance bond along with the signed NOA within 10 days from receipt.			
3. Clients will receive an email (or a call) from the PMO informing them to pick up their Contract/Purchase Order and	1.3 PMO shall contact the suppliers/contractors via email to pick up their Contract/Purchase Order and			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
e Order and Notice to Proceed (NTP) and instruct them to return the duly signed documents as soon as possible.	Notice to Proceed (NTP) and instruct them to return the duly signed documents as soon as possible.			
TOTAL		Subject to requirement	Variable	PMO Purchasing Section and Records and Contract Management Section



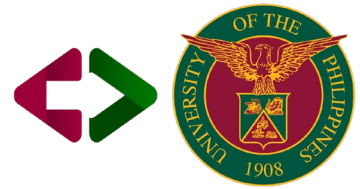
5. Receiving of Sealed Quotations

Sealed quotations, sent by active/prospective bidders, are received and processed by the Bids and Awards Committee (BAC) Secretariat for BAC 2 and BAC 3 and the Purchasing Section.

Office or Division	BAC Secretariat and Purchasing Section
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sealed Quotations	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bidders/suppliers submit sealed quotations in response to the posted Request for Quotations (RFQ) on PhilGEPS.	The assigned personnel receive the sealed quotations and log the details.	None	Variable, mostly depending on the urgency of the purchase and on the response on the part of the end user.	BAC Secretariat and Purchasing Section
TOTAL		Subject to requirement	Variable	BAC Secretariat and Purchasing Section



6. Information Dissemination and Extension of Assistance

The PMO regularly provides assistance to end-users from UP Manila and suppliers/contractors through information dissemination and the answering of inquiries.

Office or Division	PMO
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Suppliers/Contractors/Bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Suppliers/contractors send a query to PMO through email, telephone, PMO website, or via the PMO official Facebook page.	1.1 Assigned PMO personnel answers the query, or cascades the inquiry to the pertinent person, or to the Director, PMO for their guidance and/or appropriate action.	None	Range of five (5) minutes to one (1) official day	All PMO Personnel
2. Client receives an answer within one (1) official day.	1.2 Assigned PMO personnel provide the answer to the inquiring party not more than one (1) official day from the date of the request.			
TOTAL		Subject to requirement	One (1) Official Day	All PMO Personnel

**PROCUREMENT MANAGEMENT OFFICE
INTERNAL SERVICES**

1. Information Dissemination and Extension of Assistance

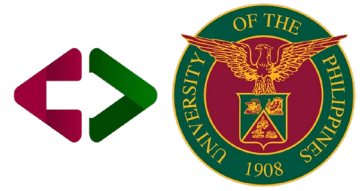
The submission of bidding documents, as a part of government procurement, is facilitated by the Bids and Awards Committee (BAC) Secretariat for BAC 2 and BAC 3.

Office or Division	PMO
1.Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	End-users from UP Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users from UP Manila send a query to PMO through email, telephone, PMO website, or via the PMO official Facebook page.	1.1 Assigned PMO personnel answers the query, or cascades the inquiry to the pertinent person, or to the Director, PMO for their guidance and/or appropriate action.	None	Range of five (5) minutes to one (1) official day	All PMO Personnel
2. Client receives an answer within one (1) official day.	1.2 Assigned PMO personnel provide the answer to the inquiring party not more than one (1) official day from the date of the request.			
TOTAL		Subject to requirement	One (1) Official Day	All PMO Personnel

**QUALITY ASSURANCE OFFICE
EXTERNAL SERVICES**



1. REQUEST FOR NON-CONFIDENTIAL QUALITY ASSURANCE (QA) DATA FOR EXTERNAL CLIENTS

Processing the request for non-confidential quality assurance data (e.g., publicly releasable academic, accreditation, quality management system, or institutional performance data) requested by external clients

Office or Division	Quality Assurance Office
Classification	Complex
Type of Transaction	G2G/G2C
Who may Avail	External clients, including partner institutions, government agencies, research organizations, development partners, and other duly recognized entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 (One original or copy of) Letter request addressed to the Chancellor, coursed through the QAO Director, indicating the specific data requested, purpose, scope, and intended use; may be printed or electronic	% Requesting External Client
2. 1 (One copy of) Proof of institutional affiliation or authority of the requesting organization (e.g., request on official letterhead, authorization letter, or equivalent); may be printed or electronic	% Requesting External Client
3. 1 (One copy of) Data Privacy and Confidentiality Undertaking, as required	Template available % QAO
4. 1 (One copy of) Endorsement or transmittal feedback from the QAO Director	% QAO

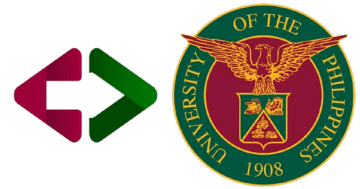
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a formal letter request addressed to the Chancellor and coursed through the QAO Director, specifying the non-confidential	1.1 Receives the request letter; logs, reads, and evaluates the request for appropriate action of the designated QAO staff.	N/A	1.1. 10 minutes	Junior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
QA data requested, purpose, scope, and intended use. Supporting documents are submitted as required.				
	1.2 Checks if the request is properly addressed, coursed through the QAO Director, and endorsed through appropriate channels.	N/A	1.2. 5 minutes	Junior Office Assistant
	1.3 Verifies completeness and correctness of documentary requirements and confirms that the requested data are non-confidential and releasable.	N/A	1.3. 15 minutes	Junior Office Assistant
	1.4 Forwards the request to the designated QAO technical staff for evaluation.	N/A	1.4. 5 minutes	Junior Office Assistant
	2.1 Evaluates the request, including assessment of data sensitivity, compliance with data privacy regulations, availability of requested data, and alignment with institutional policies.	N/A	2.1. 30 minutes	Senior Project Officer - for Academic and Laboratory and Research Data Junior Office Associate - for Quality Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				System/ISO-related Data
	2.2 Coordinates, as necessary, with concerned units or offices to validate the availability and releasability of the requested data.	N/A	2.2. 30 minutes	Senior Project Officer or Junior Office Associate
	2.3 Prepares recommendation and endorses the request to the QAO Director for approval or disapproval.	N/A	2.3. 10 minutes	Senior Project Officer or Junior Office Associate
	3.1. Reviews the request or recommendation of the technical staff;	N/A	3.1. 20 minutes	QAO Director
	3.2. Writes remarks, or feedback on the request as necessary;	N/A	3.2. 20 minutes	QAO Director
	3.3. endorses or recommends the approval/ disapproval of the request to the respective Vice Chancellor, or Chancellor; if necessary, Approves or disapproves the request if the approval/ disapproval is within the authority of the QAO Director.	N/A	3.3. 10 minutes	QAO Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Provides the action taken (approved or disapproved) to the QAO Staff for further processing.	N/A	3.4. 10 minutes	QAO Director
	4.1 Notifies the external client of the status of the request.	N/A	4.1. 5 minutes	Junior Office Assistant
	4.2 Facilitates forwarding of the request to the Office of the Chancellor for final approval, if applicable, and receives the action taken.	N/A	4.2. 20 minutes	Junior Office Assistant
	5.1. Processes and prepares the approved non-confidential QA data for release, ensuring compliance with approved scope and conditions.	N/A	5.1. 30 minutes	Senior Project Officer or Junior Office Associate
	5.2. Releases the requested data to the external client through official channels.	N/A	5.2. 10 minutes	Senior Project Officer or Junior Office Associate
TOTAL		N/A	3 hours and 50 minutes	

**QUALITY ASSURANCE OFFICE
INTERNAL SERVICES**



1. REQUEST FOR QUALITY ASSURANCE DATA FOR INTERNAL CLIENTS

Processing the request for quality assurance data, such as academic data (graduation rates, licensure rates, accreditation status, etc.), quality management system data, and/or laboratory and research data available to the office for UP Manila constituents

Office or Division	Quality Assurance Office
Classification	Complex
Type of Transaction	G2G
Who may Avail	Faculty, REPS, and/or designated/appointed or affiliated staff from the University of the Philippines Manila

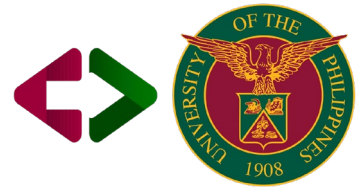
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. (One original or copy of) Letter request approved by the Head of Unit, or any equivalent documented request, may be printed or electronic	% Requester/Client
2. 1 (One copy of) Evidence of Designation/Appointment Order/Employment in UP Manila or equivalent of the requesting individual; may be printed or electronic	% Requester/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits a request letter (or any equivalent documented request) indicating the data needed from the office, approved by the Head of Unit.</p> <p>The requesting individual must present any evidence, such as a designation, appointment order, or equivalent proof for employment,</p>	1.1. Receives the request letter; reads and evaluates the request for appropriate action of the designated QAO staff;	N/A	1.1. 10 minutes	Junior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
to ensure handling of data is appropriate.				
	1.2. Checks if the letter or request has passed through and has been endorsed by the appropriate channels;	N/A	1.2. 5 minutes	Junior Office Assistant
	1.3. Forwards the request to the designated technical staff;	N/A	1.3. 5 minutes	Junior Office Assistant
	2.1 Checks the correctness of data/information, documentary requirements are complete and accurate – indicating the purpose of the data request, to whom it will be limited, and to what extent it will only be used in the request;	N/A	2.1. 20 minutes	Senior Project Officer - for Academic and Laboratory and Research Data Junior Office Associate - for Quality Management System/ISO-related Data
	2.2. Recommends the request to the QAO Director for approval or disapproval.	N/A	2.2. 5 minutes	Senior Project Officer or Junior Office Associate
	3.1. Reviews the request or recommendation of the technical staff;	N/A	3.1. 20 minutes	QAO Director
	3.2. Writes remarks, or feedback on the request as necessary;	N/A	3.2. 30 minutes	QAO Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. endorses or recommends the approval/disapproval of the request to the respective Vice Chancellor, or Chancellor; if necessary, Approves or disapproves the request if the approval/disapproval is within the authority of the QAO Director.	N/A	3.3. 10 minutes	QAO Director
	3.4. Provides the action (approved or disapproved) to the QAO Staff for further action.	N/A	3.4. 10 minutes	QAO Director
	4.1. Provides feedback to the client regarding the status of the request.	N/A	4.1. 5 minutes	Junior Office Assistant
	4.2. Forwards the approved or disapproved request to the applicant/client/unit; or facilitates the forwarding of the request to the next office, Office of the Vice/Chancellor for approval; if necessary, sends the request to the concerned unit for appropriate action, whichever is appropriate.	N/A	4.2. 10 minutes	Junior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3. Provides feedback to the client regarding the status of the request.	N/A	4.3. 5 minutes	Junior Office Assistant
	5.1. Proceed with the processing of the data request for the activity (as needed) if all approving bodies provide clearance.	N/A	5.1. 60 minutes	Senior Project Officer or Junior Office Associate
	6.1. Issues the requested data to the client.	N/A	6.1. 10 minutes	Senior Project Officer or Junior Office Associate
TOTAL		N/A	3 hours and 25 minutes	



2. REQUEST FOR QUALITY ASSURANCE (QA) TRAINING AND CAPACITY-BUILDING ACTIVITIES

Processing the request for participation in or organization of a Quality Assurance training and capacity-building activity facilitated or funded by the Quality Assurance Office (QAO)

Office or Division	Quality Assurance Office
Classification	Complex
Type of Transaction	G2G
Who may Avail	Faculty, REPS, and/or designated/appointed or affiliated staff from the University of the Philippines Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. (One original or copy of) Letter request or letter of intent to participate in or organize a QA Training or Capacity-Building Activity, approved by the Head of Unit; may be printed or electronic	% Interested Participant/Client
2. 1 (One copy of) Evidence of Designation/Appointment Order/Employment in UP Manila or equivalent of the requesting individual; may be printed or electronic	% Interested Participant/Client

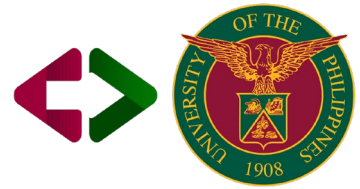
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request letter or letter of intent to participate in or organize a Quality Assurance Training or Capacity-Building Activity, duly approved by the Head of Unit. The requesting individual presents proof of designation or appointment, as applicable.	1.1 Receives the request letter; reads and evaluates the request for appropriate action of the designated QAO staff.	N/A	1.1. 10 minutes	Junior Office Assistant
	1.2. Checks if the letter or request	N/A	1.2. 5 minutes	Junior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	has passed through and has been endorsed by the appropriate channels;			
	1.3 Verifies completeness and correctness of the information and documentary requirements, if necessary. Forwards to the Senior Project Officer for Funding Review.	N/A	1.3. 10 minutes	Junior Office Assistant
	2.1. Reviews the availability of budget support (if applicable) and feasibility of the proposed schedule.	N/A	2.1. 25 minutes	Senior Project Officer
	2.2. Evaluates the request based on relevance to QAO mandate, scope of the proposed training, availability of resource persons, and alignment with institutional priorities.	N/A	2.2. 30 minutes	Senior Project Officer
	2.3. Prepares recommendation and endorses the request to the QAO Director for approval or disapproval.	N/A	2.3. 10 minutes	Senior Project Officer
	3.1 Reviews the request and recommendation of the technical staff.	N/A	3.1. 20 minutes	QAO Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Writes remarks, or feedback on the request as necessary;	N/A	3.2. 30 minutes	QAO Director
	3.3. Approves or disapproves the request if within the authority of the QAO Director, or endorses the request to the Office of the Vice Chancellor or Chancellor for further approval, if required.	N/A	3.3. 10 minutes	QAO Director
	3.4. Provides the action (approved or disapproved) to the QAO Staff for further action.	N/A	3.4. 5 minutes	QAO Director
	4.1 Notifies the applicant/client of the status of the request.	N/A	4.1. 5 minutes	Junior Office Assistant
	4.2. Forwards the approved or disapproved request to the applicant/client/unit; or facilitates the forwarding of the request to the next office, Office of the Vice/Chancellor for approval; if necessary, sends the request to the concerned unit for appropriate action, whichever is appropriate.	N/A	4.2. 10 minutes	Junior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Proceeds with coordination and processing of logistical and funding requirements for the QA Training or Capacity-Building Activity, if approved and as needed.	N/A	4.3. 60 minutes	Junior Office Assistant
TOTAL		N/A	3 hours and 45 minutes	

**SENTRO NG WIKANG FILIPINO
EXTERNAL SERVICES**



1. REGULAR TRANSLATION/EDITING SERVICES

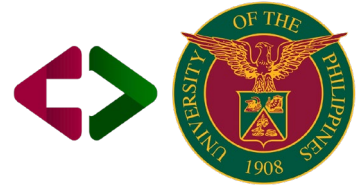
Regular na Pagsasalin/Pag-eedit sa Filipino, Ilocano, Bicolano, Cebuano at Hiligaynon ng iba't ibang dokumento gaya ng Informed Consent Form, Questionnaire, Information Sheet, atbp.

Office or Division	Sentro ng Wikang Filipino
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. Rehistro ng Serbisyo	Sentro ng Wikang Filipino 3/P Gusaling Joaquin Gonzales (old NEDA Bldg.) Padre Faura St., Ermita, Manila
2. Soft copy ng dokumento (<i>Standard format - MS Word, Size 8 ½ x 11, double-spaced, Times New Roman, Font 12, at 1" margin sa lahat ng gilid</i>)	Requesting party
3. ID	Requesting party
4. Pambayad para sa downpayment at/o balanse	Requesting party
5. OR o GCash Transaction Receipt	Cash Office/ Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga katanungan/request at soft copy ng dokumentong isasalin/ieedit sa upm-swf@up.edu.ph	1.1 Pagsagot sa mga tanong/request ng kliyente.	Wala	5 minuto	University Research Associate I/ Director
	1.2 Pag-assess sa dokumento kung maaari itong isalin/ieedit.	Wala	10 minuto	University Research Associate I/ Director
	1.3 Pagpapadala ng Rehistro ng Serbisyo sa kliyente.	Wala	5 minuto	University Research Associate I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. I-fill up ang Rehistro ng Serbisyo at ibalik sa SWF.	2.1. Paglagay ng control number sa Rehistro ng Serbisyo at pagkuwenta ng magiging halaga ng downpayment.	Wala	10 minuto	University Research Associate I
3. Bayaran ang downpayment (UPM Cash Office o sa Gcash account ng UP Manila) at ibigay ang kopya ng OR o GCash Transaction Receipt sa SWF.	3.1 Paggawa ng order of payment at pag-email nito sa kliyente.	Refer to the table of fees below.	5 minuto	University Research Associate I
	3.2 Pagtatala ng transaksyon sa Service Logbook (Incoming) at Masterlist of Translation/Edit.		5 minuto	University Research Associate I
4. Tandaan ang tinatayang petsa ng release ng dokumento na ibibigay ng SWF.	4.1 Pagbibigay ng tinatayang petsa ng release ng dokumento	Wala	5 minuto	University Research Associate I
	4.2 Proseso ng Pagsasalin/Pag-e edit.	Wala	15 araw	University Research Associate I/ Translator/ Editor/ Director
	4.3 Paggawa ng billing statement at certification.	Wala	10 minuto	University Research Associate I/ Director
5. Bayaran ang balanse (UPM Cash Office o sa Gcash account ng UP Manila) at ibigay ang kopya ng OR o GCash Transaction Receipt sa SWF.	5.1 Pag-release ng pinal na dokumento at certification sa pamamagitan ng email at pag-update sa Service Logbook (Outgoing).	Refer to the table of fees below.	5 minuto	University Research Associate



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			15 araw at 1 oras	
	TOTAL			

RATES

Regular	Amount
Translation	P675.00/pahina
Editing	P405.00/pahina

2. EXPEDITE TRANSLATION/EDITING SERVICES

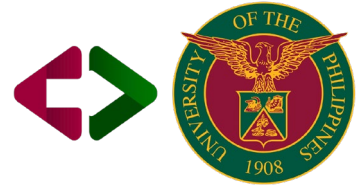
Expedite (madalian) na Pagsasalin/Pag-eedit sa Filipino, Ilocano, Bicolano, Cebuano at Hiligaynon ng iba't ibang dokumento gaya ng Informed Consent Form, Questionnaire, Information Sheet, atbp.

Office or Division	Sentro ng Wikang Filipino
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. Rehistro ng Serbisyo	Sentro ng Wikang Filipino 3/P Gusaling Joaquin Gonzales (old NEDA Bldg.) Padre Faura St., Ermita, Manila
2. Soft copy ng dokumento (<i>Standard format - MS Word, Size 8 ½ x 11, double-spaced, Times New Roman, Font 12, at 1" margin sa lahat ng gilid</i>)	Requesting party
3. ID	Requesting party
4. Pambayad para sa downpayment at/o balanse	Requesting party
5. OR o Gcash Transaction Receipt	Cash Office/ Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga katanungan/request at soft copy ng dokumentong isasalin/ieedit sa upm-swf@up.edu.ph	1.1 Pagsagot sa mga tanong/request ng kliyente.	Wala	5 minuto	University Research Associate I/ Director
	1.2 Pag-assess sa dokumento kung maaari itong isalin/ieedit.	Wala	10 minuto	University Research Associate I/ Director
	1.3 Pagpapadala ng Rehistro ng Serbisyo sa kliyente.	Wala	5 minuto	University Research Associate I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. I-fill up ang Rehistro ng Serbisyo at ibalik sa SWF.	2.1. Paglagay ng control number sa Rehistro ng Serbisyo at pagkuwenta ng magiging halaga ng downpayment.	Wala	10 minuto	University Research Associate I
3. Bayaran ang downpayment (UPM Cash Office o sa Gcash account ng UP Manila) at ibigay ang kopya ng OR o GCash Transaction Receipt sa SWF.	3.1 Paggawa ng order of payment at pag-email nito sa kliyente.	Refer to the table of fees below.	5 minuto	University Research Associate I
	3.2 Pagtatala ng transaksyon sa Service Logbook (Incoming) at Masterlist of Translation/Edit.	Wala	5 minuto	University Research Associate I
4. Tandaan ang tinatayang petsa ng release ng dokumento na ibibigay ng SWF.	4.1 Pagbibigay ng tinatayang petsa ng release ng dokumento	Wala	5 minuto	University Research Associate I
	4.2 Proseso ng Pagsasalin/Pag-e edit.	Wala	15 araw	University Research Associate I/ Translator/ Editor/ Director
	4.3 Paggawa ng billing statement at certification.	Wala	10 minuto	University Research Associate I/ Director
5. Bayaran ang balanse (UPM Cash Office o sa Gcash account ng UP Manila) at ibigay ang kopya ng OR o GCash	5.1 Pag-release ng pinal na dokumento at certification sa pamamagitan ng email at pag-update sa	Refer to the table of fees below.	5 minuto	University Research Associate

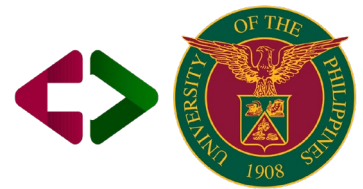


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Transaction Receipt sa SWF.	Service Logbook (Outgoing).			
TOTAL			5 araw at 1 oras	

RATES

Expedite (Madalian)	Amount
Translation	P750.00/pahina
Editing	P450.00/pahina

**SENTRO NG WIKANG FILIPINO
INTERNAL SERVICES**



1. REGULAR TRANSLATION/EDITING SERVICES

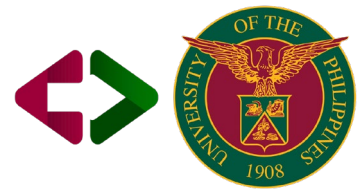
Regular na Pagsasalin/Pag-eedit sa Filipino, Ilocano, Bicolano, Cebuano at Hiligaynon ng iba't ibang dokumento gaya ng Informed Consent Form, Questionnaire, Information Sheet, atbp.

Office or Division	Sentro ng Wikang Filipino
Classification	Highly Technical
Type of Transaction	Government to Government
Who may Avail	Fakulti, mga estudyanteng (undergraduate/graduate) kasalukuyang nag-aaral sa UP Manila at kawani sa UP System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Rehistro ng Serbisyo	Sentro ng Wikang Filipino 3/P Gusaling Joaquin Gonzales (old NEDA Bldg.) Padre Faura St., Ermita, Manila
2. Soft copy ng dokumento (<i>Standard format - MS Word, Size 8 ½ x 11, double-spaced, Times New Roman, Font 12, at 1" margin sa lahat ng gilid</i>)	Requesting party
3. ID	Requesting party
4. Pambayad para sa downpayment at/o balanse	Requesting party
5. OR o GCash Transaction Receipt	Cash Office/ Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga katanungan/request at soft copy ng dokumentong isasalin/ieedit sa upm-swf@up.edu.ph	1.1 Pagsagot sa mga tanong/request ng kliyente.	Wala	5 minuto	University Research Associate I/ Director
	1.2 Pag-assess sa dokumento kung maaari itong isalin/ieedit.	Wala	10 minuto	University Research Associate I/ Director
	1.3 Pagpapadala ng Rehistro ng Serbisyo sa kliyente.	Wala	5 minuto	University Research Associate I

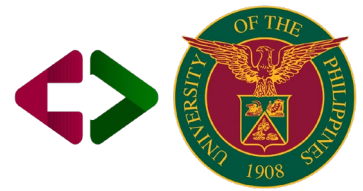
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. I-fill up ang Rehistro ng Serbisyo at ibalik sa SWF.	2.1. Paglagay ng control number sa Rehistro ng Serbisyo at pagkuwenta ng magiging halaga ng downpayment.	Wala	10 minuto	University Research Associate I
3. Bayaran ang downpayment (UPM Cash Office o sa Gcash account ng UP Manila) at ibigay ang kopya ng OR o GCash Transaction Receipt sa SWF.	3.1 Paggawa ng order of payment at pag-email nito sa kliyente.	Refer to the table of fees below.	5 minuto	University Research Associate I
	3.2 Pagtatala ng transaksyon sa Service Logbook (Incoming) at Masterlist of Translation/Edit.		5 minuto	University Research Associate I
4. Tandaan ang tinatayang petsa ng release ng dokumento na ibibigay ng SWF.	4.1 Pagbibigay ng tinatayang petsa ng release ng dokumento	Wala	5 minuto	University Research Associate I
	4.2 Proseso ng Pagsasalin/Pag-e edit.	Wala	15 araw	University Research Associate I/ Translator/ Editor/ Director
	4.3 Paggawa ng billing statement at certification.	Wala	10 minuto	University Research Associate I/ Director
5. Bayaran ang balanse (UPM Cash Office o sa Gcash account ng UP Manila) at ibigay ang kopya ng OR o GCash	5.1 Pag-release ng pinal na dokumento at certification sa pamamagitan ng email at pag-update sa	Refer to the table of fees below.	5 minuto	University Research Associate



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Transaction Receipt sa SWF.	Service Logbook (Outgoing).			
TOTAL			15 araw at 1 oras	

RATES

Regular	Amount
Fakulti, Estudyante (kasalukuyang naka-enrol sa graduate program ng UP Manila) at Kawani ng UP System	
Translation	P300.00/pahina
Editing	P180.00/pahina
Estudyante (undergraduate)	
Translation	P150.00/pahina
Editing	P90.00/pahina



2. EXPEDITE TRANSLATION/EDITING SERVICES

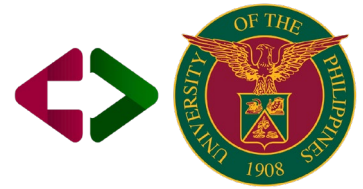
Expedite (Madalian) na Pagsasalin/Pag-eedit sa Filipino, Ilocano, Bicolano, Cebuano at Hiligaynon ng iba't ibang dokumento gaya ng Informed Consent Form, Questionnaire, Information Sheet, atbp.

Office or Division	Sentro ng Wikang Filipino
Classification	Highly Technical
Type of Transaction	Government to Government
Who may Avail	Fakulti, mga estudyanteng (undergraduate/graduate) kasalukuyang nag-aaral sa UP Manila at kawani sa UP System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Rehistro ng Serbisyo	Sentro ng Wikang Filipino 3/P Gusaling Joaquin Gonzales (old NEDA Bldg.) Padre Faura St., Ermita, Manila
2. Soft copy ng dokumento (<i>Standard format - MS Word, Size 8 ½ x 11, double-spaced, Times New Roman, Font 12, at 1" margin sa lahat ng gilid</i>)	Requesting party
3. ID	Requesting party
4. Pambayad para sa downpayment at/o balanse	Requesting party
5. OR o GCash Transaction Receipt	Cash Office/ Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga katanungan/request at soft copy ng dokumentong isasalin/ieedit sa upm-swf@up.edu.ph	1.1 Pagsagot sa mga tanong/request ng kliyente.	Wala	5 minuto	University Research Associate I/ Director
	1.2 Pag-assess sa dokumento kung maaari itong isalin/ieedit.	Wala	10 minuto	University Research Associate I/ Director
	1.3 Pagpapadala ng Rehistro ng Serbisyo sa kliyente.	Wala	5 minuto	University Research Associate I

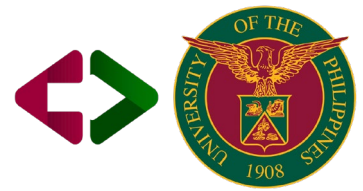
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. I-fill up ang Rehistro ng Serbisyo at ibalik sa SWF.	2.1. Paglagay ng control number sa Rehistro ng Serbisyo at pagkuwenta ng magiging halaga ng downpayment.	Wala	10 minuto	University Research Associate I
3. Bayaran ang downpayment (UPM Cash Office o sa Gcash account ng UP Manila) at ibigay ang kopya ng OR o GCash Transaction Receipt sa SWF.	3.1 Paggawa ng order of payment at pag-email nito sa kliyente.	Refer to the table of fees below.	5 minuto	University Research Associate I
	3.2 Pagtatala ng transaksyon sa Service Logbook (Incoming) at Masterlist of Translation/Edit.	Wala	5 minuto	University Research Associate I
4. Tandaan ang tinatayang petsa ng release ng dokumento na ibibigay ng SWF.	4.1 Pagbibigay ng tinatayang petsa ng release ng dokumento	Wala	5 minuto	University Research Associate I
	4.2 Proseso ng Pagsasalin/Pag-e edit.	Wala	15 araw	University Research Associate I/ Translator/ Editor/ Director
	4.3 Paggawa ng billing statement at certification.	Wala	10 minuto	University Research Associate I/ Director
5. Bayaran ang balanse (UPM Cash Office o sa Gcash account ng UP Manila) at ibigay ang kopya ng OR o GCash	5.1 Pag-release ng pinal na dokumento at certification sa pamamagitan ng email at pag-update sa	Refer to the table of fees below.	5 minuto	University Research Associate



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Transaction Receipt sa SWF.	Service Logbook (Outgoing).			
TOTAL			5 araw at 1 oras	

RATES

Expedite (Madalian)	Amount
Fakulti, Estudyanteng kasalukuyang naka-enrol sa graduate program sa UP Manila at Kawani ng UP System	
Translation	P600.00/pahina
Editing	P360.00/pahina
Estudyante (undergraduate)	
Translation	P200.00/pahina
Editing	P180.00/pahina



3. SALIN-LIBRE/EDIT-LIBRE

Libreng Pagsasalin/Pag-eedit sa Filipino, Ilocano, Bicolano, Cebuano at Hiligaynon ng iba't ibang dokumento gaya ng Informed Consent Form, Questionnaire, Information Sheet, atbp. (para lamang sa mga opisyal na dokumento ng UP Manila at PGH)

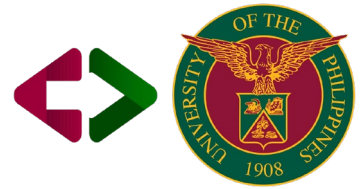
Office or Division	Sentro ng Wikang Filipino
Classification	Highly Technical
Type of Transaction	Government to Government
Who may Avail	Iba't ibang opisina/yunit sa UP Manila at PGH

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Requesting party
2. Rehistro ng Serbisyo	Sentro ng Wikang Filipino 3/P Gusaling Joaquin Gonzales (old NEDA Bldg.) Padre Faura St., Ermita, Manila
3. Soft copy ng dokumento (MS Word format)	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga katanungan/request at soft copy ng dokumentong isasalin/ieedit sa upm-swf@up.edu.ph	1.1 Pagsagot sa mga tanong/request ng kliyente.	Wala	5 minuto	University Research Associate I/ Director
	1.2 Pag-assess sa dokumento kung maaari itong isalin/ieedit.	Wala	10 minuto	University Research Associate I/ Director
	1.3 Pagpapadala ng Rehistro ng Serbisyo sa kliyente.	Wala	5 minuto	University Research Associate I
2. I-fill up ang Rehistro ng Serbisyo at ibalik sa SWF.	2.1. Paglagay ng control number sa Rehistro ng Serbisyo.	Wala	10 minuto	University Research Associate I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Pagtatala ng transaksyon sa Service Logbook (Incoming) at Masterlist of Translation/Edit.	Wala	5 minuto	University Research Associate I
3. Tandaan ang tinatayang petsa ng release ng dokumento na ibibigay ng SWF.	3.1 Pagbibigay ng tinatayang petsa ng release ng dokumento	Wala	5 minuto	University Research Associate I
	3.2 Proseso ng Salin-Libre/ Edit-Libre	Wala	15 araw	University Research Associate I/ Translator/ Editor/ Director
4. Tanggapin ang pinal na dokumento sa pamamagitan ng email.	4.1 Pag-release ng pinal na dokumento at certification sa pamamagitan ng email at pag-update sa Service Logbook (Outgoing).	Wala	5 minuto	University Research Associate
TOTAL		Wala	15 araw at 45 minuto	

**SUPPLY AND PROPERTY MANAGEMENT
OFFICE
INTERNAL SERVICES**



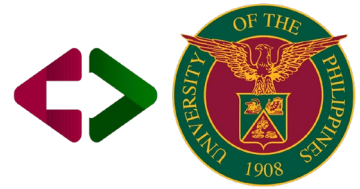
1. ISSUANCE AND PROCESSING OF CLEARANCE (WITHOUT property accountability)

Issuance and processing of University Clearance without Property Accountability

Office or Division	Supply and Property Management Office
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen
Who may Avail	Administrative Employees and Faculty Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. College Clearance	College/ Unit
2. University Clearance	College/ HRDO
3. Signed Transfer of Property Accountability	Supply And Property Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the University clearance form with complete attachments	1.1 Verifies from UPM-SPMO records the property accountability	None	Within the day	UPM Applicant (Employee/Faculty)
	1.2 Signs on the University Clearance form	None	Within the day	SPMO Inventory Clerk
	1.3 Secures duplicate copy and issues the signed University clearance	None	Within the day	SPMO Chief
2. Issues the signed University clearance		None	Within the day	SPMO Inventory Clerk
TOTAL			1 working day	



2. ISSUANCE AND PROCESSING OF CLEARANCE (WITH property accountability)

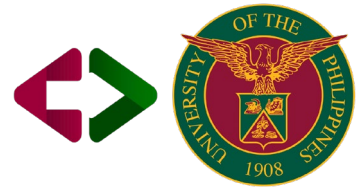
Issuance and processing of University Clearance with Property Accountability

Office or Division	Supply and Property Management Office
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may Avail	Administrative Employees and Faculty Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. College Clearance	College/ Unit
2. University Clearance	College/ HRDO
3. Signed Transfer of Property Accountability	Supply And Property Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the University clearance form with complete attachments	1.1 Verifies from UPM-SPMO records the property accountability	None	Within the day	UPM Applicant (Employee/ Faculty)
	1.2 Conducts physical inventory of equipment and requires transfer of Property Accountability to the new end-user/ accountable officer	None	1 working day	SPMO Inventory Clerk
	1.3 Prepares, encodes and prints accountability forms for signature of the new accountable	None	5 working days	SPMO Inventory Clerk

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	person.			
	1.4 Submits signed accountability forms signed by the new accountable person	None	5 working days	SPMO Inventory Clerk
	1.5 Updates SPMO masterlist and the records in the GAMIT system	None	14 working days	UPM applicant
	1.6 Initials/counter signs on the clearance.	None	3 working days	SPMO Inventory Clerk
	1.7 Signs on the University Clearance form	None	Upon receipt of clearance	SPMO Inventory Clerk
2. Signs on the University Clearance form	2.1 Secures duplicate copy and issues the signed University clearance	None	Upon receipt of clearance	SPMO Inventory Clerk
3. Issues signed University Clearance		None	Within the day	SPMO Inventory Clerk
TOTAL			30 working days	



3. RECEIPT, ACCEPTANCE AND ISSUANCE OF SUPPLIES AND EQUIPMENT (PS-DBM & NON-PS-DBM)

Receipt, acceptance and issuance of supplies and equipment (PS-DBM & Non-PS-DBM)

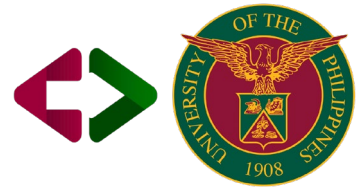
Office or Division	Supply and Property Management Office
Classification	Simple
Type of Transaction	G2C Government to Citizen
Who may Avail	UPM Officials, Administrative Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inspection and Acceptance Report (IAR)	Supply and Property Management Office
2. PS-DBM Delivery Receipt	Requesting Unit
3. Approved Purchase Request	Requesting Unit
4. Approved RIS	Requesting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PS-DBM (Acceptance)				
1. Receives delivered item/s and signs the portion of the DR.	1.1 Prepares Inspection and Acceptance Report (IAR).	None	Upon receipt of delivery receipt	SPMO Personnel/ End User
	1.2 Delivered materials/ items shall be inspected and verified as to quantity and conformity to the specifications based on the DR and approved PO	None	Upon receipt of delivery receipt	SPMO Personnel/ End User
	1.3 Inspection Officer/ End user schedules the inspection	None	2 working days	SPMO Inspection Officer/ End User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Issues the copy of IAR and DR to the Offices of Accounting and COA for recording.	1.4 Secures duplicate copy for recording and documentation.	None	Upon receipt of signed IAR with notation of SPMO inspector & Chief	SPMO personnel
3. Records in the logbook the receipt of Copy of IAR and DR.	1.5 Records in the logbook the receipt of Copy of IAR and DR.	None	Upon receipt of signed IAR with notation of SPMO inspector & Chief	Accounting personnel
TOTAL			5 Working days	
PS-DBM (ISSUANCE)				
1. Arranges and stores the supplies after the inspection of the SPMO Inspector	1.1 Posts delivered items on the Stock Card.	None	Upon receipt of IAR with notation of inspector	SPMO Personnel/ End User
	1.2 Prepares and submits the Requisition Issue Slip (RIS) for requisition of items/ supplies	None	Upon receipt of IAR with final notation of SPMO Chief	SPMO Personnel/ End User
	1.3 Checks quarterly allotment.	None	Upon receipt of approved RIS	End User/SPMO Personnel
	1.4 Issues supplies to the End User.	None		SPMO Personnel
2. Distributes copies for recording and documentation	1.5 Distributes copies to the following: Copy 1 – SPMO/ Unit Supply Officer Copy 2 – End User	None		SPMO Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Copy 3 and 4 – Accounting Office Note: Copies of RIS and Report of Supplies and Materials Issued shall be regularly submitted to the Accounting Office.			
TOTAL			5 Working days	
Non PS-DBM				
1. Receives delivered item/s and signs the portion of the DR.	1.1 Prepares the IAR.	None	Upon receipt of approved PO, DR & SI	SPMO Personnel/End User
2. Conducts inspection	1.2 Inspects and verifies the delivered materials/ items as to quantity and conformity to specifications based on the DR and approved PO	None	Upon receipt of approved PO, DR & SI	SPMO Personnel/End User
	1.3 Notes on the IAR any nonconformity. Copy of the IAR, DR and approved PO shall be returned to the SPMO/ End User. Items shall be returned to the supplier and required to comply with the agreed specifications and/ or terms of the PO and COA.	None	SPMO inspector will schedule inspection in coordination with the end-user	SPMO Inspector/ End-user



4. INSPECTION OF DELIVERED SUPPLIES AND EQUIPMENT

Description of the Services:

Office or Division	Supply and Property Management Office
Classification	Technical
Type of Transaction	G2G, G2C
Who may Avail	UPM Officials, Administrative Employees

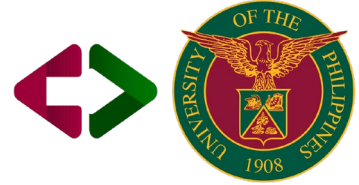
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Transmittal, complete procurement and delivery documents (IAR, PO, SI, DR, Warranty Certificate)	From the requesting unit/college
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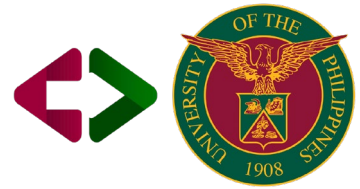
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Colleges and UPM Project-related purchases				
1. Sends complete delivery documents to SPMO		None		End-user
2. Receives, logs thru TRACKS, and forward to Inspection Officer	2.1 Receives, logs thru TRACKS, updates the internal monitoring sheet and forward to Inspection Officer	None	5 minutes upon receipt of original IAR documents	SPMO Admin. Assistant
3. Coordinates with the end-user and sets the schedule of the inspection.	3.1 Coordinates with the supplier for inspection for IT and Lab Equipment. Inform SPMO, IMS/CPDMO for the schedule.	None	5-10 minutes upon receipt of original IAR documents	End-user, SPMO Inspection Officer <i>Note:</i> Inspection together with the supplier coordinated by the end-user. Inform SPMO, IMS/CPDMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Conducts inspection of delivered items a. Within UPM campus b. Outside UPM campus	4.1 Conducts inspection of delivered items a. Within UPM campus b. Outside UPM campus	None	30-60 minutes upon receipt of original IAR documents for schedule of inspection 2-3 hours upon receipt of original IAR documents	End-user, SPMO Inspection Officer (AO III, AO V) *IMS for IT/CPDMO for Non-IT Equipment *IAO (witness for Php 5M and up deliveries)
5. Processes/acc omplishes IAR, forward to SPMO Chief for review, comments & recommendatio n prior signature	5.1 Process/ accomplish, record and document IAR, forward to SPMO Chief for review, comments & recommendatio n prior signature	None	30 minutes upon completion of recording, documentation of IAR	SPMO Inspection Officer (AO III, AO V)
6. IAR for signature/ approval	6.1 IAR for signature/ approval	None	Within the day upon receipt of original IAR documents	SPMO Chief
7. Checks/reviews the accomplished IAR with complete documents returned to end-users, recorded thru TRACKS	7.1 Checks / reviews the accomplished IAR with complete documents. 7.2 Returns to end-users, recorded thru TRACKS	None	5 minutes Upon receipt of original IAR documents	SPMO Admin. Assistant
	TOTAL		3 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Central Administration Offices/Units				
1. Receives Transmittal, with complete delivery documents logs thru TRACKS	1.1 Prepares IAR	None	10 minutes Upon receipt of original IAR documents	SPMO Admin Assistant
2. Conducts inspection of delivered items a. Within SPMO b. CAD Offices	2.1 Conducts inspection of delivered items a. Within SPMO b. CAD Offices	None	30 minutes upon receipt of original IAR documents for schedule of inspection 30 - 60 minutes upon receipt of original IAR documents	SPMO Inspection Officer *IMS for IT/ CPDMO for Equipment
3. Processes / accomplishes IAR and forwards to SPMO Chief for review, comments & recommendation prior to signature	3.1 Process / accomplish IAR and forwards to SPMO Chief for review, comments & recommendation prior to signature	None	30 minutes upon completion of recording, documentation of IAR	SPMO Inspection Officer
4. IAR for signature/ approval	4.1 IAR for signature/ approval	None	within the day upon receipt of original IAR documents	SPMO Chief
5. Checks/reviews the duly accomplished IAR with complete documents endorsed to concerned	5.1 Checks/reviews the duly accomplished IAR with complete documents endorsed to	None	5 minutes Upon receipt of original IAR documents	SPMO Chief



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SPMO Staff for appropriate action	concerned SPMO Staff for appropriate action			
TOTAL			2 hours	



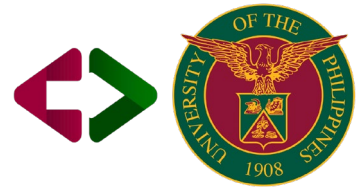
5. ONLINE APPLICATION OF UP MANILA CAR STICKER

Online application of UP Manila Car Sticker, wherein all vehicles shall be granted access and parking space to UP Manila only

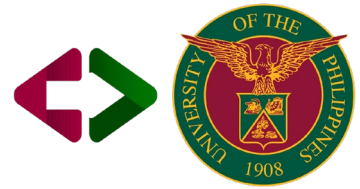
Office or Division	Supply and Property Management Office
Classification	Simple
Type of Transaction	G2C / Online
Who may Avail	UPM Officials, Administrative Employees, Faculty, REPS, Students, Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complete application form	Online via Google Form link UPM Car Sticker
2. LTO Car/Motorcycle Registration	
3. LTO Official Receipt (updated)	
4. Driver's License of owner	
5. Driver's License of driver (if owner is not the driver)	
6. Authorization Letter from owner of vehicle	
7. UPM Identification Card	
8. UPAA Alumni ID (for Alumni)	
9. Copy of UPM appointment (approved and updated)	
10. Valid Form 5 (for Students)	
11. Copy of approved contract (UPM non-regular applicants), JO/COS	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Online application via Google Form UPM Car Sticker	1.1 UPM Applicant shall fill-up Google Form and provide complete and correct details	None		UPM Applicant (Employee/Student)
2. Evaluate the completeness and	2.1 SPMO evaluator will	None	After 3 working days	SPMO Staff/Evaluator



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
validity of the documents submitted via the Google Form	check the submitted documents		upon receipt of complete and valid documents	
3. Email the applicant the status of application and modes of Payment <ul style="list-style-type: none"> - Online - OTC via UPM Cash Office 		Refer to the attached link for the applicable fees	1 working day	SPMO Staff/Evaluator
4. Preparation and issuance of claim stubs	4.1 Preparation and issuance of claim stubs	None	1 working day	SPMO Staff/Evaluator
5. Issuance, claiming of UPM Car Sticker	5.1 Issuance, claiming of UPM Car Sticker	None		UPM Security Office
TOTAL			5 working days	



6. ONLINE INVENTORY TAKING OF EQUIPMENT THROUGH GAMIT

Online inventory system for UPM Assets through Government Assets Monitoring and Inventory Tracking System (GAMIT)

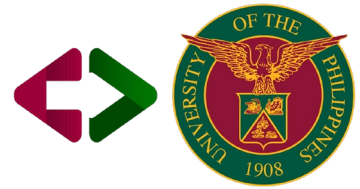
Office or Division	Supply and Property Management Office
Classification	Technical
Type of Transaction	G2G, G2C / Online
Who may Avail	UPM Supply Officer, Administrative Officer, Property Custodian

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complete procurement documents (PO, SI, DR, IAR, Warranty Certificate, Bill of Quantities)	GAMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access through this link GAMIT	1.1	None		SPMO Inventory Clerk
2. Encodes complete equipment details <ul style="list-style-type: none"> - Article - Classification - Description - Estimated useful life - Fund Cluster - Supplier - Date acquired - PAR/ICS number - Property Number - Amount - Quantity - Location - Accountable person - Sales Invoice 	2.1 SPMO inventory clerk will check the procurement documents for encoding in the GAMIT System	None	3 working days	SPMO Inventory Clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> - Purchase Order - Project Title - Project Leader 				
3. Generates PAR/ICS, Property Card and GAMIT sticker tag	3.1 Generates PAR/ICS, Property Card and GAMIT sticker tag	None	Within the day	SPMO Inventory Clerk
4. Issues PAR/ICS for signature of accountable person	4.1 Issues PAR/ICS for signature of accountable person	None	Within the day	SPMO Inventory Clerk
5. Reviews/ checks issued PAR/ICS	5.1 Reviews/ checks issued PAR/ICS	None		Unit Supply Officer/property Custodian
6. Reviews/ checks submitted the signed PAR/ICS of accountable person	6.1 Reviews/ checks submitted the signed PAR/ICS of accountable person	None	Upon receipt of PAR/ICS	SPMO Inventory Clerk
7. PAR/ICS for initial/signature	7.1 PAR/ICS for initial/signature	None	Upon receipt of PAR/ICS	SPMO Inventory clerk SPMO Chief
8. Signs the PAR/ICS to be recorded/filed	8.1 Signs the PAR/ICS to be recorded/filed	None	Within the day	SPMO Inventory clerk
TOTAL			7-10 working days	

UGNAYAN NG PAHINUNGÓD MANILA EXTERNAL SERVICES



1. REQUEST FOR ASSISTANCE TO VARIOUS PAHINUNGOD MANILA PROGRAMS

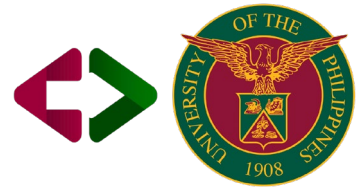
This service provides a formal channel for individuals, organizations, and partners to request assistance or collaboration with Pahinungod Manila programs.

Office or Division	CAD- Ugnayan ng Pahinungod Manila
Classification	Simple to Complex
Type of Transaction	G2C; G2G
Who may Avail	Any one

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter from the requesting party	% Requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party submits letter of request (via email or face to face)	Receive and stamp date on the	None	1 minute	Pahinungod Designated Staff
	Endorse the letter the Unit Head for comment/ approval	None	1 minute	Pahinungod Designated Staff
	Endorse request to the designated program coordinator	None	1 minute	Pahinungod Manila Director
2. Requesting party may follow-up (in person; via phone or email) after 2-3 working days	Provide update regarding the status of request	None	2-3 days	Pahinungod Designated Staff
TOTAL			2-3 days and 3 minutes	

**UGNAYAN NG PAHINUNGÓD MANILA
INTERNAL SERVICES**



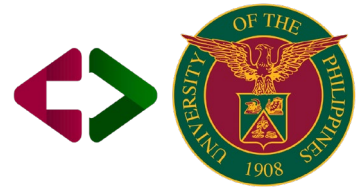
1. APPLICATION FOR A VOLUNTEER PROGRAM

This service covers the acceptance, review, and endorsement of applications to join the volunteer programs of *Ugnayan ng Pahinungód Manila*.

Office or Division	CAD- Ugnayan ng Pahinungód Manila
Classification	Simple
Type of Transaction	G2C
Who may Avail	UP-PGH constituents, including students, employees, and alumni Graduates of any four-year course from institutions other than UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pictures (1x1 and 2x2) Volunteer Data Form	% Volunteer Applicant Ugnayan ng Pahinungod Manila office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant secures/ accomplishes Volunteer Data Form	Provide applicant with the Volunteer Data Form	None	2-5 minutes	Pahinungod Designated Staff
2. Applicant submits accomplished Volunteer Data Form	Receive/ review the accomplished data form Provides explanation about the program	None	1-5 minutes	Pahinungod Designated Staff
(As applicable) Follow-up procedures	Conduct follow-up activities as required by the specific program applied for	None	Varies depending on program	Pahinungod Designated Staff
Applicant receives update	Provide applicant with an update on the status of their application	None	2-5 minutes	Pahinungod Designated Staff
TOTAL			5- 15 minutes	



2. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE

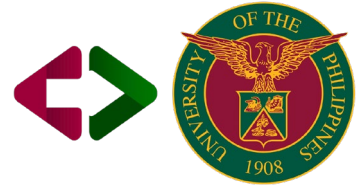
This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services.

A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis. Requests under this transaction include signing of cheques and other ministerial documents, inquiry on administrative matters based on issued memorandum, request for existing documents/materials, and other simple endorsements to be determined by the office.

Office or Division	CAD- Ugnayan ng Pahinungód Manila
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

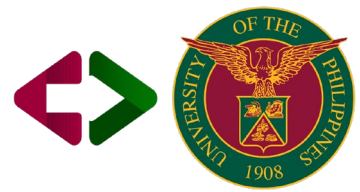
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
Letter Request transmitted through the Document Routing System (DRS)	Requesting Party
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with DRS Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit a letter via the DRS or submit a document at OVPA, GF, South wing, Quezon Hall.	1.1 Receive document and refer to appropriate staff.	None	5 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review request or document and prepare suggested action of VPA.	None	1 Day	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response or sign the document.	None	1 Day	<i>VP for Administration</i> OVPA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive response or signed copy from OVPA.	2. Transmit a copy of the signed document to the client.	None	5 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	2 Days, 10 Minutes	

**UNIVERSITY LIBRARY
EXTERNAL SERVICES**



1. CIRCULATION SERVICES

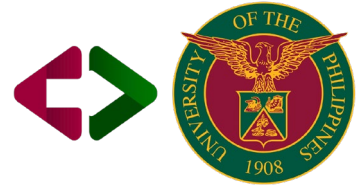
These services refer to the range of activities and processes involved in managing the lending and returning of library materials to patrons.

A. Contactless Checkout

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University of the Philippines Identification Card	Office of the University Registrar (OUR)
2. UP WebMail	Information Management Service (IMS)
3. Online Circulation Request Form	University Library website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out an online circulation request form .	1.1 Acknowledge the request via email.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	1.2 Verify the borrower's status in the Integrated Library System.	None	5 minutes	
	1.3 Retrieve the book from the shelf.	None	15 minutes	
	1.4. Scan the barcode or input the accession number to check out the book under the borrower's account in the system	None	5 minutes	
2. Confirm pick-up of the book	2.1. Stamp the date due on it and on the date due slip.	None	5 minutes	
	2.2 Advise the borrower via email of pick-up details.	None		
3. Confirm pick-up of the book.	3.1. Prepare the book for pick up.	None	15 minutes	



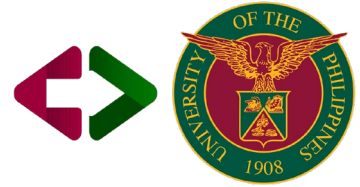
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pick up the book on an agreed date.	4.1. Send an acknowledgment receipt of the borrowed book.	None	5 minutes	
TOTAL		None	55 minutes	

B. On-site Checkout

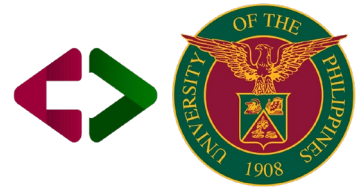
Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University of the Philippines Identification Card	Office of the University Registrar (OUR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search and check the availability of the book to be borrowed from the Integrated Library System's OPAC: https://tuklas.up.edu.ph/		None		
2. Retrieve the book from the shelf.		None		
3. Present the book to be borrowed, a valid ID, and a duly accomplished book card.	3.1. Receive book, valid ID, and duly accomplished book card.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	3.2. Scan borrower's ID and verify status on the Integrated Library System.	None	5 minutes	
	3.3. Scan the barcode or input the accession number to check out the book under the borrower's account in the system.	None	5 minutes	
	3.4. Release the book to the borrower.	None	5 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the book to be borrowed.	4.1. File the book card.	None	5 minutes	
TOTAL		None	25 minutes	

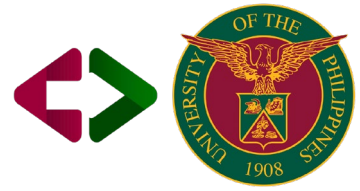


C. Book Return

Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Book to be returned	Client
2. Book Return Form	University Library website

On-Site				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the book to be returned to the library	1.1. Scan the barcode or input the accession number to register the book in the system and return it to the shelf.	None (for items not overdue)	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	1.2. Acknowledge receipt of the book via email.	None	5 minutes	
Courier Service				
1. Fill out the book return form after successfully delivering the book by courier.	1.1. Scan the barcode or input the accession number to register the book in the system and return it to the shelf.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	1.2. Acknowledge receipt of the book via email.	None	5 minutes	
In case of Overdue, pay the incurred fines; refer to Payment of Library Fines				
TOTAL		None	10 minutes	



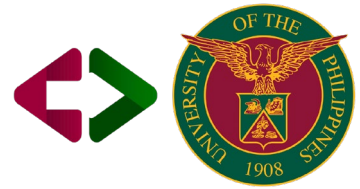
2. REFERRAL LETTER REQUEST

This service allows patrons to access the resources and facilities of other institutions. It is typically offered when our library does not have the specific materials needed for their research.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Referral Letter Request Form	University Library website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Referral Letter Request form .	1.1 Verify that the form is complete and confirm the visiting researcher's schedule, entry requirements, and policies.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
	1.2 Release a referral letter to the client.	None	1 day	
2. Receive referral letter request from the librarian in the unit library via email.		None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
TOTAL		None	1 day, 10 minutes	



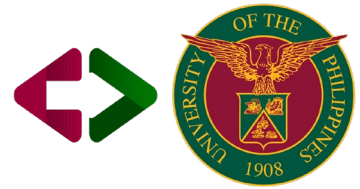
3. DOCUMENT DELIVERY SERVICE (DOKYU)

This service provides the UP Manila community with remote access to print collections, ensuring that students and faculty can obtain the resources they need without physically visiting the library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document Delivery Service (DOKYU) Form	University Library website Document Delivery Service (DOKYU) Form

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online Document Delivery Service (DOKYU) form.	1.1. Receive and acknowledge the email and make clarifications from the requester, if needed.	None	10 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
2. Receive an acknowledgement response from the librarian via email. Terms of service	2.1. Look for the material on the shelves	None	15 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	2.2 Scan the requested material and send it via email.	None	1 day	
3. Receive the requested material in digital format.		None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
TOTAL		None	1 day, 30 minutes	



4. REFERENCE INFORMATION SERVICE

This service assists patrons in finding reliable information.

A. Online Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email Account / Social Media Account	Requesting party

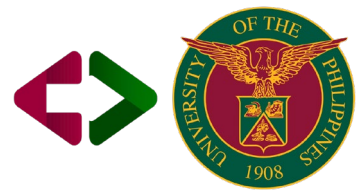
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an inquiry via the library's official email or social media account.	1.1. Review the inquiry and clarify if needed.	None	15 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
2. Receive a response from the librarian via email or social media account.	2.1 Respond to the inquiry via the library's email or social media account.	None	20 minutes (Ready-reference/Short-range reference) 45 minutes (Long-range reference)	
TOTAL		None	35 minutes (Ready-reference/Short-range reference) 60 minutes (Long-range reference)	

B. On-site Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University of the Philippines Identification Card	Office of the University Registrar (OUR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the library's information desk.	1.1. Evaluate the inquiry and clarify if needed.	None	15 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
2. Receive a response.	2.1 Respond to the inquiry.	None	20 minutes (Ready-reference/ Short-range reference) 25 minutes (Long- range reference) Note: For complex and time- consuming information requests, a response will be provided via email and will take approximately 45 minutes to complete.	
TOTAL		None	35 minutes (Ready-reference/ Short-range reference) 40 minutes (Long- range reference)	



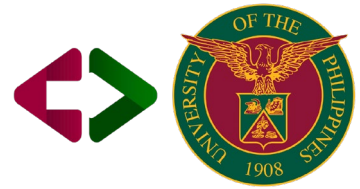
5. RESOURCE RECOMMENDATION REQUEST

This service helps library users acquire resources that meet their unique needs and interests.

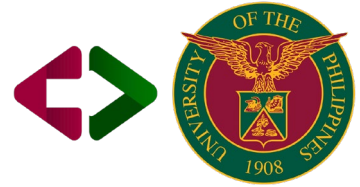
Office or Division	University Library
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Acquisitions Request Form	University Library website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Acquisition Request Form .	1.1 Consolidate all lists from all requesters and seek approval from the Library Committee Chair and the Dean.	None	5 days	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
	1.2 Submit the list to the University Librarian for recommendation and creation of a purchase request.	None	14 days	<i>College Librarian I, II, III, IV, & V Unit Library and Main Library</i>
	1.3 Submit the purchase request to the Procurement Office.	None	1 day	<i>College Librarian I Main Library</i>
	1.4 Receive Approved Purchase Request	None	30 days	<i>College Librarian I Main Library</i>
	1.5 Post on PhilGEPS	None	10 days	<i>College Librarian I Main Library</i>
	1.6 Open Price Quotations	None	1 day	<i>College Librarian I Main Library</i>
	1.7 Create Abstract of Canvass	None	1 day	<i>College Librarian I Main Library</i>
	1.8 Review and approve Abstract of Canvass and	None	1 day	<i>University Librarian</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Quotations and submit to OVCAF for approval			Main Library
	1.9 Receive approved Abstract of Canvass	None	15 days	<i>College Librarian I</i> Main Library
	1.10 Create Notice of Award, Purchase Order , Notice to Proceed, Budget Utilization Request and submission to Procurement Office	None	7 days	<i>College Librarian I</i> <i>Administrative Aide III</i> <i>Administrative Officer V</i> University Librarian Main Library
	1.11 Receive approved Notice of Award, Purchase Order, Notice to Proceed, Budget Utilization Request for signature of supplier and await delivery	None	90 days	<i>College Librarian I</i> Main Library
	1.12 Receive delivery of resources and forward to unit library	None	3 days	<i>College Librarian I</i> Main Library
	1.13 Create IAR and ICS and submit to SPMO for inspection	None	7 days	<i>Librarian I;</i> <i>College Librarian I, II, III, IV, & V</i> Unit Library
	1.14 Await inspection and approved IAR and ICS from SPMO	None	10 days	<i>Librarian I;</i> <i>College Librarian I, II, III, IV, & V</i> Unit Library
	1.15 Catalog into system and process book for circulation	None	2 days	<i>Librarian I;</i> <i>College Librarian I, II, III, IV, & V</i> Unit Library



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.16 Inform the requester of the availability of the resource requested	None	1 day	Librarian I; College Librarian I, II, III, IV, & V Unit Library
2. Borrow/check the requested resource		None		
<i>Note: For book borrowing, please refer to Circulation Services</i>				
TOTAL		None	198 days	

6. PAYMENT OF LIBRARY FINES

A service that requires library users to fulfill their financial obligations to the library for the services they use, and any penalties incurred.

A. Online Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Book to be returned	Requesting Party
2. Order of Payment Form	University Library

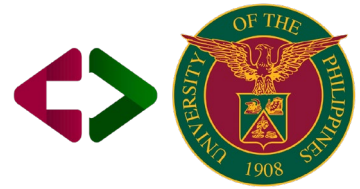
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return overdue books or inform the library staff of overdue books.	1.1 Issue the filled-out Order of Payment Form via email.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
2. Pay the amount indicated in the Online Order of Payment Form via the link: Biz.Portal-LBP or GCash and send a receipt.	2.1 Acknowledge receipt of proof of payment. 2.2 Clear accountability in the Library Management System.	Reserve Book: No. of overdue days x 50.00; Circulation/ Filipiniana: No. of overdue days x 2.00 (exclusive of weekends and holidays)	20 minutes	
TOTAL		Reserve Books: 50.00/ day; Circulation/ Filipiniana: 2.00/day	25 minutes	

B. On-site Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Book to be returned	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return overdue books or inform the library staff of overdue books.	1.1. Issue a temporary receipt after assessing the fine from the overdue date.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
2. Pay the amount indicated in the receipt issued.	2.1. Issue the receipt for proof of payment.	Reserve Book - No. of overdue days x 50.00;	10 minutes	
	2.2. Clear the borrower's account on the Library Management System of the fines incurred.	Circulation/ Filipiniana - No. of overdue days x 2.00 (exclusive of weekends and holidays)		
TOTAL		Reserve Books: 50.00/day; Circulation/ Filipiniana: 2.00/day	15 minutes	



7. SIGNING OF CLEARANCE

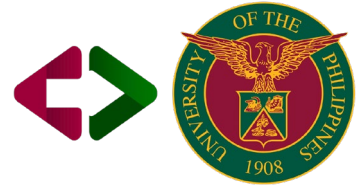
This service checks if the user's library account is clear and has no outstanding obligations.

A. Online Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students, PGH Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance Form (Students) / Clearance Form (PGH Employees)	Office of the University Registrar and/or Office of the College Secretary (for students) / Human Resource Development Division (HRDD) PGH (for PGH Employees)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the filled-out Clearance Form to the respective College Librarian-in-charge via email.	1.1 Check the client's accountability on the Integrated Library System and the Delinquent Database.	None	10 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	1.2 Affix an e-signature to the Clearance Form if there is no accountability and send it to the University Librarian for e-signature via email. Otherwise, advise the client to settle the accountability.	Reserve Book: No. of overdue days x 50.00; Circulation/ Filipiniana: No. of overdue days x 2.00 (exclusive of weekends and holidays)	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
2. Settle library accountability (if applicable) <i>Refer to Payment of Library Fines.</i>	2.1 Sign and send the Clearance Form once the accountability has been settled.	None	5 minutes	<i>College Librarian I, II, III, IV, & V Unit Library</i>
3. Receive the signed clearance form via email.	3.1. Clear/ remove the client's accountability from the ILS.	None	5 minutes	
TOTAL		Reserve Book: 50.00/ day; Circulation/ Filipiniana: 2.00/day	25 minutes	



B. On-site Transaction

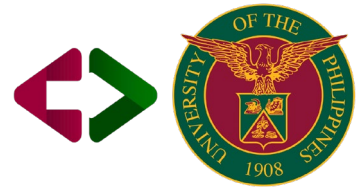
Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Students, PGH Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance Form (Students) / Clearance Form (PGH Employees)	Office of the University Registrar and/or Office of the College Secretary (for students) / Human Resource Development Division (HRDD) PGH (for PGH Employees)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a filled-out clearance form and University of the Philippines Identification Card at the unit library's circulation desk.	1.1 Check the client's accountability on the Integrated Library System and the Delinquent Database.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
2. Settle library accountability (if applicable) at the library's circulation desk.	2.1. Sign if there is no accountability; otherwise, advise clients to settle accountability.	Reserve Book: No. of overdue days x 50.00; Circulation/ Filipiniana: No. of overdue days x 2.00 (exclusive of weekends and holidays)	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
3. Receive the signed clearance form at the library's circulation desk.	3.1. Clear/ remove the client's accountability from the ILS.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
TOTAL		Reserve Book: 50.00/ day;	15 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Circulation/ Filipiniana: 2.00/day		



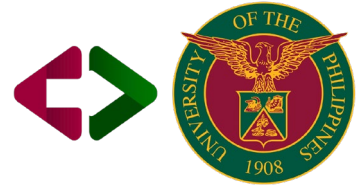
8. EXTERNAL RESEARCHER SUPPORT SERVICE

This service provides non-affiliated researchers with resources, facilities, and services to help them in their research initiatives. This helps facilitate their access to the necessary support for their work.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Non-UP, Alumni/Government/etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request/Referral Letter	Requesting Party
2. Identification Card	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the requirements when visiting the library. Unit library's contact details: https://library.upm.edu.ph/unit-libraries	1.1 Verify identity and evaluate the request.	None	10 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
2. Pay the research fee upon arrival at the concerned library.	2.1 Provide a receipt to the client.	Alumni, Former Faculty Members, and Students: Beyond five days, 20.00/day; Private Researchers and Graduate/Undergraduate Students: 50.00/day; Consortium Students/Faculty/Members: Free of Charge;	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Government Agency Researchers: Beyond five days, 20.00/day		
	TOTAL	Alumni, Former Faculty Members, and Students: Beyond five days, 20.00/day; Private Researchers and Graduate/ Undergraduate Students: 50.00/day; Consortium Students / Faculty/ Members: Free of Charge; Government Agency Researchers: Beyond five days, 20.00/day	15 minutes	

**UNIVERSITY LIBRARY
INTERNAL SERVICES**



1. CIRCULATION SERVICES

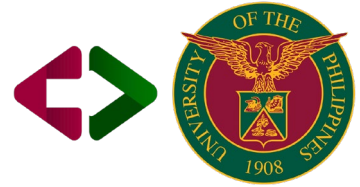
These services refer to the range of activities and processes involved in managing the lending and returning of library materials to patrons.

A. Contactless Checkout

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University of the Philippines Identification Card	Office of the University Registrar (OUR)
2. UP WebMail	Information Management Service (IMS)
3. Online Circulation Request Form	University Library website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out an online circulation request form .	1.1 Acknowledge the request via email.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	1.2 Verify the borrower's status in the Integrated Library System.	None	5 minutes	
	1.3 Retrieve the book from the shelf.	None	15 minutes	
	1.4. Scan the barcode or input the accession number to check out the book under the borrower's account in the system	None	5 minutes	
2. Confirm pick-up of the book	2.1. Stamp the date due on it and on the date due slip.	None	5 minutes	
	2.2 Advise the borrower via email of pick-up details.	None		
3. Confirm pick-up of the book.	3.1. Prepare the book for pick up.	None	15 minutes	



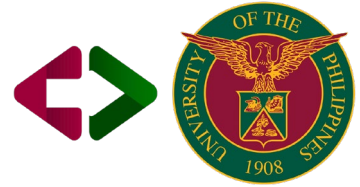
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pick up the book on an agreed date.	4.1. Send an acknowledgment receipt of the borrowed book.	None	5 minutes	
TOTAL		None	55 minutes	

B. On-site Checkout

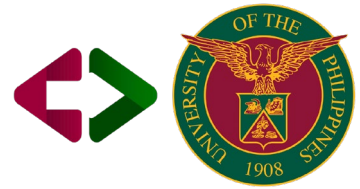
Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University of the Philippines Identification Card	Office of the University Registrar (OUR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search and check the availability of the book to be borrowed from the Integrated Library System's OPAC: https://tuklas.up.edu.ph/		None		
2. Retrieve the book from the shelf.		None		
3. Present the book to be borrowed, a valid ID, and a duly accomplished book card.	3.1. Receive book, valid ID, and duly accomplished book card.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	3.2. Scan borrower's ID and verify status on the Integrated Library System.	None	5 minutes	
	3.3. Scan the barcode or input the accession number to check out the book under the borrower's account in the system.	None	5 minutes	
	3.4. Release the book to the borrower.	None	5 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the book to be borrowed.	4.1. File the book card.	None	5 minutes	
TOTAL		None	25 minutes	

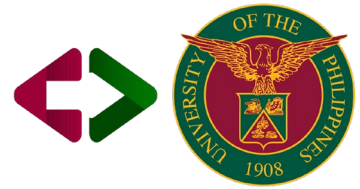


C. Book Return

Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Book to be returned	Client
2. Book Return Form	University Library website

On-Site				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the book to be returned to the library	1.1. Scan the barcode or input the accession number to register the book in the system and return it to the shelf.	None (for items not overdue)	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	1.2. Acknowledge receipt of the book via email.	None	5 minutes	
Courier Service				
1. Fill out the book return form after successfully delivering the book by courier.	1.1. Scan the barcode or input the accession number to register the book in the system and return it to the shelf.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	1.2. Acknowledge receipt of the book via email.	None	5 minutes	
In case of Overdue, pay the incurred fines; refer to Payment of Library Fines				
TOTAL		None	10 minutes	



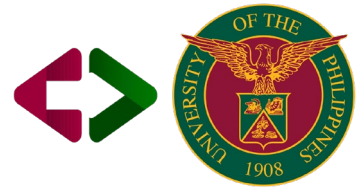
2. REFERRAL LETTER REQUEST

This service allows patrons to access the resources and facilities of other institutions. It is typically offered when our library does not have the specific materials needed for their research.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Referral Letter Request Form	University Library website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Referral Letter Request form .	1.1 Verify that the form is complete and confirm the visiting researcher's schedule, entry requirements, and policies.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
	1.2 Release a referral letter to the client.	None	1 day	
2. Receive referral letter request from the librarian in the unit library via email.		None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
TOTAL		None	1 day, 10 minutes	



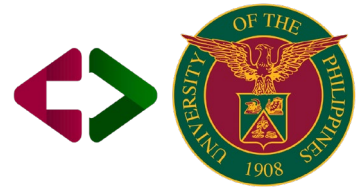
3. DOCUMENT DELIVERY SERVICE (DOKYU)

This service provides the UP Manila community with remote access to print collections, ensuring that students and faculty can obtain the resources they need without physically visiting the library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document Delivery Service (DOKYU) Form	University Library website Document Delivery Service (DOKYU) Form

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online Document Delivery Service (DOKYU) form.	1.1. Receive and acknowledge the email and make clarifications from the requester, if needed.	None	10 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
2. Receive an acknowledgement response from the librarian via email. Terms of service	2.1. Look for the material on the shelves	None	15 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	2.2 Scan the requested material and send it via email.	None	1 day	
3. Receive the requested material in digital format.		None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
TOTAL		None	1 day, 30 minutes	



4. REFERENCE AND INFORMATION SERVICE

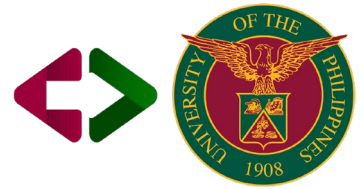
This service assists patrons in finding reliable information.

A. Online Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email Account / Social Media Account	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an inquiry via the library's official email or social media account.	1.1. Review the inquiry and clarify if needed.	None	15 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
2. Receive a response from the librarian via email or social media account.	2.1 Respond to the inquiry via the library's email or social media account.	None	20 minutes (Ready-reference/Short-range reference) 45 minutes (Long-range reference)	
TOTAL		None	35 minutes (Ready-reference/Short-range reference) 60 minutes (Long-range reference)	

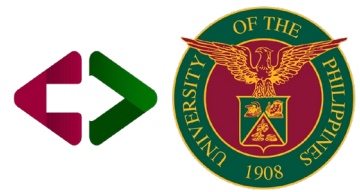


B. On-site Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University of the Philippines Identification Card	Office of the University Registrar (OUR)

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the library's information desk.	1.1. Evaluate the inquiry and clarify if needed.	None	15 minutes	
2. Receive a response.	2.1 Respond to the inquiry.	None	20 minutes (Ready-reference/ Short-range reference) 25 minutes (Long- range reference) Note: For complex and time- consuming information requests, a response will be provided via email and will take approximately 45 minutes to complete.	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
TOTAL		None	35 minutes (Ready-reference/ Short-range reference) 40 minutes (Long- range reference)	



5. RESOURCE RECOMMENDATION REQUEST

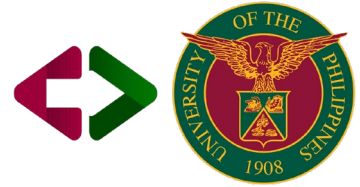
This service helps library users acquire resources that meet their unique needs and interests.

Office or Division	University Library
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

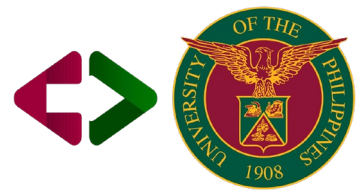
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Acquisitions Request Form	University Library website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Acquisition Request Form .	1.1 Consolidate the request and seek the approval of the Library Committee Chair and the Dean.	None	5 days	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
	1.2 Submit the list to the University Librarian for recommendation and creation of a purchase request.	None	14 days	<i>College Librarian I, II, III, IV, & V Unit Library and Main Library</i>
	1.3 Submit the purchase request to the Procurement Office.	None	1 day	<i>College Librarian I Main Library</i>
	1.4 Receive Approved Purchase Request	None	30 days	<i>College Librarian I Main Library</i>
	1.5 Post on PhilGEPS	None	10 days	<i>College Librarian I Main Library</i>
	1.6 Open Price Quotations	None	1 day	<i>College Librarian I Main Library</i>
	1.7 Create Abstract of Canvass	None	1 day	<i>College Librarian I Main Library</i>
	1.8 Review and approve Abstract of Canvass and Quotations and	None	1 day	<i>University Librarian Main Library</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submit to OVCAF for approval			
	1.9 Receive approved Abstract of Canvass	None	15 days	<i>College Librarian I Main Library</i>
	1.10 Create Notice of Award, Purchase Order , Notice to Proceed, Budget Utilization Request and submission to Procurement Office	None	7 days	<i>College Librarian I Administrative Aide III Administrative Officer V University Librarian Main Library</i>
	1.11 Receive approved Notice of Award, Purchase Order, Notice to Proceed, Budget Utilization Request for signature of supplier and await delivery	None	90 days	<i>College Librarian I Main Library</i>
	1.12 Receive delivery of resources and forward to unit library	None	3 days	<i>College Librarian I Main Library</i>
	1.13 Create IAR and ICS and submit to SPMO for inspection	None	7 days	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
	1.14 Await inspection and approved IAR and ICS from SPMO	None	10 days	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
	1.15 Catalog into system and process book for circulation	None	2 days	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.16 Inform the requester of the availability of the resource requested	None	1 day	Librarian I; College Librarian I, II, III, IV, & V Unit Library
2. Borrow/check the resource requested		None		
<i>Note: For book borrowing, please refer to Circulation Services</i>				
TOTAL		None	198 days	



6. PAYMENT OF LIBRARY FINES

A service that requires library users to fulfill their financial obligations to the library for the services they use, and any penalties incurred.

A. Online Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Book to be returned	Requesting Party
2. Order of Payment Form	University Library

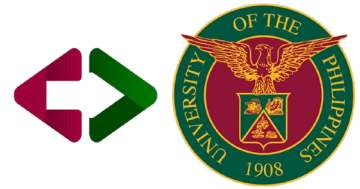
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return overdue books or inform the library staff of overdue books.	1.1 Issue the filled-out Order of Payment Form via email.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
2. Pay the amount indicated in the Online Order of Payment Form via the link: Biz.Portal-LBP or GCash and send a receipt.	2.1 Acknowledge receipt of proof of payment.	Reserve Book: No. of overdue days x 50.00; Circulation/ Filipiniana: No. of overdue days x 2.00 (exclusive of weekends and holidays)	20 minutes	
	2.2 Clear accountability at the Library Management System.			
TOTAL		Reserve Books: 50.00/ day; Circulation/ Filipiniana: 2.00/day	25 minutes	

B. On-site Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Book to be returned	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return overdue books or inform the library staff of overdue books.	1.1. Issue a temporary receipt after assessing the fine from the overdue date.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
2. Pay the amount indicated in the receipt issued.	2.1. Issues the receipt of proof of payment.	Reserve Book: No. of overdue days x 50.00;	10 minutes	
	2.2. Clear the borrower's account on the Library Management System of the fines incurred.	Circulation/ Filipiniana: No. of overdue days x 2.00 (exclusive of weekends and holidays)		
TOTAL		Reserve Books: 50.00/ day; Circulation/ Filipiniana: 2.00/day	15 minutes	



7. SIGNING OF CLEARANCE

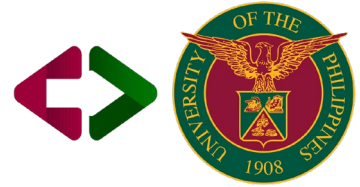
This service checks if the user's library account is clear and has no outstanding obligations.

A. Online Transaction

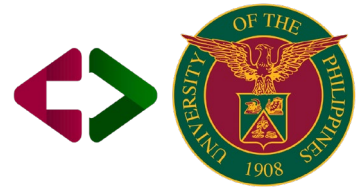
Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance Form	Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send via email the filled-out University Clearance Form (UCF) to the respective College Librarian-in-Charge.	1.1 Check the client's accountability on the Integrated Library System and the Delinquent Database.	None	10 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
	1.2 Affix an e-signature to the UCF if there is no accountability, and send it to the University Librarian for e-signature via email. Otherwise, advise the client to settle the accountability.	Reserve Book: No. of overdue days x 50.00; Circulation/ Filipiniana: No. of overdue days x 2.00 (exclusive of weekends and holidays)	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
2. Settle library accountability (if applicable) <i>Refer to Payment of Library Fines.</i>	2.1 Sign and send the Clearance Form once the accountability has been settled.	None	5 minutes	<i>College Librarian I, II, III, IV, & V Unit Library</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the clearance form with signature via email.	3.1. Clear/remove the accountability of the client on the ILS.	None	5 minutes	
TOTAL		Reserve Book: 50.00/ day; Circulation/ Filipiniana: 2.00/day	25 minutes	



B. On-site Transaction

Office or Division	University Library
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance Form	Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a filled-out clearance form and University of the Philippines Identification Card at the unit library's circulation desk.	1.1 Check the client's accountability through the Integrated Library System and the Delinquent Database.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V or Administrative Aide III; University Extension Associate I Unit Library</i>
2. Settle library accountability (if applicable) at the library's circulation desk.	2.1. Sign if no accountability; otherwise, advise clients to settle accountability.	Reserve Book: No. of overdue days x 50.00; Circulation/ Filipiniana: No. of overdue days x 2.00 (exclusive of weekends and holidays)	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
3. Receive the clearance form with a signature at the library's circulation desk.	3.1. Clear/remove the accountability of the client on the Integrated Library System.	None	5 minutes	<i>Librarian I; College Librarian I, II, III, IV, & V Unit Library</i>
TOTAL		Reserve Book: 50.00/ day; Circulation/ Filipiniana: 2.00/day	15 minutes	

**COLLEGE OF ALLIED MEDICAL PROFESSIONS
INTERNAL SERVICES**

FRONTLINE SERVICES

1. ISSUANCE OF REQUESTED DOCUMENTS

This service allows the issuance of copies of academic records requested by CAMP students or alumni, such as True Copy of Grades and academic certifications. This service entails a range of procedures, from retrieval of records to complex creation and verification of reports and certifications.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Request Form	Email or CAMP Admin (Window 2)
2. Official receipt of payment	Online or UPM Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form at CAMP Admin (Window 2) or online through this link: CAMP Document Request form	OCS Staff will check the accomplished form and orient the students about the process.	-	5 minutes	Senior Office Assistant/SRE
For True Copy of Grades				
2. Proceed to Cashier for payment or pay via Online Payment Instructions (for scholarship purposes no fees to be collected)		PhP 50.00	20 minutes	Student/ Alumni
3. Wait for the processing of the documents	3.1 OCS staff processes the request			
	3.2 Generate True Copy of Grades (TCG) in ISKOLAR, review, then print		1 working day	SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Forward printed copy for signature to College Secretary		10 minutes	SRE
	3.4 Review and sign TCG		10 minutes	College Secretary
	3.5 Once signed, inform client via email, TCG is ready for pickup		10 minutes	Senior Office Assistant
4. Client proceed to OCS, show proof of payment	4.1 Dry seal TCG, inform client to sign the logbook for claimed document request		1 working day	Senior Office Assistant
	TOTAL		3 working days	
For Student Certifications (Cert. of GWA with ranking, Cert. of Year level Standing, Cert. of Prospective Graduate, Cert. of Enrollment, Cert. of Completion)				
2. Proceed to Cashier for payment or pay via Online Payment Instructions		PhP 50.00		Student/ Alumni
3. Wait for the processing of the documents	3.1 OCS staff processes the request			SRE
	3.2 Review submitted request form of client		10 minutes	SRE
	3.3 Check database for GWA with ranking, Cert of Year Level Standing with GWA and earned units. If student is enrolled, check ISKOLAR for updated GWA of student, if alumni, check database for the final GWA and ranking		1 working day	SRE
	3.4 Prepare and encode		10 minutes	SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	certification, and print			
	3.5 Review and sign documents		5 minutes	College Secretary
	3.6 Once signed, inform client via email, certificate is ready for pickup		10 minutes	Senior Office Assistant
4. Client proceed to OCS, show proof of payment	4.1 Dry seal certificate, inform client to sign the logbook for claimed document request		1 working day	Senior Office Assistant
	TOTAL		3 working days	
For Certificate of Good Moral Character				
2. Proceed to Cashier for payment or pay via Online Payment Instructions		PhP 20.00		Student/ Alumni
3. Seek the approval of a faculty to sign the GMC certificate (either face-to-face or via email)			1-2 working days	Student/ Alumni
4. Once approved, send screenshot of approval to OCS			5 minutes	Student/ Alumni
5. Wait for the processing of the documents	5.1 OCS staff processes the request			SRE
	5.2 Prepare and encode certification, and print		10 minutes	SRE
	5.3 Forward printed copy to faculty of choice		5 minutes	SRE / Faculty of choice

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for review and signature			
	5.4 Once signed, inform client via email, certificate is ready for pickup		10 minutes	Senior Office Assistant
6. Client proceed to OCS, show proof of payment	6.1 Dry seal certificate, inform client to sign the logbook for claimed document request		1 working day	Senior Office Assistant
	TOTAL		3 working days and 30 minutes	
For Recommendation Letter (for medical school application)				
2. Coordinate with the RSA committee ONLY IF the document is for medical school AND the client has not yet been cleared of return service obligation	2.1 Coordinate with RSA staff if client already submitted the RSA required documents for medical school/NMAT application		Within one (1) working day upon receipt of request	SRE/ Senior Office Assistant and RSA Staff
3. Seek the approval of a faculty (either face-to-face or via email) to write the recommendation letter			1-2 working days	Student/ Alumni
	4. Inform client, recommendation letter will be processed by the faculty of choice, orient on the processing time			Senior Office Assistant
	5. Faculty of choice prepare the Recommendation-		10 working days	Faculty member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	tion letter (RL), once complete, email OCS			
	6. Prepare sealed white envelope		10 minutes	Senior Office Assistant
	7. Inform client via email that letter is ready for pickup		5 minutes	Senior Office Assistant
8. Proceed to Cashier for payment or pay online		PhP 100.00		Student/ Alumni
9. Proceed to OCS, show proof of payment	9.1 Dry seal letter, inform client to sign the logbook for claimed document request		1 working day	Senior Office Assistant
		PhP 100.00	15 working days*	OCS Staff

** If the document is for medical school AND the client has not yet been cleared of their return service obligation, the process will require additional days to coordinate with the RSA committee.*

2. ISSUANCE OF CERTIFICATE OF COMPLETION OF CLINICAL INTERNSHIP (PRC LICENSURE EXAMINATION)

This service allows the issuance of certificate of completion of clinical internship requested by CAMP candidates for graduation and alumni. This service entails retrieval of completed clinical hours and list of clinical sites.

Office or Division	Office of the College Secretary
Classification	Technical
Type of Transaction	Government to Citizen
Who may Avail	Recent Candidates for Graduation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Request Form	Email or CAMP Admin (Window 2)
2. Official receipt of payment	Online or UPM Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form at CAMP Admin (Window 2) or online through this link: CAMP Document Request form	1.1 Check the accomplished form and orient the students about the process. OCS staff provides online billing slip to the the client and informs client of procedure for payment	-	5 minutes	Senior Office Assistant/SRE
2. Proceed to Cashier for payment or pay via Online Payment Instructions		PhP 50.00	20 minutes	Alumni
3. Wait for the processing of the documents	3.1 OCS staff processes the request			
	3.2 Review submitted request form of client (if PRC for Licensure Exam or credentialing purpose)		10 minutes	SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Validate college clearance, check if cleared		10 minutes	SRE
	3.4 If student is not cleared, notify student to accomplish clearance first		10 minutes	SRE
	3.5 Check data, if complete, encode certification		20 minutes	SRE
	3.6 If first time request, forward to the Department Chair for final review		3 working days	Department Chair
	3.7 Validate or update certification, then return to OCS for printing		1 working day	Department Chair
	3.8 Receive certification, then print		10 minutes	Senior Office Assistant/SRE
	3.9 Forward to the Department Chair for wet signature		5 minutes	Senior Office Assistant/SRE
	3.10 Sign certificate, then return to OCS		30 minutes	Department Chair
	3.11 If for PRC Licensure Examination, forward to the Dean's Office for signature.		5 minutes	Senior Office Assistant/SRE
	3.12 Sign certificate, then return to OCS		30 minutes	Dean
	3.13 Prepare TRACKS (Document Tracking System), forward to the Office of the University Registrar for signature		10 minutes	Senior Office Assistant/SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.14 Forward hardcopy of certification to OUR, University Registrar signs certificate, once signed, return to OCS		1-2 working days	University Registrar
	3.15 Receive signed certification, inform client via email that certificate is ready for pickup		10 minutes	Senior Office Assistant
4. Client proceed to OCS, show proof of payment	4.1 Dry seal certificate, inform client to sign the logbook for claimed document request		10 minutes	Senior Office Assistant
	TOTAL		8-10 working days	

*10 working days after acknowledgement and clarification. For new graduates, this may change depending on the availability of data from the academic clinical training coordinator.

3. CREDENTIALING REQUESTS for ALUMNI

This service allows the issuance of academic records to alumni for credentialing purposes of international schools and foreign employers. Records issued include, but are not limited to the following: Course Description with Clock hours, Consolidated syllabus, Recopy of Certificate of Clinical Internship, Course Information.

Office or Division	Office of the College Secretary
Classification	Technical
Type of Transaction	Government to Citizen
Who may Avail	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Request Form	Email or CAMP Admin (Window 2)
2. Official receipt of payment	Online or UPM Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form at CAMP Admin (Window 2) or online through this link: CAMP Document Request form	1.1 Check the accomplished form and orient the students about the process. Provide online billing slip to the the client and informs client of procedure for payment	-	5 minutes	Senior Office Assistant/SRE
For Certificate of Course Description with Clock Hours				
2. Proceed to Cashier for payment or pay online		PhP 200.00	20 minutes	Alumni
3. Wait for processing of request	3.1 Check document request, alumni must submit TOR to encode document		10 minutes	Senior Office Assistant/SRE
	3.2 If no TOR, email client to submit		10 minutes	Senior Office Assistant/SRE
	3.3 Prepare certificate of course description		3 working days	Senior Office Assistant/SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for CAS and CAMP courses			
	3.4 Forward document to Department Chair for review		5 minutes	Senior Office Assistant/SRE
	3.5 Check and update if necessary, then submit final draft to Department Chair		30 minutes	SRE
	3.6 Forward to the Department Chair for checking, and countersign		10 minutes	SRE
	3.7 Review the document before countersign, then return to OCS		2 working days	Department Chair
	3.8 Print document, then forward to the College Secretary for wet signature		10 minutes	Senior Office Assistant/SRE
	3.9 Review, then signs document		20 minutes	College Secretary
	3.10 Consolidate documents, before informing client, document is ready for pickup		10 minutes	Senior Office Assistant/SRE
	TOTAL		7 working days	
For the consolidated course syllabus (CAMP courses and CAS courses)				
2. Proceed to Cashier for payment or pay online		PhP 500.00	20 minutes	Alumni
3. Wait for processing of request	3.1 Prepare course syllabus summary, check course syllabi database for copies of syllabus		30 minutes	Senior Office Assistant/SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Search and print course syllabi and consolidate it		7 working days	Senior Office Assistant/SRE
	3.3 Check course title if consistent with the title in the Official Transcript of Records		30 minutes	Senior Office Assistant/SRE
	3.4 If the course title do not match, inform client to request for an updated TOR at OUR		30 minutes	Senior Office Assistant/SRE
	3.5 If no syllabi in the database, coordinate with the Department Chair to request for a copy		1 working day	Senior Office Assistant/SRE
	3.6 The Department Chair sends copy of syllabi		2 working days	Department Chair
	3.7 Print and consolidate the syllabi		1 working day	Senior Office Assistant/SRE
	3.8 Forward the course syllabus summary to the Dept. Chair for checking		10 minutes	Senior Office Assistant/SRE
	3.9 The Dept. Chair review the syllabi and TOR, inform OCS staff if syllabus summary must be updated. If none, signs the document		7 working days	Department Chair
	3.10 Print syllabus summary		10 minutes	Senior Office Assistant/SRE
	TOTAL		20 working days	

For the Course Information form (Credentialling form from the institution)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Cashier for payment or pay online		PhP 500.00	20 minutes	Alumni
3. Wait for processing of request	3.1 Download form, check TOR if available		10 minutes	Senior Office Assistant/SRE
	3.2 Encode course information form		5-7 working days	Senior Office Assistant/SRE
	3.3 If no syllabus available, coordinate with the Dept. Chair or CAS Department.		10 minutes	Senior Office Assistant/SRE
	3.4 If CAS courses, inform client, the steps to request for the CAS syllabus		20 minutes	Senior Office Assistant/SRE
	3.5 Once syllabus are complete, encode and add to the form		1 working day	Senior Office Assistant/SRE
	3.6 Forward to the Dept. Chair for review and checking		20 minutes	Senior Office Assistant/SRE
	3.7 The Dept. Chair, review the form, update if necessary, add e-sign, return to OCS		2 working days	Department Chair
	3.8 Print form, forward to the College Secretary for signature		30 minutes	Senior Office Assistant/SRE
	3.9 Review the form, then signs		20 minutes	College Secretary
	TOTAL		15 working days	
For a duplicate copy of the Certificate of Clinical Internship				
2. Proceed to Cashier for		PhP 50.00	20 minutes	Alumni

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
payment or pay online				
3. Wait for processing of request	3.1 Check database of clinical hours		30 minutes	Senior Office Assistant/SRE
	3.2 If not yet encoded, encode the certificate		1 working day	Senior Office Assistant/SRE
	3.3 Once complete, forward to the Dept. Chair for review and signature		30 minutes	Senior Office Assistant/SRE
	3.4 Check information, update if necessary, then sign. Return to OCS		3 working days	Department Chair
	3.5 Print document, then forward to the Dean's Office		30 minutes	Senior Office Assistant/SRE
	3.6 Sign the document, then return to OCS		30 minutes	Dean
	3.7 Once documents are ready for release, inform client via email		30 minutes	Senior Office Assistant/SRE
4. Client proceed to OCS, show proof of payment			5 minutes	Alumni
	4.1 Before adding the gold seal, OCS staff informs client to double-check documents before scanning and issuance.		30 minutes	Senior Office Assistant, and Alumni
	4.2 Add gold seal, then dry seal, inform client to sign the logbook for claimed document request		30 minutes	Senior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL		30 working days (total)	

4. EDUCATION VERIFICATION PROCESS for ALUMNI

This service offers verification of academic credentials of the alumni through direct email to the foreign institution or prospective employer (local/foreign), or by filling out education verification forms from them.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email from institution requesting verification	Requesting party/agency
2. Education Verification form	Alumni or requesting party/ies
3. Official receipt of payment	Online or UPM Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form at CAMP Admin (Window 2) or online through this link: CAMP Document Request form	1.1 OCS Staff will check the accomplished form and orient the students about the process. OCS staff provides online billing slip to the the client and informs client of procedure for payment	-	5 minutes	Senior Office Assistant/SRE
2. Proceed to Cashier for payment or pay via Online Payment Instructions <i>(No education verification fee if verification request is via email)</i>		PhP 100.00	20 minutes	Alumni
Education Verification via Email				
3. Wait for processing of request	3.1 Receive email from the requesting agency		5 minutes	College Secretary/SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Check database of the alumni		1 working day	SRE
	3.3 Review the verification requirements, prepare draft email for checking of the College Secretary		20 minutes	SRE
	3.4 The College Secretary checks, returns to SRE for sending to the requesting agency		20 minutes	College Secretary
	3.5 Respond to email, verify academic credentials of alumni		20 minutes	SRE
	TOTAL		1 working day, 1 hour and 30 minutes	
Education Verification through Education Verification form				
	3.6 Receive education verification form from alumni, check if still under RSA contract		20 minutes	Senior Office Assistant/SRE
	3.7 Review alumni academic credentials, then encode information in the form		1 working day	SRE
	3.8 Forward to the Department Chair, for review and signature		10 minutes	SRE
	3.9 Receive education verification form, review before signature, return to OCS		3 working days	Department Chair

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.10 Receive, then print, forward to the College Secretary for signature		10 minutes	SRE
	3.11 Review, then signs document		20 minutes	College Secretary
	3.12 Once the document is ready for release, inform client via email		20 minutes	Senior Office Assistant/SRE
4. Client proceed to OCS, show proof of payment			5 minutes	Alumni
	4.1 Before adding the gold seal, OCS staff informs client to double-check documents before scanning and issuance.		30 minutes	Senior Office Assistant, and Alumni
	4.2 Add gold seal, then dry seal, inform client to sign the logbook for claimed document request		30 minutes	Senior Office Assistant
	TOTAL		5 working days	

5. REQUEST FOR CERTIFICATION ON RECEIPT OF THERAPY IN THE CLINIC FOR THERAPY SERVICES

Request for certification on receipt of physical therapy, occupational therapy, and speech and language therapy services at the UP CAMP Clinic for Therapy Services

Office or Division	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	Former or current clients of the clinic

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal letter of request, including details of patient/client and purpose, addressed to CTS Program Head	Patient/client requesting for certification

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter of request, including details of patient/client and purpose, addressed to CTS Program Head	1.1 CTS administrative staff receives the request, and informs the CTS head 1.2 Orients the client about the process including when the document can be received	None	5 minutes	CTS administrative staff
2. Wait for the clinic to process the request	2.1 Process the request CTS administrative staff confirms patient/client information in clinic database system CTS administrative staff writes the certification	None	Maximum 1 working day	CTS administrative staff CTS Program Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CTS Program Head signs certification			
3. Claim the document at the clinic	3.1 CTS administrative staff gives signed certification to patient/client		1-5 minutes	CTS administrative staff
TOTAL		None	1 working day and 10 minutes	

STUDENT PROCESSES

6. REGISTRATION

This process includes pre-enlistment and enrollment procedures for CAMP students.

Office or Division	Office of the College Secretary
Classification	Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Announcement of Enrollment Process	Office of the College Secretary / Student Records Evaluator
2. ISKOLAR Activation	Office of the College Secretary / Student Records Evaluator
3. Pre-advising in ISKOLAR	ISKOLAR System / Student / Adviser (Faculty)
4. Enlistment of Approved courses in ISKOLAR	ISKOLAR System / Student
5. Online Course Validation Process	Office of the College Secretary / Senior Office Assistant
6. Form 5	ISKOLAR System / Office of the College Secretary / Student / Senior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. OCS staff emails the students of the enrollment process	None	5 minutes	Student Records Evaluator (SRE)
2. Answer Google Form for Term Activation Term Activation Form	2.1. Double-check students for term activation	None	5 minutes	Student Records Evaluator (SRE)
	2.2. Student Records Evaluator (SRE) will activate the students' ISKOLAR accounts for enrollment.	None	30 minutes	Student Records Evaluator (SRE)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Pre-advising in ISKOLAR: Submit via ISKOLAR the courses they intend to enroll in for approval by the assigned program adviser.</p> <p>ISKOLAR Advising and Enrollment Student Guide</p>	<p>3.1. Program adviser reviews and approves or rejects submitted courses</p>	None	5 working days	Student / Adviser (Faculty assigned)
<p>4. Enlistment of Approved courses in ISKOLAR: Students enlist their approved courses through their ISKOLAR account.</p> <p>https://iskolar.upm.edu.ph/</p> <p>Once list of courses is final, students must click "Finish and Proceed to billing"</p>		None	3 working days	ISKOLAR System / Student
<p>5. Online Course Validation: Students should complete the CAMP Online Course Validation Form</p> <p>For students not eligible for Free Tuition, they need to generate their</p>	<p>5.1. SRE checks students' records for eligibility for Free Tuition Fee and for CHED Billing.</p>	None	1 working day	Student / Student Records Evaluator (SRE)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
billing statement and proceed to OCS for validation.				
<p>6. Generating of Form 5:</p> <p>For those eligible for Free Tuition Fee: Generate Form 5 via ISKOLAR account</p> <p>For those not eligible for Free Tuition: Pay tuition and proceed to the UP Manila Cash Office for issuance of Form</p>		None	1 working day	Student Records Evaluator (SRE) / Student / ISKOLAR System
7. Validation of Form 5: Submit Form 5 to the OCS	7.1. OCS will stamp the Form 5 "Registered" after validation.		1 working day	Student / OCS / Senior Office Assistant
	8. Release of Form 5: The Batch Representative will be informed of the process for releasing the validated Form 5.		1 working day	OCS / Senior Office Assistant
TOTAL			13 days and 10 minutes	

7. LATE ENROLLMENT AND LATE REGISTRATION

Request of Late Enrollment and Late Registration beyond the enrollment period.

Office or Division	College of Allied Medical Profession Office of the College Secretary
Classification	Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request from student endorsed by adviser.	Student / Adviser / Respective Departments
2. Letter Request endorsed by the College Secretariat.	Adviser / Office of the College Secretary
3. Letter Request endorsed to Office of the University Registrar (OUR)	Office of the College Secretary / Senior Office Staff / Student Records Evaluator / University Registrar
4. Letter Request endorsed to Office of the Vice Chancellor for Academic Affairs (OVCAA)	Office of the University Registrar / Office of the Vice Chancellor for Academic Affairs
5. Approved Letter of Late Registration	Office of the College Secretary / SRE
6. ISKOLAR Activation	Office of the College Secretary / Student Records Evaluator
7. Pre-advising in ISKOLAR	ISKOLAR System / Student / Adviser (Faculty)
8. Enlistment of Approved courses in ISKOLAR	ISKOLAR System / Student
9. Online Course Validation Process	Office of the College Secretary / Senior Office Assistant
10. Form 5	ISKOLAR System / Office of the College Secretary / Student / Senior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student prepares the requirements	1.1. Letter request for late registration/late enrollment to be signed by the adviser		1 working day	Student / SRE / Senior Office Assistant
2. Student will wait for the approval of the request.	2.1. The adviser will endorse the letter to the Office of the College Secretary for further endorsement		1 working day	Program adviser
	2.2. The College Secretary will		1 working day	College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	endorse the letter to the Office of the University Registrar			
	2.3. The University Registrar will sign the letter request for late registration/enrollment and will endorse to OVCAA.		1 working day	University Registrar
	2.4. The VCAA review the request for late enrollment, if approved, sign then return to OCS		1 working day	VCAA
	2.5. OCS receives the signed letter request from the OVCAA and informs the student regarding the result of the request.		10 minutes	SRE / Senior Office Assistant
3. Student will receive the approved request and proceed to registration/enrollment procedure	3.1. OCS will assist the student through the enrollment procedures.		1 working day	Student / SRE / Senior Office Assistant
TOTAL			6 working days	

8. REQUEST FOR CHANGE OF MATRICULATION

Request for Change of Matriculation is only permitted one week after the 1st day classes

Office or Division	CAMP Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Accomplished Change Matriculation form Billing Statement Proof of payment Change of Matriculation of courses not offered by the college is processed by the respective colleges who owns the course 	OCS Staff via email or onsite

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Online inquiry: Student emails, SRE orient re: steps of application, if CAMP courses, submit Change Matriculation form Onsite: Student visits CAMP Admin (Window 2) regarding steps for Change Matriculation 	<ol style="list-style-type: none"> 1.1. Orient student on Change Matriculation process, issue the ChangeMat form 		5 minutes	OCS Staff
<ol style="list-style-type: none"> Student submits the Change Mat form to the faculty in charge of the course for approval 	<ol style="list-style-type: none"> 2.1. Faculty in charge of the course signs the form 		2 working days	Faculty in-charge of the authorized subject for change matriculation

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Student submits the form to program adviser for approval	3.1. Program adviser signs the form		2 working days	Program adviser of student
4. Student submits the filled-out form with signatures to the OCS	4.1. OCS staff sends an email to the student confirming the request has been accepted; clarifies details if needed.		10 minutes	OCS Staff
	4.2. Once the Change Mat form is checked, the OCS staff will send to student the billing slip template and give payment instructions via GCash or OTC payment at UPM Cash office		10 minutes	OCS Staff
5. Pay the Change Mat fee form then submit proof of payment to the OCS staff		P10.00		Student
6. Submit proof of payment to OCS	6.1. OCS staff receives proof of payment, forwards Change Mat form for approval		20 minutes	SRE / Senior Office Assistant
7. Student wait for the email of approved Change Mat form	7.1. SRE scans the completed ChangeMat form, email it to student, add in the OCS drive for record keeping		20 minutes	SRE
	7.2 If CAMP courses, SRE update student's enlistment in ISKOLAR, inform		20 minutes	SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	student, enlistment is updated			
	7.3 If a graduate student, send an updated billing statement		20 minutes	SRE
	TOTAL		5 working days	

9. REQUEST FOR PERMIT FOR REMOVAL EXAMINATION

Request for the permit for removal examination is required before the removal examination.

Office or Division	CAMP Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Response to the onsite request	1. Office of the College Secretary
2. Accomplished Permit for Removal Exam form	2. Student to submit to OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student email OCS: To request for permit for removal examination	1.1. OCS sent the Permit for Removal form to student with instructions	Beyond removal period, with a fee of P20.00 per subject	10 minutes	SRE
2. Student to forward to faculty in-charge of course			2 working days	Faculty in-charge
3. Student submits accomplished Permit for removals to OCS, receives billing slip and payment instructions	3.1. OCS received permit for removal form, then issues billing slip and payment instructions		20 minutes	SRE
4. Pay the fee either online or onsite at the Cashier's office		P20.00	20 minutes	Cashier's office
5. Submit proof of payment to OCS	5.1. OCS staff receives payment		10 minutes	SRE
6. Present the OR or proof of	6.1. OCS staff releases the		10 minutes	OCS Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
payment at the CAMP (Window 2)	document, informs client to log-in the logbook of issued requests			
TOTAL			2 working days and 2 hours	

10. REQUEST FOR DROPPING OF SUBJECT

Enrolled student may request for dropping of subject/s during the semester, filing must be done within the dropping period.

Office or Division	CAMP Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dropping Slip	OCS
2. Official receipt of payment	N/A
3. All students whether or not the courses are offered in CAMP must process the dropping of courses in CAMP	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student to request to OCS for application for dropping	1.1. OCS staff orients student on the process, verify student if enrolled, issues the dropping form		10 minutes	OCS staff
2. Student accomplish the dropping form, submits the form to OCS	2.1. OCS receives dropping form, issues billing slip and payment instructions		2 working days	Student/ OCS staff
3. Pay the fee either online or onsite at the Cashier's office		P10.00/ unit	20 minutes	Cashier's office
4. Submit proof of payment to OCS	4.1. OCS staff receives payment, process the dropping form		20 minutes	OCS staff
5. Present the OR or proof of payment at the CAMP (Window 2)	5.1. OCS staff releases the document, informs client to log-in the logbook of issued requests		5 minutes	OCS Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL		2 working days and 55 minutes	

11. APPLICATION FOR GRADUATION

Tentative candidates for graduation must submit an application for graduation before approval of candidacy.

Office or Division	CAMP Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Enrolled students, tentative candidates for graduation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Graduation	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student request for the Application for graduation form CAMP Application for Graduation form	1.1. OCS orients the student about the deadline and issues the form		10 minutes	OCS staff
2. Student accomplish the form, then submits to OCS	1.2. OCS receives the form, checks if form is complete, add in the database of tentative list of graduates		3 working days	OCS staff
	TOTAL		3 working days and 10 minutes	

12. APPLICATION FOR ONLINE COLLEGE CLEARANCE

Former student or alumni must request for college clearance for issuance of academic credentials.

Office or Division	CAMP Office of the College Secretary
Classification	Technical
Type of Transaction	Government to Citizen
Who may Avail	Students/Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Students who are approved and endorsed during the UC meeting	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students receives an email from OCS, college clearance is in process	1.1. OCS staff emails the department heads of the list of students for batch clearance. OCS staff informs the students, clearance is in process		30 minutes	OCS staff
2. Student receives instructions from OCS on the CAS clearance process	2.1. OCS staff orients the steps of CAS clearance to students		20 minutes	Student
3. Student process their CAS clearance, submit to OCS once completed	3.1. OCS staff received a copy of CAS clearance, marked cleared for CAS on the clearance database		5 working days	Student/ OCS staff
4. Student waits for the email from OCS on the schedule of release of clearance	4.1. OCS staff to coordinate with the heads of units on the status of clearance		15 working days	OCS staff/Departme nt Heads
	4.2. OCS staff checks the completion of clearance, prepares the		1 working day	OCS staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	University Clearance form and College Clearance certificates, forward for signature to the College Secretary			
5. Student receives email from OCS, college clearance is ready for pickup	5.1. OCS staff email student, clearance is ready for pickup		10 minutes	OCS staff
6. Student receives the clearance	6.1. OCS staff issues clearance, informs student to log-in the logbook of issued requests		5 minutes	OCS staff
	TOTAL		20 working days	

13. REQUEST FOR PERMIT TO TRANSFER/HONORABLE DISMISSAL

Students must request a Permit to Transfer or Honorable dismissal before leaving the program.

Office or Division	CAMP Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Students/ Former students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student submits a letter informing the college they will transfer to another school or leaving the program	OCS
Accomplished college clearance and accomplished university clearance	OCS/OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student inquires about the process for permit to transfer/honorable dismissal	1.1. OCS orients the students on the process, informs the student on the requirements		10 minutes	OCS staff
2. Student prepares the letter and submits to OCS	2.1. OCS receives the letter, add student's name in the college clearance process		10 minutes	OCS staff
3. Students waits for the approval and approved college clearance	3.1. OCS staff process the college clearance, forwards clearance to the head of units		10 working days	OCS staff/Head of units
4. If a student was enrolled in CAS courses, receives email from OCS for the CAS clearance process	4.1. OCS staff informs the student on the CAS clearance process		10 minutes	OCS staff
5. Student process the CAS clearance	N/A		5 working days	Student
6. Student submits	6.1. OCS staff receives the		10 minutes	OCS staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
accomplished CAS clearance	clearance, to mark cleared in CAS in the database			
7. Student receives email from OCS, college clearance is ready for pick up	7.1. OCS staff emails student, clearance is ready for pickup		10 minutes	OCS staff
8. Student receives the clearance	8.1. OCS staff issues clearance, informs student to log-in the logbook of issued requests		5 minutes	OCS staff
9. Student submits accomplished University clearance to OCS	9.1. OCS staff prepare the approved permit to transfer, forward to officials for signature.		1-2 working days	OCS staff
10. Student receive the approved permit to transfer. If honorable dismissal, student will proceed to OUR to request	10.1. OCS staff issues approved permit to transfer. If honorable dismissal, OCS staff informs the student to request at OUR		10 minutes	OCS staff
TOTAL		12-18 working days and 5 minutes, including college clearance process		

14. REQUEST FOR THE COMPLETION OR REMOVAL OF GRADES

The faculty member must request for the completion/removal grade form once their students has complied with the completion of the course requirements, or if removal of 4.00 grade, to file after the student has taken their removal examination.

Office or Division	CAMP Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Response to the online request form	OCS Staff via email

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty emails OCS re steps of application	1.1. OCS staff sends the Completion/Removal form to faculty		10 minutes	SRE
2. Faculty fills out the form, forwards to the Department Chair for signature	2.1. Department Chair signs the form		1 working day	Department Chair
3. Department Chair/Faculty sends the signed form to the SRE	3.1. SRE receives the filled out form, updates the grade in ISKOLAR, informs faculty/Dept Chair, grade is updated in ISKOLAR.		15 minutes	SRE
	3.2. SRE forwards the form to the OCS staff for filing and encoding in database for Removal/Completion		5 minutes	OCS Staff
TOTAL			1 working day and 30 minutes	

15. REQUEST FOR MAXIMUM RESIDENCY RULE (MRR) EXTENSION

A student may request an extension of residency in case maximum residency is exceeded

Office or Division	Office of the College Secretary
Classification	Technical
Type of Transaction	Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student emails OCS for the steps or download MRR form at NGOHS portal	CAMP Graduate Program or NGOHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student request for MRR form	1.1. Student emails OCS on the steps for MRR extension		10 minutes	Student
	1.2. OCS orients student on MRR requirements and issue the form for filling out		20 minutes	SRE
2. Complete requirements and MRR form, submit to program adviser			up to 2 working days	Student
	2.1. Review students' MRR form and requirements		2 working days	Program adviser
	2.2. Once reviewed, the program adviser forwards the MRR to the Program Chair			Program adviser
	2.3. Submit it to the Student Academic Status Committee through the College Secretary for deliberation and review of the committee first.		5 working days	Program Chair / Student Academic Status committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Once deliberated, College Secretary prepares endorsement letter, then forward to the Dean		20 minutes	College Secretary / Dean
	2.5. Upon approval of the Dean, SRE or Graduate Programs support staff forwards the MRR form and requirements to NGOHS (for graduate students) or the OUR (for undergraduate students)		20 minutes	SRE / Graduate Programs Senior Office Assistant
	2.6. Review, then signs MRR form, then forward to OUR		1 working day	NGOHS Director
	2.7. Review, approve and signs MRR extension form		1 working day	University Registrar
	2.8. Forward via tracks the MRR form and requirements, to OVCAA		20 minutes	OUR staff
	2.9. OVCAA staff, review MRR extension request, then forward to VCAA for signature and approval		1 working day	OVCAA staff
	2.10. Decide on the MRR extension appeal		5 minutes	Vice Chancellor for Academic Affairs
	2.11. Forward to Office of Chancellor for		20 minutes	Office of the Chancellor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	final approval, the staff review the MRR request before signature of the Chancellor			
	2.12. Approves and signs MRR extension request. Returns to NGOHS/OUR		10 minutes	Chancellor
	2.13. Receives approved MRR extension form		1 working day	NGOHS/OUR
	2.14. Receives copy of the approved MRR, issue to student		10 minutes	SRE / CAMP Graduate Program
	TOTAL		13 working days	

16. READMISSION FROM LEAVE OF ABSENCE (LOA) OR ABSENCE WITHOUT LEAVE (AWOL)

Returning students who filed for LOA or were under AWOL request for readmission before the enrollment period.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Student emails OCS for the steps	OCS Staff via email
2. Readmission fee of Php 225.00 (for AWOL)	Online or via UPM Cashier's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student emails OCS on the readmission steps from LOA/AWOL	1.1. Orients student of readmission requirements		20 minutes	Student / SRE
2. Prepare appeal letter and readmission requirements			2 working days	Student
3. Submit appeal letter and readmission requirements to program adviser			10 minutes	Student
	3.1. Reviews appeal letter		1 working day	Program adviser
	3.2. Forwards to Department Chair upon review of appeal		30 minutes	Program adviser
	3.3. Department Chair review the appeal for readmission before endorsement to the College Secretary		1 working day	Department Chair

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3.1. If request is for readmission from AWOL, Student Academic Status Committee deliberates on the appeal*		5 working days	Student Academic Status committee
	3.3.2. Upon deliberation, and if appeal is approved by the majority of the committee members, the College Secretary prepares endorsement letter for approval of the Dean*		1 working day	College Secretary
	3.4. Dean's Office receives endorsement letter for review. If approved, for recommending approval to the Office of the University Registrar		1 working day	Office of the Dean
	3.5. SRE will prepare the readmission fee billing statement, P225.00, issue to student <i>(applicable for readmission from AWOL only)</i>		20 minutes	SRE
4. Submit proof of payment and billing statement to UPM Cash office and OCS*			1 working day	Student
	4.1. Upon payment*, SRE forwards appeal		30 minutes	SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	letter and proof of payment to OUR			
	4.2. OUR reviews and decides on the appeal		1 working day	OUR
	4.3. If approved, for signature of UR, then return to OCS		30 minutes	OUR
5. Receives approved appeal for readmission			20 minutes	OCS
	TOTAL		up to 12 working days	

*Only applicable to readmission from AWOL; readmission from LOA may take fewer days

17. REQUEST FOR FINANCIAL ASSISTANCE OR SCHOLARSHIPS

This is for submitting scholarship applications, financial loan requests, or any form of assistance (E.g. gadget loan)

Office or Division	Office of Student Relations
Classification	Technical
Type of Transaction	Government to citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Financial Aid Form (1 copy)	Office of Student Relations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to present accomplished financial aid form to the SRO with other supporting documents (e.g. GMC certificate, TCG)	1.1 SRO Admin receives the financial aid form and check for completeness	none	5 minutes	SRO Admin
2. Client waits for the request to be processed	2.1 SRO to forward request to appropriate sponsoring agencies or will identify eligibility for CAMP based assistance/scholarships	none	Varies depending on availability of funds	SRO
3. Client will wait for the documents to be processed	3.1 Agency and SRO to coordinate to set a date to interview student SRO will inform the client of the interview date	none	Within 1-2 weeks depending on the availability of the agency representative	SRO SRO Admin
4. Attend the interview	4.1 Agency and SRO to interview the client		2 hours	SRO and Agency representative
5. Client will wait for the result of the interview	5.1 Sponsoring agency or SRO will decide if the scholarship will be awarded.		3 days after the interview. If there are multiple interviewees, 3-5 days after	Sponsoring agency Office of Student Relations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The SRO will inform the client about the results of the interview via appropriate channels.		the interview of the last interviewee	
	<p>6.1 If the external scholarship is awarded, the client will coordinate directly with the institutional body from drafting the contract until the awarding of the scholarship.</p> <p>If the CAMP-based scholarship or loan is approved, SRO to provide the student with contract signing for terms of payment</p> <p>If the CAMP-based scholarship or loan is not approved, the SRO will provide the client with other potential alternatives.</p>		1 day	SRO SRO Admin
TOTAL		None	Variable	

***Shorter processing time if existing emergency loan funds are readily available and accessible

18. REQUEST FOR FINANCIAL ASSISTANCE: FINANCIAL LOAN

Request for a financial loan

Office or Division	Office of Student Relations
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Financial Aid Application form	OSR
2. Good moral character	Admin
3. TCG	Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to present accomplished financial aid form to the SRO with other supporting documents (e.g. GMC certificate, TCG)	1.1 SRO receives the form and check for completeness	None	5 minutes	SRO
2. Client waits for the request to be process	2.1 SRO appraises the submission of the client SRO to determine appropriate and available funds from the existing emergency loan funds	None	5 working days***	SRO
3. Client returns to the SRO	3.1 If the request is approved, SRO to provide an emergency loan to a student with contract signing for the terms of payment If the request is not approved, the SRO will provide the client with	None	60 minutes	SRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	other potential alternatives			
TOTAL			Variable	

***Shorter processing time if existing emergency loan funds are readily available and accessible

A. RETURN SERVICE PROGRAM SERVICES

1. REQUEST FOR CERTIFICATION OF COMPLETION OF RETURN SERVICE OBLIGATION

This request assists the students in the completion of their return service obligation

Office or Division	CAMP Return Service Program
Classification	Highly technical
Type of Transaction	Government to Citizen
Who may Avail	CAMP Alumni who signed a Return Service Agreement (RSA), have graduated from CAMP and who believe they have completed their Return Service Obligation to the college

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request <i>(this may be waived when it is the final step in a process initiated by the student, such as payment of financial penalty or submission of a notarized supplemental contract)</i>	Template can be downloaded from: Request for Certificate of Clearance COPY/DOWNLOAD - Google Docs
2. Complete report of his/her return service activities since graduation, using the online form provided by CAMP (n.b. It is recommended that this form be accomplished annually from the time of graduation, updating any and all previously submitted information)	Link to online form: CAMP RSP Monitoring
3. Certificates of employment showing period worked, job description, work schedule, clientele served, etc <i>(please see this infographic for details)</i>	Employer
4. Proof of Service Rendered form with a number of hours, signed by the employer <i>(only when adequate certificate of employment is not available)</i>	Template can be downloaded from: UPM CAMP RSP TEMPLATE Proof of Service Rendered copy or download - Google Docs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish proof of service rendered form then scan and submit via online	1.1 Review online folder containing alumni submissions; extract new submissions	None	1 minute	CAMP RSP Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
form: CAMP RSP Monitoring <i>(n.b. It is recommended that this form be accomplished annually from the time of graduation, updating any and all previously submitted information)</i>	1.2 Encode hours/service rendered in database		10 minutes	RSP Staff
	1.3 Transfer files submitted via online form: CAMP RSA Monitoring to corresponding file folders	None	10 minutes	RSP Staff
	1.4 Summarize in database	None	30 minutes	RSP Staff
2. Submit letter addressed to CAMP Dean of thru CAMP RSP Coordinator requesting release from Return Service Obligation; email to CAMP RSP at camp-rsp.upm@up.edu .	2.1 Receive letter; acknowledge receipt via email; encode in document tracking system.	None	10 minutes	RSP Staff
3. CAMP RSP Staff will prepare the required documents regarding the request	3.1 Prepare summary of hours rendered based on submissions of alumnus/a to online form: CAMP RSA Monitoring.	None	1 hour	RSP Staff
	3.2 Screen summary and submissions to determine if criteria for fulfillment of RSO have been met. 3.2.1 If all is in order, endorse to the CAMP RSP Coordinator 3.2.2 If not, refer to CAMP RSP	None	1 hour	RSP Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Coordinator for review			
	3.3 If all is in order, prepare letter to OC requesting student release from Return Service Obligation completion	None	1 hour	RSP Staff
	3.4 Transmit letter and summary to CAMP RSP Coordinator for review.	None	10 minutes	RSP Staff
	3.5 CAMP RSP Coordinator will review the documents 3.5.1 If all is in order, endorse documents and transmit to CAMP RSP Staff to be forwarded to OC 3.5.2 If not, return to RSA Staff for further processing	None	5 working days	RSP Coordinator
	3.6 Transmit necessary documents to CAMP Dean	None	10 minutes	RSP staff
	3.7 Sign and return to CAMP RSP Staff	None	1 working day	Dean's Office
	3.8 Print documents; encode in document tracking systems (internal to CAMP and of UP Manila). Transmit to UPM OAR	None	10 minutes	RSP staff
	4.1 Review documents	None	5 working days	UPM OAR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submission to other relevant UPM Offices	If all is in order, endorse to the Office of the Chancellor thru the UPM Legal Office If not, return to CAMP for further processing			
	4.2 Review documents; if all is in order, prepare a Memorandum of Return Service Obligation Completion and forward to the Office of the Vice Chancellor of Academic Affairs for review/endorsement	None	5 working days	UPM Legal Office
	4.3 Reviews documents; if all is in order, initials/endorse and forwards documents for signature to the Office of the Chancellor	None	5 working days	OVCAA
	4.4 Sign the Memorandum and return to CAMP Dean	None	5 working days	OC
5. Request received by CAMP	5.1 Annotate Memorandum to signify it has been released	None	1 working day	Dean's Office
	5.2 Receive annotated Memorandum; scan and prepare version to be certified true copy by the RSP coordinator; transmit to RSP	None	10 minutes	RSP staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Coordinator for signature			
	5.3 Sign certified true copy (CTC) of Memorandum	None	5 working days	RSP Coordinator
	5.4 Receive CTC; disseminate to pertinent UP Manila Offices/Units with a link to the online summary of service rendered and request for RSO Completion Certificate for OUR reference	None	10 minutes	RSP staff
	5.5 Inform alumnus/a via email that hard copy is available; send soft copy of CTC to alumnus/as	None	10 minutes	RSP staff
	5.6 RSP staff also asks if the client has not updated their alumni information recently (last 2 years). If not, the RSP staff will invite the client to respond to the online alumni database form	None	10 minutes	RSP staff
6. Claim hard copy of CTC from CAMP RSP Staff; sign to indicate receipt	6.1 Encode in document tracking system	None	10 minutes	Alumnus/a
TOTAL			32 working days, 5 hours, and 31 minutes	

2. REQUEST FOR COMPUTATION OF FINANCIAL PENALTY DUE FOR PRE-TERMINATION OF RSA

Request for computation of financial penalty due for pre-termination of RSA

Office or Division	CAMP Return Service Program
Classification	Highly technical
Type of Transaction	Government to Citizen
Who may Avail	CAMP Alumni who signed a Return Service Agreement (RSA); this includes both those who have enrolled graduated from CAMP, or who enrolled in CAMP undergraduate courses and did not or have not yet graduated

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. True Copy of Grades	CAMP SRE
2. Accomplished Letter of Request	Link to template: Request for Computation of Financial Penalty copy or download
3. Tuition Fee Calculation	CAMP SRE
4. Letter to Budget Requesting Computation of Payback	CAMP RSP Staff
5. RSA Information Sheet for RSA Payback	CAMP RSP Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed letter of request together with CAMP RSP Staff via email	1.1 Receives letter and encodes in document tracking system	None	10 minutes	RSP Staff
	1.2 Email SRE to request TCG and computation of tuition fees per term student was enrolled in	None	10 minutes	RSP Staff
	1.3 Transmit tuition fee computation to RSP Staff	None	2 working days	SRE Staff
2. RSP Staff processing the requests	2.1 Receive tuition fee computation	None	10 minutes	RSP Staff
	2.2 Draft letter to Budget office requesting for computation of penalty	None	10 minutes	RSP Staff

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Prepare Information Sheet for RSA Payback	None	10 minutes	RSP Staff
	2.4 Transmit to RSP Coordinator for review and signature	None	10 minutes	RSP Staff
	2.5 Review above documents 2.5.1 If all is in order, sign and return to RSP Staff to be forwarded to the Dean 2.5.2 If not, return for editing or correction	None	5 working days	RSP Coordinator and the Dean
	2.6 Forward signed documents to the Budget Office; encode in data tracking systems; file receiving copy in corresponding folders	None	1 working day	CAMP RSP Staff
	2.7 Process RSA Payback Computation; transmit to college	None	4 months	Budget and Accounting Office
	2.8 Receive computation; communicate total amount and mechanisms for payment to alumnus/a; set a meeting between alumnus and RSP Committee members as needed	None	1 working day	RSP Staff
	TOTAL		4 months, 9 working days, and 1 hour	

3. REQUEST TO BE ALLOWED TO PAY FINANCIAL PENALTY DUE TO PRE-TERMINATION OF RSA

Alumni who pre-terminate their Return Service Agreement incur a financial penalty which they need to pay the University. Unless they pay the penalty, they are subject to legal action for breach of contract; in addition, selected university documents may not be released to them. Alumni who intend to pay the penalty in full can follow the process below in order to do so.

Office or Division	CAMP Return Service Program
Classification	Highly technical
Type of Transaction	Government to Citizen
Who may Avail	CAMP Alumni who signed a Return Service Agreement (RSA) are decided on pre-termination and intent to pay the corresponding financial penalty; this includes both those who have enrolled, graduated from CAMP, or who enrolled in CAMP undergraduate courses and did not or have not yet graduated

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Letter of Request	Link to template: 3 Request for Order of Payment COPY/DOWNLOAD
2. RSA Payback Computation	Link to template: Request for Computation of Financial Penalty copy or download
3. Letter informing alumnus/a of penalty amount due	CAMP RSP Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 RSP staff receives and reviews letter; encodes in document tracking; files in appropriate folder	None	10 minutes	RSP Staff
2. RSP staff initiates the process	2.2 Draft a letter to OC Recommending Payback, with RSA Payback Computation attached. Transmits to RSP Coordinator and Dean for signature	None	10 minutes	RSP Staff

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Reviews documents; if all is in order, sign and return to RSP staff	None	5 working days	RSP Coordinator and CAMP Dean
	2.4 Receive signed document and forward to OAR	None	10 minutes	RSP Staff
3. RSP Staff forwards the request to the UPM relevant offices	3.1 Review; if all is in order, recommend approval and forward to Legal Office	None	2 working days	OAR
	3.2 Review; if all is in order, recommend approval and forward to OVCA for countersigning	None	2 working days	Legal Office
	3.3 OVCAA reviews; if all is in order, countersigns and forwards to OC	None	2 working days	OVCAA
	3.4 OC reviews; if all is in order, signs and returns to college	None	2 working days	OC
4. RSP Staff receives the requested document	4.1 Receives approved request; encodes in document tracking system; files copy in folder of alumnus. Emails request for order of payment to the Accounting Office, attaching: I. Approval from OC II. Computation of penalty from Budget Office	None	1 hour	RSP Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	III. Letter of request from student			
	4.2 Receive and process order of payment	None	2 working days	Accounting Office
	4.3 Receive and email order of payment to the alumnus/a	None	1 working day	RSP Staff
5. Payment will be settled by the client	5.1 Make payment via chosen mechanism I. DBP bank or II. On campus at the cashier's office	The amount varies per alumnus/ a. May reach several hundred thousand pesos.	1 working day	UPM Cashier's Office
6. Submit proof of payment (official receipt or deposit slip) to RSP staff	6.1 Receive official receipt or deposit slip. <i>If deposit slip is received: submit to UPM Cashier's Office for validation</i>	None	1 working day	RSP Staff
	6.2 <i>Review records of UPM Cashier's office to validate that payment was received. Once validated, send official receipt to CAMP RSP Staff.</i>	None	5 working days	UPM Cash Office
	6.3 Scan official receipt and email to alumnus	None	10 minutes	RSP Staff
	6.4 File scanned official receipt in corresponding folder.	None	10 minutes	RSP Staff
7. Alumnus may now begin the process to	7.1 RSP staff receives and reviews letter;	None	10 minutes	RSP Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
process clearance. Please see: Request for Certification of Completion of Return Service Obligation	encodes in document tracking; files in appropriate folder			
TOTAL			23 working days, 2 hours, and 40 minutes	

4. REQUEST FOR CERTIFICATE OF NO CONTRACT OR NO OBLIGATION

This request will assist the student who plans to shift or transfer to another school.

Office or Division	CAMP Return Service Program
Classification	Highly technical
Type of Transaction	Government to Citizen
Who may Avail	CAMP Students who plan to pre-terminate their Return Service Agreement in order to shift or transfer to another school or to another unit within the UP System.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Letter of Request	Request for Certificate of No Contract COPY/DOWNLOAD THIS TEMPLATE
2. TCG	CAMP SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request duly signed by all signatories	1.1 RSP staff receives and reviews the letter.	None	5 minutes	RSP Staff
2. RSP staff initiates the process.	2.1 RSP staff requests a copy of the student's TCG from CAMP OCS.	None	5 minutes	RSP Staff
	2.2 CAMP SRE generates the student's TCG.	None	3 working days	CAMP SRE/ RSP Staff
	2.3 RSP staff receive the TCG from the CAMP SRE.	None	5 minutes	RSP Staff
	2.4 RSP staff drafts the Certificate of No Contract or No Obligation. 2.4.1. If the student has enrolled in fewer than 60 units, the letter will indicate that she has no obligation. 2.4.2. If the student has enrolled in 60	None	3 working days	RSP Staff

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	units or more, the letter will state that the student is currently processing the pre-termination of his/her RSA.			
	2.5 RSP Coordinator reviews documents and signs the certificate.	None	3 working days	CAMP RSP Coordinator
	2.6 RSP staff will scan, file and email the signed certificate to the student, and annotate in student monitoring form.	None	1 working day	RSP Staff
3. Claim hard copy of the signed certificate from CAMP RSP Desk	3.2 Encode in document tracking system	None	5 minutes	RSP Staff
TOTAL			10 working days and 25 minutes	

5. REQUEST FOR DOCUMENTS NEEDED FOR NMAT APPLICATION OR MEDICAL SCHOOL ENROLLMENT

This request will assist the student who plans to take the NMAT or enroll in medical school.

Office or Division	CAMP Return Service Program
Classification	Highly technical
Type of Transaction	Government to Citizen
Who may Avail	CAMP Student and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Letter of Request	Request for Documents for NMAT/MedSchool/Related Application copy or download

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email a soft copy of the notarized letter of request to camp-rsp.upm@up.edu.ph	RSP staff receives and reviews the soft copy of the notarized document. If all is in order, files in student's online RSP folder.	None	1 working day	RSP Staff
2. Submit the hard copy of the notarized document to the CAMP RSP office.	2.1 RSP staff receives the hard copy of the notarized document, enters into document tracking system and files in student folder	None ¹	2 minutes	RSP Staff
	2.2 RSP staff instructs CAMP SRE to release the requested documents, and indicates this in online student monitoring form.	None	2 minutes	RSP Staff
3. Wait for CAMP SRE's instructions on claiming the requested documents.	CAMP SRE prepares and releases the requested documents.	None	3 working days	CAMP SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL		4 working days and 4 minutes	

A. CONDUCTING RESEARCH AND OTHER ACTIVITIES AT CAMP

1. CONDUCTING RESEARCH AT CAMP FOR NON-UP CAMP RESEARCHERS

Request to conduct a study (Survey, FGD and other research-related matters)

Office or Division	CAMP Research Committee
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Non-CAMP researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter to Dean for permission to conduct study for relevant CAMP constituents	Written by the client
2. Ethics approval from UPM REB or other institutional review boards	Institutional review boards

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following to the office of the Dean (as hard copies or as electronic files submitted to upm-camp@up.edu .ph): <ul style="list-style-type: none"> - Letter to the Dean to conduct research at CAMP - Approval from recognized ethics review board - Short proposal 	1. Office of the Dean will forward the letter to the College Research Committee (CRC) email.	None	3 working days upon the receipt of the letter	Office of the Dean
2. Coordinate with the CRC to address any issues or concerns with	2. CRC informs client about any missing documents,	None	5 working days (may occur in multiple rounds if the	CAMP University Research Associate (URA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
their request (e.g., missing documents, need for clarification)	information, or concerns		client's initial action is not satisfactory)	
3. Wait for the approval of the Dean (CAMP Research Committee approval letter to conduct a study)	3.1. CRC head will evaluate the documents and make recommendations to the Dean by drafting a letter of approval	None	5 working days	CRC head, URA
	3.2. Office of the Dean will sign the letter and issue the signed letter of approval (cc: CRC and relevant department/ persons)	None	3 working days	Office of the Dean
4. Coordinate with appropriate department/ persons to conduct data collection	4. Relevant department / persons will facilitate data collection.	None	5 working days	Relevant department/ person
TOTAL		None	21 working days	

2. REQUEST FOR CONDUCT OF FIELDWORK ACTIVITIES AT THE CLINIC FOR THERAPY SERVICES FOR NON-CAMP AFFILIATED CLIENTS

Request for conduct of fieldwork activities in physical therapy, occupational therapy, and speech and language therapy at the UP CAMP Clinic for Therapy Services

Office or Division	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	Persons with disability, persons without disability, UP administrative and faculty staff, students, alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal letter of request, including details of fieldwork activity, addressed to CTS Program Head	Client requesting to conduct fieldwork activity in CTS
2. Observers' Non-disclosure Agreement	CTS Program Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter of request, including details of fieldwork activity, addressed to CTS Program Head	1.1. CTS administrative staff receives the letter, and informs CTS head of the request 1.2 CTS administrative staff orients the client of the necessary information including when they will receive the decision.		None	5-10 minutes
2. Client waits for the decision regarding the request	2.1 Process the request: 2.2 CTS administrative staff checks for any possible conflict in schedule with		None	Maximum 1 working day

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>other clinic activities</p> <p>2.3 CTS administrative staff contacts relevant persons (i.e. patients/clients, caregivers, etc.), as necessary</p> <p>2.4 CTS administrative staff confirms fieldwork activity schedule with CTS Program Head</p> <p>2.5 CTS Program Head approves the conduct of fieldwork activity</p>			
<p>3. Client calls or visits the clinic and submits observers' Non-disclosure Agreement form</p>	<p>3.1 CTS administrative staff informs the client about approved conduct and schedule of fieldwork activity.</p> <p>3.2 CTS administrative staff orients the client of the policies of the clinic</p> <p>3.3 CTS administrative staff receives and validates the observers' Non-disclosure Agreement form</p>		<p>20 minutes</p>	<p>None</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	1 working day and 30 minutes	

A. REQUESTING OCCUPATIONAL, PHYSICAL, or SPEECH THERAPY SERVICES

3. REQUEST FOR OCCUPATIONAL, PHYSICAL AND SPEECH THERAPY SERVICE

Request for physical, occupational and speech therapy services by persons with and without disabilities for habilitation, rehabilitation, and health and wellness promotion at the UP CAMP Clinic for Therapy Services

Office or Division	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	Persons with disability, persons without disability, UP administrative and faculty staff, students, alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original recent referral form for physical occupational, or speech therapy	Any licensed physician
Photocopy of recent referral form for physical occupational, or speech therapy	Any photocopy service center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original and photocopy of referral for occupational therapy, physical therapy, or speech therapy at the CTS Clinic	<p>1.1 CTS administrative staff will check the referral form</p> <ul style="list-style-type: none"> - signed by a physician - within the past 6 months - explicit statement of need and referral to OT, PT, SP - correct patient's/client's contact details. <p>1.2 CTS administrative staff will return the original referral form to the client, and file the</p>		10 minutes	CTS administrative staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	photocopy of the referral form			
2. Client asks availability of preferred schedule for the therapy sessions	<p>2.1 CTS administrative staff checks availability of the client's preferred and available day and time with available therapy session schedules in the clinic</p> <p>2.2 If there is an available schedule, CTS sets the day and time of therapy of the patient/client in the clinic and informs the client.</p>		10 minutes	CTS administrative staff
3. Client leaves the clinic and will return on the schedule of their therapy session				
TOTAL		None	20 minutes****	

**** If a there's an available schedule

4. PROCESS FOR OCCUPATIONAL, PHYSICAL AND SPEECH THERAPY MANAGEMENT AT THE CLINIC FOR THERAPY SERVICES

Request for physical, occupational and speech therapy services by persons with and without disabilities for habilitation, rehabilitation, and health and wellness promotion at the UP CAMP Clinic for Therapy Services

Office or Division	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	Persons with disability, persons without disability, UP administrative and faculty staff, students, alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of recent and pertinent tests and ancillary procedures	Any licensed physician and health care professional

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the clinic during their schedule	1.1. CTS administrative staff receives the patients and informs them where to wait	None	10 minutes	CTS Administrative staff
	1.2 CTS administrative staff informs the therapist-in-charge	None		CTS Administrative staff
	1.3 CTS administrative staff gives the client the billing form with indicated services and amount to be paid	None		CTS Administrative staff
2. Client pays the fees at the UP Manila Cashier	2.1 -NA-	50.00 PhP initial document processi		UP Manila Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		ng (one-time only) 90.00 PhP OT, PT, or SP for initial evaluation session 50.00 PhP OT, PT, or SP for re-evaluation or/and treatment		
3. Client presents the receipt to the CTS administrative staff	3.1 Patient/client receives validated billing form and official receipt from cashier			CTS administrative staff
	3.2 CTS administrative staff validates and keeps billing form			CTS administrative staff
	3.3 CTS administrative staff encodes official receipt number in clinic logbook			CTS administrative staff
4. Proceed to occupational therapy, physical therapy, or speech therapy sessions	4.1 Provides appropriate treatment/assessment to the client		60 minutes	Therapist-in-charge
TOTAL		50.00 PhP initial document processing (one-time only) 90.00 PhP	80 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		OT, PT, or SP for initial evaluation session 50.00 PhP OT, PT, or SP for re-evaluation or/and treatment sessions		

5. REQUEST FOR OCCUPATIONAL, PHYSICAL, SPEECH THERAPY, AND CLINICAL AUDIOLOGY OUTREACH SERVICES

Request for physical, occupational, speech therapy and audio logical outreach services for habilitation, rehabilitation, and health and wellness promotion in communities

Office or Division	Community-Based Rehabilitation Program College of Allied Medical Professions University of the Philippines Manila
Classification	Technical
Type of Transaction	Government to citizen; Government to Government
Who may Avail	Students, Alumni, Schools, NGOs, GOs, LGUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Letter of request from organization/institution/government unit addressed to the Dean of the College thru CBR Program head indicating purpose of activity, target number of recipients, venue, date and logistical support of organization/ institution/ government unit	Legally recognized organization/institution or Government unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Formal letter of request is submitted to the Dean	Office of the Dean administrative staff receives the request. Informs the client when they can expect the response of the College Dean forwards the request to the CBR team.	None	10 minutes	Office of the Dean administrative staff
Client waits for the decision regarding the request	Dean and the CBR head deliberates and decides about the request. CBR head informs the client of the response of the College re the request (approval, defer activity or	None	10 working days	Dean CBR Program Head

	<p>referral out to other organizations).</p> <p>If activity is approved, CBR head orients the client regarding the logistical preparations needed prior to outreach mission</p>			
<p>Client makes logistical preparations and coordinates with the CBR team until the day of the actual program</p>	<p>CBR head, coordinates with CBR faculty and/or CAMP alumni to organize a team to be sent on agreed day and time for the outreach activity</p> <p>CBR head orients volunteer CBR faculty and/or alumni on the activity details and the roles of the volunteers</p> <p>CBR head coordinates with the client regarding logistical needs</p>	<p>None</p>	<p>Variable depending on the context/details of the project</p>	<p>CBR Program Head</p>
	<p>TOTAL</p>	<p>None</p>	<p>At least 5-10 working days and 10 minutes</p>	

PT REFRESHER COURSE

6. PT REFRESHER COURSE

Enrolling in the OT and PT Refresher Course

Office or Division	Refresher Course Program
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	BSPT graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Completed application form 2. 1x1 and 2x2 ID picture 3. Photocopy of college diploma 4. Original copy of college diploma (to be shown upon submission of all requirements) 5. 3 ratings of previous examinations taken from PRC (for validation) 6. Proof of payment and billing statement (online/onsite payment options) 	<p>Staff from the Continuing Education Committee (via email or onsite)</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Client inquires about enrolling in the Refresher Course 	<ol style="list-style-type: none"> 1.1 Refresher staff emails the participants about the enrollment process and open registration <ul style="list-style-type: none"> • Refresher Course Procedures for online/ onsite enrollees • Refresher Course Important Dates (Enrollment Period, Start of Refresher Course) • Refresher Course Application Form 	None	Within 1 day of receipt of email	Refresher Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> • Refresher Course Primer • Refresher Course Brochure & FAQs • Refresher Course Schedule • Refresher Course Online Payment Instructions (GCash app) 			
2. Client submits requirements onsite or via email	<p>2.1 Refresher staff checks if the submitted requirements are complete.</p> <p>Refresher staff issues the billing statement if the requirements are complete</p>	None	1 day	Refresher Staff
3. Client pays the course fee either online or onsite at the Cashier's Office, and receives the electronic official receipt	3.1 Refresher staff receive the email or on-site confirmation of official receipt from the Cashier's Office	32,000 for 5 months		Client and Cashier's Office
4. Clients wait for the start of the refresher course proper	4.1 Refresher staff scan and file documents of participants	None	1 day	Refresher Staff
5. Client waits for the email orientation	5.1 Refresher staff emails the participants for email orientation	None	5 minutes	Refresher Staff
TOTAL			3 days and 5 minutes	

USING CAMP ROOMS/SPACE

7. USING CAMP ROOMS/SPACES for STUDENT ORGANIZATIONS

This is for the request for room use for activities headed by CAMP student organizations for an activity.

Office or Division	Office of Student Relations
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> CAMP Activity Permit (1 copy) Project Proposal (2-3 copies) Letter to Dean (1 copy) 	Office of Student Relations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student organizations submits an activity permit endorsed by their faculty adviser	1.1 Student Relations Officer (SRO) to receive the activity permit	none	1 day	SRO Admin
2. Client waits for the request to be reviewed	2.1 SRO to review the activity permit details	none	5 working days	
3. Organization representative to retrieve the activity permit from the SRO for any revisions	3.1 SRO returns the document to the clients for any revisions	none	1 day	
4. Organization representative to revise the document as needed	4.1 N/A	none	variable	
5. Student organization submits the revised activity permit to the SRO	5.1 SRO receives and reviews the revised document	none	1 day	
6. Organization representative to retrieve the activity permit from the SRO	6.1. If there are no (more) revisions needed, the request will be processed:	none	2 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>6.2 SRO to review availability of room, and to ensure regular classes before, during, and after will not be affected</p> <p>6.3 SRO forwards the activity permit to the AO</p> <p>6.4 AO to take note of the room and other needs, and coordinate with administrative staff regarding room use specifications</p> <p>6.5 AO to return the permit to the SRO</p> <p>6.6 SRO forwards the permit to the OCS</p> <p>6.7 The College Secretary, on behalf of the Dean, will review and approve the activity OCS forwards the permit to the SRO</p>			
7. Organization representative to retrieve the activity permit from the SRO	SRO informs the student of the results of the request via appropriate channels	none	1 day	
TOTAL			7 days*	

*If there are no revisions to the document

8. REQUEST FOR ROOM USE BY A NON-CAMP STUDENT ORGANIZATION

Request form for room use for activities headed by a non-CAMP organization or office

Office or Division	Office of Student Relations
Classification	Complex
Type of Transaction	Government to citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity permit or letter of request	OSR
2. CAMP faculty to endorse and oversee the activity for non-CAMP organizations	assisted by SRO in identifying faculty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organization or office submits an activity permit endorsed by their faculty adviser	1.1 Admin Office to receive the activity permit Activity permit is forwarded to the SRO	None	1 day	Staff at the Admin Office
	2.1 SRO to review the activity permit details: clarification of information; identification of CAMP faculty who will oversee the event if after hours; review of availability of room, and ensuring regular classes before, during, and after will not be affected	None	3 days	SRO and Organization head/CAMP representative
3. Organization representative to retrieve the activity permit for revision	3.1 If the activity permit needs to be revised, SRO to place it in the folder "Activity permits" at the Admin Office	None	3 minutes	SRO
	4.1 If for endorsement:	None	3 minutes	SRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	SRO endorses for approval and forwards the activity permit to the Dean's administrative staff			
	5.1 Dean's administrative staff to log the activity permit and to forward to AO	None		Dean's administrative staff
	6.1 AO to coordinate with administrative staff regarding room use specifications and calculation of room use fees	depends on the length of activity	3 days	AO
	7.1 AO to return the permit to the Dean's administrative staff	None		AO
	8.1 Dean's administrative staff to forward to OCS or Dean for approval of activity	None	3 days	Dean's administrative staff
9. Organization representative to retrieve the activity permit from the designated folder	9.1 Dean's administrative staff will place activity permits at the Folder "Activity Permits" at the Admin Office	None		Dean's administrative staff
TOTAL			10 Days	

9. REQUEST FOR USE OF SPACE AT THE CLINIC FOR THERAPY SERVICES

Request for use of room and space in the UP CAMP Clinic for Therapy Services

Office or Division	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	UP administrative and faculty staff, students, alumni, non-UP-affiliated individuals and groups

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal letter of request, including details of use of clinic space, addressed to CTS Program Head	Borrower of clinic space

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter of request, including details of use of clinic space, addressed to CTS Program Head	1.1 Receives the request	None	10 minutes	CTS administrative staff
	1.2. Informs the client when they can expect the results	None	10 minutes	CTS administrative staff
	1.3. Orients the client about the use of the space (focusing on the process of reservation)	None	10 minutes	CTS administrative staff
2. Wait for the results of the request	2.1 Process the request:	None	Maximum 1 working day	
	2.2 CTS administrative staff - checks availability for use of the requested space - documents and schedule requested use	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of clinic space on clinic logbook - confirms scheduled use of clinic space to CTS Program Head			
	2.3 CTS Program Head informs UP CAMP AO about approved request	None		
	2.4 UP CAMP AO takes note of use of clinic space on indicated schedule of use	None		
	2.5 CTS administrative staff informs the client about the decision	None		
3. Client returns to the clinic to settle rent of the space (<i>for non-CAMP-affiliated individuals and groups</i>)	3.1.CTS administrative staff gives accomplished billing form, with indicated amount to be paid, to client	None	10 minutes	CTS administrative staff
4. Pay rental fee for use of clinic space (<i>for non-CAMP-affiliated individuals and groups</i>)		Variable		Cashier's Office
5. Client gives the proof of payment to the clinic	5.1. CTS administrative staff receives proof of payment.		20 minutes	CTS administrative staff
	5.2. CTS administrative staff encodes official receipt number in clinic logbook		20 minutes	CTS administrative staff
	5.3. Orients the client about the use of the space		20 minutes	CTS administrative staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Client returns on the agreed upon schedule to uses requested space				
TOTAL		Variable	1 working day and 2 hours	

B. BORROWING AND RETURNING EQUIPMENT

10. BORROWING DEPARTMENT EQUIPMENT (OT/PT/SP) FOR UP-CAMP USE

Borrowing equipment from the OT/PT/SP Department for use within the UP-CAMP building

Office or Division	Administration Office
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	Faculty, administrative staff, and students of UP Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Answer Google Form CAMP Borrower's/ Request Form (Supplies and Equipment)	CAMP Borrowers/ Request Form (Supplies and Equipment)
2. Answered form - Request for use of college facilities and equipment	Administration Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party should fill out the CAMP Borrower's Request online or in hard copy at the Administrative Office	1.1 AO will forward the request to the Department Equipment Officer for the recommending approval of the Department Chair	None	1 hour	Administrative Officer Department equipment Officer CAMP laboratory technician
3. AO will inform the requesting party of the approval/disapproval of request	2.2 Administration Officer will check the form, once encoded, AO will delegate the preparation of equipment to the CAMP laboratory technician	None	3 hours	Administrative Officer CAMP laboratory technician as Property Custodian
TOTAL			3 hours after approval and preparations	CAMP laboratory technician as Property Custodian

11. BORROWING DEPARTMENT EQUIPMENT (OT/PT/SP) FOR EXTERNAL USE

Borrowing equipment from the OT/PT/SP Department for use outside of the UP-CAMP Building

Office or Division	Administration Office Department of Occupational Therapy Department of Physical Therapy Department of Speech Pathology
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	Faculty and students of UP Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Dean thru the Administrative Officer	Request letter to be drafted by the requesting party
2. Accomplished online form: CAMP Borrower's/ Request Form (Supplies and Equipment)	Administrative Officer CAMP Borrowers/ Request Form (Supplies and Equipment)
3. Gate Pass	CAMP laboratory technician as Property Custodian
4. Letter request addressed to the Dean thru the Administrative Officer	Request letter to be drafted by the requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a letter of request addressed to the Dean thru Administrative Officer (AO) indicating: list of materials requested, purpose, where materials/equipment will be used, and duration of use	AO will forward the request to the Department Equipment Officer who will recommend approval to the Department Chair AO will inform the requesting party of the approval/disapproval of request and provide the requesting party with the link to the online form (CAMP Borrowers/ Request Form (Supplies and Equipment))	None	maximum 1 hour	AO Department equipment Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party will answer the google form CAMP Borrowers/ Request Form (Supplies and Equipment)	AO will check the form, once encoded, AO will delegate the preparation of equipment to the CAMP property custodian CAMP property custodian will prepare the equipment to be borrowed	None	3 hours	AO CAMP property custodian
Requesting party will secure approved Gate pass from the CAMP property custodian	CAMP property custodian will prepare the Gate pass and have it signed by the AO on behalf of the Dean	None	30 minutes	CAMP property custodian
Requesting party will present the approved Gate pass to the guard on duty	The guard on duty will check and make sure that the equipment to be brought out is listed in the gate pass	None	5 minutes	Security guard on duty
TOTAL		None	4 hours and 35 minutes	

12. RETURNING BORROWED DEPARTMENT EQUIPMENT (OT/PT/SP)

Returning borrowed equipment from the OT/PT/SP Department to the Administration Office

Office or Division	Administration Office Department of Occupational Therapy Department of Physical Therapy Department of Speech Pathology
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	Faculty and students of UP Manila

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of the approved Letter request	Requesting party should have a copy
2. Approved Gate pass	CAMP laboratory technician as Property Custodian
3. Material/Equipment borrowed	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the approved letter with the approved gate pass to the security guard on duty	Security guard on duty informs the CAMP Property Custodian that a borrowed equipment/material will be returned	None	5 minutes	Security guard
Return the borrowed equipment to the CAMP Property Custodian	CAMP Property Custodian checks the documents and status of the returned equipment/material (e.g. complete, no damage, good working condition) CAMP Property Custodian informs the AO of their appraisal of the returned equipment	None	10 minutes	CAMP property custodian
If there are no damages, the client signs a logbook	CAMP Property Custodian accepts the returned	None	5 minutes	CAMP property custodian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documenting the return of the equipment	equipment and signs the logbook			
If borrowed item is damaged or lost, the client informs the Administration Office or CAMP Property Custodian	Administration Office will charge an appropriate amount to the borrower for the repair or for replacement of the equipment	Variable	Variable	CAMP Administrative Assistant in charge in procurement
TOTAL		None 7-20 minutes ***	None 7-20 minutes***	

*** if there are no damages

13. REQUEST FOR BORROWING EQUIPMENT OR MATERIALS FROM THE CLINIC FOR THERAPY SERVICES

Request for borrowing of physical, occupational and speech therapy equipment and materials from the UP CAMP Clinic for Therapy Services

Office or Division	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	UP administrative and faculty staff, students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal letter of request, including list of clinic equipment and materials that will be borrowed, addressed to CTS Program Head	Borrower of clinic equipment and materials

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit formal letter of request, including list of clinic equipment and materials that will be borrowed, addressed to CTS Program Head	CTS clerks receives the request and forwards it to the CTS Program Head	None	1-5 minutes	CTS administrative staff
Client waits for the decision regarding the request	<p>CTS Program Head deliberates and approves/disapproves the request</p> <p>CTS Program Head will inform the CTS administrative staff about the decision regarding the request</p> <p>CTS administrative staff informs the client of the decision regarding the request and when to pick the equipment/</p>	None	1 working day	CTS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>material if approved</p> <p>If approved, CTS administrative staff checks availability of requested equipment/ materials documents request in the clinic logbook administrative staff prepares requested clinic equipment and materials for pick-up of client</p>			
Client signs in the logbook	CTS administrative clerk verifies client signature on logbook	None	2 minutes	CTS administrative staff
Client picks-up the requested clinic equipment and materials at the clinic	CTS administrative staff gives the gate pass and the requested clinic equipment and materials to client	None	5 minutes	CTS administrative staff
TOTAL		None	1 day and 12 minutes	

14. RETURNING BORROWED EQUIPMENT OR MATERIALS FROM THE CLINIC FOR THERAPY SERVICES

Request for borrowing of physical, occupational and speech therapy equipment and materials from the UP CAMP Clinic for Therapy Services

Office or Division	Clinic for Therapy Services College of Allied Medical Professions University of the Philippines Manila
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	UP administrative and faculty staff, students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal letter of request, including list of clinic equipment and materials that will be borrowed, addressed to CTS Program Head	Borrower of clinic equipment and materials

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client returns borrowed clinic equipment and materials to CTS administrative clerk	CTS administrative clerk receives returned clinic equipment and materials CTS administrative clerk confirms correctness and completeness of returned clinic equipment and materials with documentation on clinic logbook CTS administrative clerk inspects clinic equipment and materials for any damages	None	10 minutes	CTS administrative clerk
If there are no damages, the client signs a logbook documenting the	CTS administrative clerk verifies client signature and countersigns documentation of	None	5 minutes	CTS administrative clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
return of the equipment	returned clinic equipment and materials on clinic logbook			
If borrowed item is damaged or lost, the client informs the Administration Office or CAMP Property Office	<p>CTS administrative clerk informs the CTS program head</p> <p>CTS program head will charge an appropriate amount to the borrower for the repair or for replacement of the equipment</p>	Variable	Variable	<p>CTS administrative clerk</p> <p>CTS program head</p>
TOTAL		None***	15 minutes***	

15. REQUEST TO BORROW EQUIPMENT FROM THE COMMUNITY-BASED REHABILITATION PROGRAM

Request for borrowing of equipment and materials from the UP CAMP Community Based Rehabilitation Program

Office or Division	Community-Based Rehabilitation Program College of Allied Medical Professions University of the Philippines Manila
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	UP Administrative staff and faculty, students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal letter of request, including list of equipment and materials that will be borrowed, addresses to CBR Program Head	Borrower of clinic equipment and materials

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter of request, including list of clinic equipment and materials that will be borrowed, addressed to CBR Program Head	1.1 CBR administrative staff or CBR faculty receives the letter of request and informs the CBR program head about the request 1.2 Client is oriented about relevant information re borrowing equipment and informed of when to expect the response.	None	15 minutes	CBR administrative staff
2. Client waits for the decision regarding the request	2.1 CBR Program Head deliberates and approves/disapproves the request 2.2 CBR Program Head informs CBR administrative	None	One working day	CBR Administrative staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>staff and UP CAMP Administrative officer about approval of request and list of equipment and materials for lending</p> <p>2.3 If approved,</p> <ul style="list-style-type: none"> - CBR administrative staff checks availability of requested equipment/ materials - documents request in the logbook - administrative staff prepares requested equipment and materials for pick-up of client <p>2.4 CBR administrative staff informs the client of the decision regarding the request and when to pick the equipment/ material if approved</p>			
<p>3. Client picks-up the requested equipment and materials at the College or CBR site</p> <p>Client signs in the logbook</p>	<p>3.1 CBR administrative clerk verifies client signature on logbook</p> <p>3.2 CBR administrative staff gives</p>			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requested clinic equipment and materials to client 3.3 Client is reminded about relevant information re borrowing equipment			
	TOTAL	None	1 working day and 25 minutes	

16. RETURNING BORROWED EQUIPMENT OR MATERIALS FROM THE COMMUNITY-BASED REHABILITATION PROGRAM

Returning borrowed equipment and materials from the Community-based Rehabilitation Program

Office or Division	Community-Based Rehabilitation Program College of Allied Medical Professions University of the Philippines Manila
Classification	Simple
Type of Transaction	Government to citizen
Who may Avail	UP administrative and faculty staff, students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Borrowed equipment	borrowed from CBR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client returns borrowed clinic equipment and materials to CBR administrative clerk	<p>1.1 CBR administrative clerk receives returned clinic equipment and materials</p> <p>1.2 CBR administrative clerk confirms correctness and completeness of returned clinic equipment and materials with documentation on clinic logbook</p> <p>1.3 CBR administrative clerk inspects clinic equipment and materials for any damages</p>	None	10 minutes	CBR administrative clerk
2. If there are no damages, the client signs a logbook documenting the return	2.1 CBR administrative clerk verifies client signature and countersigns documentation of returned clinic equipment and	None	5 minutes	CBR administrative clerk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of the equipment	materials on clinic logbook			
3. If borrowed item is damaged or lost, the client informs the Administration Office or CAMP Property Office	3.1 CBR administrative clerk informs the CBR program head CBR program head will charge an appropriate amount to the borrower for the repair or for replacement of the equipment	Variable	Variable	CBR administrative clerk CBR program head
TOTAL		None***	15 minutes***	

*** if there are no damage

**COLLEGE OF ARTS AND SCIENCES
INTERNAL SERVICES**

1. Issuance of College Clearance Form

Description of the Service

All UPM CAS students can apply for college clearance based on the following reasons:

- Leave of Absence
- Honorable Dismissal
- Recently graduated students

Office or Division	Office of the College Secretary			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	UPM CAS students or their authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
<ul style="list-style-type: none"> ● Fully accomplished college clearance form with attachments based on the following reasons: ● If due to LOA (Accomplished LOA form) ● If for Honorable Dismissal (Accomplished HD Form) <p>For authorized representatives:</p> <ul style="list-style-type: none"> ● Authorization letter with a photocopy of the owner's UP ID ● Valid ID of the representative 			1. CAS Office of the College Secretary	
CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to CAS OCS to request for College Clearance Form.	Verify the status of the client and the reason for the college clearance application	None	5 Minutes	Assigned CAS OCS staff
TOTAL		None	10 Minutes	

2. Processing of Application for Graduation

Description of the Service

All graduating UPM CAS students must apply for graduation on or before the scheduled deadline set every semester.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail?	UPM CAS students or their authorized representative

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully completed application form for graduation For authorized representatives: <ul style="list-style-type: none"> An authorization letter with a photocopy of the applicant's UP ID Valid ID of the representative 2. 2 X 2 Colored ID Picture (White Background) 3. Certificate of Registration (UP Form 5) 4. Official receipt of payment			1. CAS Office of the College Secretary	
CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online application form: https://bit.ly/UPMCASGradForm	Will verify if the applicant is in senior standing and collect the requirements for graduation application. <i>Late applicants will be instructed to go to the UPM Cashier's office to pay the fine.)</i>	None unless the late applicant	5 Minutes	Assigned CAS OCS Staff

	Will receive the application form	None	5 minutes	Assigned CAS OCS Staff
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3. Go to CAS OCS to submit the signed system-generated application form for graduation	for graduation and official receipt of payment			
TOTAL		₱100 late application fee for graduation	5 Minutes	

3. PROCESSING OF REQUEST FOR HONORABLE DISMISSAL

Description of the Service

All UPM CAS Students who will file for honorable dismissal

Office or Division	Office of the College Secretary			
Classification	Complex			
Type of Transaction	Government to Citizen			
Who may avail?	UPM CAS students or their authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully accomplished Honorable Dismissal Form For authorized representatives: <ul style="list-style-type: none"> • Authorization letter with a photocopy of the applicant's UP ID • Valid ID of the representative 2. Accomplished college clearance			1. CAS Office of the College Secretary	
CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to CAS OCS to submit the following: <ul style="list-style-type: none"> - Honorable Dismissal Form - CAS Clearance Form - University Clearance Form 	Verifies the enrollment. If yes, forms must be signed by the class instructors and the guardian, otherwise, proof of the guardian's consent will be requested from the applicant.	None	5 Minutes	Assigned CAS OCS staff
TOTAL		None	5 Minutes	

4. APPLICATION FOR LEAVE OF ABSENCE

Description of the Service

All UPM CAS Students who would like to request for leave of absence will be filed before the mid-semester so that it would not be counted in their residency.

Office or Division	Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail?	UPM CAS students or their authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
1. Fully accomplished Leave of Absence Form For authorized representatives: <ul style="list-style-type: none"> • An authorization letter with a photocopy of the owner's UP ID • Valid ID of the representative 0. If a Leave of Absence application is due to health reasons, Medical Certificate, and UP School ID			1. CAS Office of the College Secretary	
CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student should submit their LOA application at this link: https://bit.ly/UPM_CASLOAform	Generates the system-generated LOA form with email instructions for the UP Manila Dropping Process	None	5 Minutes	Assigned CAS OCS staff

2. Go to UP Manila Cashier's office	Collects the payment for the Leave of Absence application and issue the official receipt of payment	₱150	5 Minutes	Cashier
3. Go to CAS OCS to submit the LOA form and official receipt of payment	Receives the LOA form with complete signatures and proof of LOA fee payment	None	5 Minutes	Assigned CAS OCS staff
TOTAL		₱150	15 Minutes	

5. ISSUANCE OF DROPPING FORM

Description of the Service

All UPM CAS students can request the dropping of their enrolled courses.

Office or Division	Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	UPM CAS students or their authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
1. Fully accomplished dropping slip For authorized representatives: <ul style="list-style-type: none"> • Authorization letter with a photocopy of the owner's UP ID • Valid ID of the representative 2. Official receipt of payment			1. CAS Office of the College Secretary	
CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students should submit their dropping requests at this link: https://bit.ly/UPMCAS Droppingform	Generates the system-generated Dropping Slip with email instructions for the UP Manila Dropping Process	None	5 Minutes	Assigned CAS OCS staff

2. Go to UP Manila Cashier's office	Collects the dropping fee and issue the official receipt of payment	₱10/course unit	5 Minutes	UPM Cashier
3. Go to CAS OCS to submit the dropping slip and official receipt of payment	Receives the signed dropping slip and proof of dropping fee payment	None	5 Minutes	Assigned CAS OCS staff
TOTAL		₱10/course unit	15 Minutes	

6. ISSUANCE OF PERMIT FOR REMOVAL EXAMINATION

Description of the Service

All UP Manila College of Arts and Sciences students can request a permit for removal examination or before the scheduled removal period per semester set in the UP Manila academic calendar:

Note: If a removal examination request is requested after the scheduled date in the academic calendar, it is considered a special removal examination with a fee of ₱20.00

Office or Division	Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	UPM CAS students or their authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
1. Fully accomplished removal examination form For authorized representatives: <ul style="list-style-type: none"> • Authorization letter with a photocopy of the owner's UP ID • Valid ID of the representative 2. Official receipt of payment for special removal examination request			1. CAS Office of the College Secretary 0. UP Manila Cashier's Office	
CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the permit at this link: https://bit.ly/CASOCSUpdatedForms	Verifies the classification of the request (regular or special), If requested after the removal period, the client will be instructed to go to the UPM Cashier's Office for payment	None (₱20 is the special removal examination fee)	2 Minutes	Assigned CAS OCS staff UPM Cashier

2. Go back to CAS OCS if the permit is accomplished for the college secretary's signature	Receives the accomplished removal examination permit to be signed by the college secretary	None	1 Minute	Assigned CAS OCS staff
TOTAL		₱20/request	3 minutes	

7. PROCESSING OF REQUEST FOR OCS-ISSUED STUDENT-RELATED RECORDS

Description of the Service

All UP Manila College of Arts and Sciences students can request the following student-related records which will be processed within 10-15 working days (Subject to the availability of the signatories):

- Certificate of Senior Standing
- Certificate of Units Earned
- Certificate of Candidacy for Graduation

If you have already graduated:

- Certificate of Batch Ranking
- Certificate of General Weighted Average

Office or Division	Office of the College Secretary			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	UPM CAS students or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
1. Fully accomplished request form For authorized representatives: <ul style="list-style-type: none"> • An authorization letter with a photocopy of the owner's UP ID • Valid ID of the representative 2. Official receipt of payment		1. CAS Office of the College Secretary 0. UP Manila Cashier's Office		
CLIENT'S STEPS	AGENCY'S ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to CAS OCS to get a request form	Will verify if the client is enrolled and will put the amount of the requested record(s), then will instruct the client to go to the UPM Cashier's Office	None	5 Minutes	Assigned CAS OCS staff

2. Go to UP Manila Cashier's office	Will collect the request fee and issue an official receipt of payment	₱25/Copy	5 Minutes	UPM Cashier
3. Go to CAS OCS to submit the request form with official receipt of payment	Will receive the request form and official receipt of payment, then give the claim stub which indicates when the request can be claimed	None	5 Minutes	Assigned CAS OCS staff
TRANSACTION TIME		₱25/Copy	15 Minutes	

8. ISSUANCE OF STUDENT RELATED RECORDS

Description of the Service

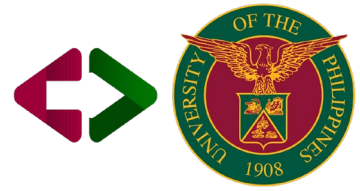
All UP Manila College of Arts and Sciences students can request the following student-related records which will be processed within 3-5 working days (Subject to the availability of the signatories):

- True Copy of Grades
- UP Form 5 (Certificate of Registration)
- Certificate of Enrollment
- Certificate of Graduation
- Certificate of Units Earned
- Certificate of Year Level

Office or Division	Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail?	UPM CAS students or their authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
1. Fully accomplished request form For authorized representatives: <ul style="list-style-type: none"> ● An authorization letter with a photocopy of the owner's UP ID ● Valid ID of the representative 2. Official receipt of payment			1. CAS Office of the College Secretary 0. UP Manila Cashier's Office	
CLIENT'S STEPS	AGENCY'S ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to CAS OCS to get a request form	Will verify if the client is enrolled and will put the amount of the requested record(s), then will instruct the client to go to the UPM Cashier's Office	None	5 Minutes	Assigned CAS OCS staff

2. Go to UP Manila Cashier's office	Will collect the request fee and issue an official receipt of payment	₱25/Copy	5 Minutes	UPM Cashier
3. Go to CAS OCS to submit the request form with the official receipt of payment	Will receive the request form and official receipt of payment, then give the claim stub, which indicates when the request can be claimed	None	5 Minutes	Assigned CAS OCS staff
TRANSACTION TIME		₱25/Copy	15 Minutes	

**COLLEGE OF DENTISTRY
EXTERNAL SERVICES**



1. APPLICATION FOR DEXTERITY EXAM FOR UNDERGRADUATE PROGRAM

Application and screening process for entrance into the DDM Program for UPCAT Qualifiers, Shiftees and Transferees

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP undergraduate students; Graduate applicants from other schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2x2 ID Pictures	Outside facility
2. Transcript of Records and Diploma for Graduates	School of Origin
3. True Copy of Grades	OCS of their College
4. Certificate of Good Moral Character	OSA and Faculty of their College
5. Birth Certificate	PSA
6. Recent Income Tax Return of Parents	BIR
7. Alien Certificate (for non-Filipino citizen)	BI/OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attends Orientation	1.1 The Applicants shall be informed of the Dexterity Exam schedule. • Orientation on conduct of Dexterity Exam • Brief RSA orientation	None	1 hour	College Secretary/ Admissions Committee/RS A Coordinator
2. Takes the Dexterity Examination Shiftees and Transferees	2.1 The Dexterity Exam and; <i>(for Shiftees and Transferees only)</i> Interview shall be conducted by the Admissions Committee.	None	1 day 1day	Admissions Committee/ Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the Dexterity Examination results	The Exam and Interview Results shall be released through email. • Notice of Acceptance • OUR is given official list of students who passed the Dexterity exam	None	½ day	Admissions Committee/ Office of the College Secretary
TOTAL			3 days 30 minutes	

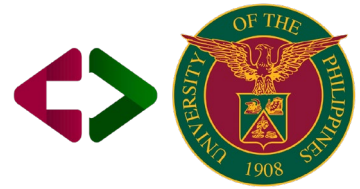
2. APPLICATION TO THE MS ORTHODONTICS PROGRAM

Application and screening process for entrance into the MS Orthodontics Program after the application is submitted through the NGOHS.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2x2 ID Pictures	Outside facility
2. Transcript of Records and Diploma for Graduates	School of Origin
3. Certificate of Good Moral Character	OSA and Faculty of their College
4. Birth Certificate	PSA
5. Recent Income Tax Return of Parents	BIR
6. Alien Certificate (for non-Filipino citizen)	BI/OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements and accomplished application form to NGOHS	1.1 Forwards application form to Graduate Program in Orthodontics	% NGOHS	% NGOHS	NGOHS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Receives applications form NGOHS and schedules Admissions Exam for the applicant	None	3 days	Program Coordinator of Graduate Program in Orthodontics
2. Attend prescribed interview and examination schedule	2.1 Administer the Admission Exam	None	2 days	Graduate Program Admissions Committee
	2.2 Deliberation	None	1 day	Graduate Program Admissions Committee
3. Receive results via email from NGOHS	3.1 Release results to the NGOHS.	None	1 hour	Program Coordinator of Graduate Program in Orthodontics
	3.2. Release results to the applicants via email.	None	% NGOHS	NGOHS
TOTAL			6 days 1 hour	

3. REQUEST FOR RECOMMENDATION LETTER (ONSITE)

Issuance of printed letter of recommendation upon request of student or alumni onsite.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate and Post-Graduate Students; DDM Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account (SOA)	OCS
2. Official Receipt	Cashier's Office

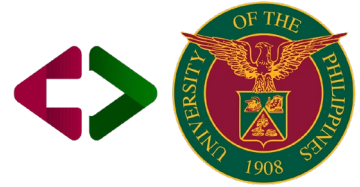
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to OCS office	1.1 Assess eligibility then issues Statement of Account; direct student to pay fees at UPM Cashier	PHP 250/copy	45 minutes	College Secretary/SRE /Admin Aide
	1.2 Prepare Letter of Recommendation	None	3 days	SRE/Dean/ Official concerned
2. Present official receipt from UPM Cashier	2.1 Issue recommendation letter signed by the Dean, College Secretary or Official concerned	None	5 minutes	Dean, College Secretary or Official concerned
3. Sign out document in Service Logbook	3.1 Register transaction in Service Logbook	None	5 minutes	SRE/Admin Aide
TOTAL		PHP250/ copy	3 days and 55 minutes	

4. REQUEST FOR RECOMMENDATION LETTER (ONLINE)

Issuance of printed letter of recommendation upon request of student or alumni through email.

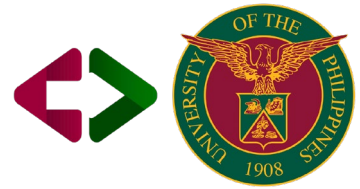
Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate and Post-Graduate Students; DDM Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account (SOA)	OCS
2. Official Receipt	Cashier's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to OCS office through email	1.1 Assess eligibility then issues Statement of Account (SOA) through email	PHP 250/copy	10 minutes	College Secretary/SRE /Admin Aide
	1.2 Prepare Letter of Recommendation	None	3 days	SRE/Dean/ Official concerned
2. Send proof of payment to OCS and Cashiers office through email	Inform the person requesting through email that the document is ready for pick up	None	10 minutes	SRE/Admin Aide
3. Sign out document in Service Logbook	3.1 Register transaction in Service Logbook or email the scan copy as requested	None	5 minutes	SRE/Admin Aide
TOTAL		PHP250/ copy	3 days 20 minutes	

**COLLEGE OF DENTISTRY
INTERNAL SERVICES**



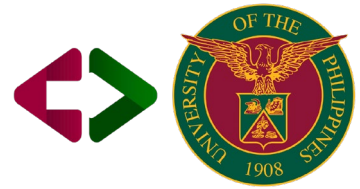
1. APPEAL FOR MRR EXTENSION

Processing of Request for Extension of MRR of students that have exceeded their maximum years of study at the university

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request for MRR Extension	Applicant
2. MRR Forms	OCS
3. Gantt chart	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request for MRR Extension	1.1 Receives letter request for MRR extension and issues MRR form	None	5 minutes	Applicant
2. Request for MRR forms	1.2 Issues MRR form	None	5 minutes	SRE/Admin Aide
3. Wait for result of appeal	3.1 Evaluates the clinical accomplishment records of the applicant; report of the accomplishments of the applicant as of the time of application shall be consolidated by the Chairs of the Department of Clinical Dental Health Sciences and Community Dentistry	None	3 days	Chairs of the Department
	3.2 Prepares documents for deliberation by the faculty council; results of the deliberation to be	None	3 days	College Secretary/CD Faculty Council



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forwarded through channels			
4. Return for result of appeal	release/discuss result with students	None	30minutes	College Secretary/SRE /Advisers
TOTAL			6 days and 40minutes	

2. REGISTRATION (ONSITE)

Process of enrollment through ISKOLAR prior to the start of every semester wherein payment is made at the Cash Office.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate and Post Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DENTAF-1 Form (Advisement form) , Curriculum Checklist	OCS
2. Form 5	OCS
3. Billing Statement	OCS
4. Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain and accomplish DENTAF-1 Form, updated Curriculum checklist (online or hardcopy from OCS)	1.1 Prepare necessary documents for Student Advising	None		Student
2. Consult adviser	2.1 Schedule advising to review course load, scholastic standing and other academic concerns	None	15 minutes	Batch or Clinical Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Sign DENTAF-1 Form after completion of advising	None	5 minutes	Batch or Clinical Adviser
3. Upload signed DENTAF-1 Form and updated curriculum checklist to a designated folder	3.1 After checking the uploaded DENTAF-1 form and updated curriculum checklist, Approve Advising in ISKOLAR	None	5 minutes	Batch or Clinical Adviser
4. Enroll and print Form 5		None		student
5. Verify billing statement (if applicable) pay corresponding fees at UPM Cashier office	5.1 Verifies the correctness of the generated billing statement	None	10 minutes	SRE
	5.2 Issue Form 5		45 minutes	Cash Office
TOTAL			1 hr 20 minutes	

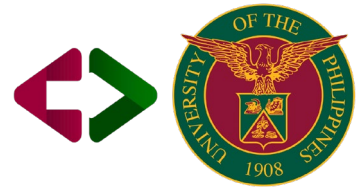
3. REGISTRATION (ONLINE)

Process of enrollment through ISKOLAR prior to the start of every semester wherein payment is done online.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate and Post Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DENTAF-1 Form (Advisement form) , Curriculum Checklist	OCS
2. Form 5	OCS
3. Billing Statement	OCS
4. Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain and accomplish DENTAF-1 Form, updated Curriculum checklist online from OCS shared G-drive)	1.1 Prepare necessary documents for Student Advising	None		Student
2. Consult adviser	2.1 Schedule advising to review course load, scholastic standing and other academic concerns	None	15 minutes	Batch or Clinical Adviser
	2.2 Sign DENTAF-1 Form after completion of advising	None	5 minutes	Batch or Clinical Adviser
3. Upload signed DENTAF-1 Form and updated curriculum checklist to a designated folder	3.1 After checking the uploaded DENTAF-1 form and updated curriculum checklist, Approve Advising in ISKOLAR	None	5 minutes	Batch or Clinical Adviser
4. Enroll and print Form 5		None		student
5. Verify billing statement; student pay online and submit proof of payment through email to Cash office and OCS	5.1 Verifies the correctness of the generated billing statement, scan and email to student	None	15 minutes	SRE
	5.2 Issue Form 5 through email		5 days	Cash Office
TOTAL			5 days and 40 minutes	



4. REQUEST FOR COLLEGE CLEARANCE

Process of requesting for College Clearance which is a form required from students who are applying for LOA, graduating students, students transferring or shifting to another college.

Office or Division	Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Post-graduate and Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance Form	OCS
2. Payment Order Form	Clinical Departments
3. Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request for clearance for the following reasons: <ul style="list-style-type: none"> - LOA - Graduating - Pre-terminate - Transfer outside UPM 	1.1 Confirms if the student is qualified and request is valid	None	15 minutes	SRE
	1.2 SRE/OCS informs the Dean	None	5 minutes	SRE/Admin Aide
	1.3 Issues Clearance Form and directs applicant to the person of the department concerned for signature and verification	None	5 minutes	SRE/Admin Aide
2. Secures all necessary signatures from the different departments	2.1 Checks if the applicant is free of charges from obligations	None	10 days	faculty and staff concern
	2.2 Issues payment order form	None		Clinical staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Student pays outstanding balance and submits proof of payment to Lab Technicians of the different departments	3.1 Signs the Clearance Form	None	5 minutes	faculty and staff concern
4. Submits completed Clearance Form to the OCS	4.1 Receive and check form for completeness	None	10 minutes	SRE/Admin Aide
	4.2 Signs the Clearance Form	None	5 minutes	College Secretary
5. Sign out document in Service Logbook	5.1 Register transaction in Service Logbook	None	5 minutes	Admin Aide
	5.2 Issue copy of Clearance Form to students and retain a file copy	None	5 minutes	Admin Aide
TOTAL			10 days and 55 minutes	

5. REQUEST FOR TRUE COPY OF GRADES (ONSITE)

Process of requesting for True Copy of Grades (TCG) which is a print out of enrolled subjects per semester with corresponding grades and GWA onsite.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Post-graduate and Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payment Order Slip	Office of the College Secretary (OCS)
2. Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to OCS office	1.1 Issues Statement of Account (SOA)	PHP 25.00/copy	5 minutes	SRE/Admin Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Student pays at the UPM Cashier	2.1 UPM Cashier's Office issues an Official Receipt (OR)	None	45 minutes	Cashier's Office
3. Student presents OR to the OCS	3.1 SRE generates True Copy of Grades (TCG) using Iskolar, manually checks the details of accuracy and prints the TCG	None	15 minutes	SRE
	3.2 College Secretary signs the issued TCG	None	5 minutes	College Secretary
4. Sign out document in Service Logbook	4.1 Register transaction in Service Logbook	None	5 minutes	SRE/Admin Aide
TOTAL		PHP 25.00/ copy	1 hr 15 minutes	

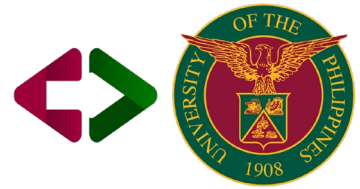
6. REQUEST FOR TRUE COPY OF GRADES (ONLINE)

Process of requesting for True Copy of Grades (TCG) which is a print out of enrolled subjects per semester with corresponding grades and GWA through email.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Post-graduate and Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payment Order Slip	Office of the College Secretary (OCS)
2. Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to OCS through email	1.1 Issues Statement of Account (SOA) through email	PHP 25.00/ copy	5 minutes	SRE/Admin Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Student pays online				Student
3. Student sends proof of payment to OCS and Cashiers Office through email	SRE generates True Copy of Grades (TCG) using Iskolar, manually checks the details of accuracy and prints the TCG	None	15 minutes	SRE
	3.2 College Secretary signs the issued TCG	None	10 minutes	College Secretary
4. Scan signed document	4.1 Register transaction in Service Logbook or email the signed scan document to student as requested	None	10 minutes	SRE/Admin Aide
TOTAL		PHP 25.00/ copy	40 minutes	

**COLLEGE OF DENTISTRY
EXTERNAL SERVICES**

1. Issuance Certificate of Enrolment/ Good Moral Character/ Good Standing/ Whole year courses.

Description: Service provides officially enrolled students with a Certificate of Enrollment, certifying their current enrollment status for academic, scholarship, or other official purposes.

Office or Division	CM Student Records Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	College of Medicine Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University ID and Form 5	OUR, CASH office, ISKOLAR (for Free tuition students)
2. Authorization letter for representative (with written authorization)	Student/ Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Student Records Office	Receive and verify requirements. 1.1 Issue payment order slip		2 minutes	Lab Tech II
2. Fill out payment order slip and return to staff	2.1 Verify information (name, student #, document to request, no of copies and purpose) 2.2 assess the amount in the payment order slip and return to student/ authorized representative for payment to CASH office or		2 minutes	Lab Tech II

	GCASH for online payment.			
3. Pay fees and Return payment order slip to SRO	3.1 Receive payment order slip and validate payment	P 50.00 per copy	15 minutes	Lab Tech II
4. Wait for processing	4.1 Prepare and sign certificate		3 working days	Lab Tech II
5. Claim Certificate	5.1 Release certificate to student/ client (personal pick up or email pdf. Copy)		5 minutes	Lab Tech II
TOTAL		50.00 per copy	3 working days and 24 minutes	

2. Issuance of True Copy of Grades

Description: Service provides officially enrolled students with True copy of grades for academic status, scholarship, or other official purposes.

Office or Division	CM Student Records Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	College of Medicine Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University ID	OUR
2. Authorization letter for representative (with written authorization)	Student/ Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Student Records Office	1.1 Issue payment order slip		2 minutes	Lab Tech II
2. Fill out payment order slip and return to staff	2.1 Verify information (name, student #, document to request, no of copies and purpose) 2.2 assess the amount in the payment order slip and return to student/ authorized representative for payment to CASH office or GCASH for online payment.		2 minutes	Lab Tech II
3. Pay fees and Return payment order slip to SRO	3.1 Receive payment order slip and validate payment	P 50.00 per copy / Learning Unit for UGSM ;	15 minutes	Lab Tech II

		per page for GRADU ATE students		
4. Wait for processing	4.1 Generate and sign True Copy of Grades		3 working days	Lab Tech II
5. Claim TCG	5.1 Release TCG to student/client (personal pick up or email pdf. Copy)		5 minutes	Lab Tech II
TOTAL		50.00 per copy	3 working days and 24 minutes	

3. Letter of Recommendation (Off-Campus Elective)

Office or Division	CM Student Records Office
Classification	Complex
Type of Transaction	G2C
Who may Avail	College of Medicine Students (LU 5 or incoming LU 6 students)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University ID	OUR
2. Addressee of the Letter (contact person, University or Hospital name and address, date of rotation (should be within Midyear term))	Student, Academic calendar
3. Authorization letter for representative (with written authorization)	Student/ Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Student Records Office	Receive and verify requirements. 1.1 Issue payment order slip		2 minutes	Lab Tech II
2. Fill out payment order slip and return to staff	2.1 Verify information (name, student #, document to request, no of copies and purpose) Addressee of the Letter (contact person, University or Hospital name and address, date of rotation (should be within Midyear term))		5 minutes	Lab Tech II

	2.2 assess the amount in the payment order slip and return to student/ authorized representative for payment to CASH office or GCASH for online payment.			
3. Pay fees and Return payment order slip to SRO	3.1 Receive payment order slip and validate payment	P 50.00 per copy	15 minutes	Lab Tech II
4. Wait for processing	4.1 Prepare and sign certificate		5 working days	Lab Tech II
5. Claim Certificate	5.1 Release certificate to student/ client		5 minutes	Lab Tech II
TOTAL		50.00 per copy	5 working days and 27 minutes	

4. Filing of Application form for Foreign Elective

Description: The Application for Foreign Elective allows eligible students to apply for participation in an approved elective program abroad. This application ensures that academic requirements, host institution credentials, and institutional approvals are properly reviewed prior to the student's participation.

Office or Division	CM Student Records Office
Classification	Complex
Type of Transaction	G2C
Who may Avail	College of Medicine Students (LU 5 or incoming LU 6 students)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University ID and Form5	OUR
2. Application Form, Recommendation from Mentor, CV, and TCG	Student
3. Authorization letter for representative (with written authorization)	Student/ Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Student Records Office	Receive and verify requirements. 1.1 Issue payment order slip		2 minutes	Lab Tech II
2. Fill out payment order slip and return to staff	2.1 Verify information (name, student #, document to request, no of copies and purpose) Checks the form, recommendation from Mentor, updated CV and TCG		5 minutes	Lab Tech II

	2.2 assess the amount in the payment order slip and return to student/ authorized representative for payment to CASH office or GCASH for online payment.			
3. Pay fees and Return payment order slip to SRO	3.1 Receive payment order slip and validate payment	P 100.00 per copy	15 minutes	Lab Tech II
4. Wait for processing	4.1 Prepare and sign certificate		5 working days	Lab Tech II
5. Claim Certificate	5.1 Release certificate to student/ client		5 minutes	Lab Tech II
TOTAL		100.00 per copy	5 working days and 27 minutes	

5. Course Description

Description: This request is used to obtain official course descriptions for enrolled or previously completed courses. The document may be required for curriculum evaluation, credit transfer, accreditation, or other academic purposes.

Office or Division	CM Student Records Office
Classification	Complex
Type of Transaction	G2C
Who may Avail	College of Medicine Students / Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University ID and Form5	OUR
2. Copy of Transcript of Records (If alumni)	Student / Alumni
3. Authorization letter for representative (with written authorization)	Student/ Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Student Records Office	Receive and verify requirements. 1.1 Issue payment order slip		2 minutes	Lab Tech II
2. Fill out payment order slip and return to staff	2.1 Verify information (name, student #, document to request, no of copies and purpose) 2.2 assess the amount in the payment order slip and return to student/ authorized representative		5 minutes	Lab Tech II

	for payment to CASH office or GCASH for online payment.			
3. Pay fees and Return payment order slip to SRO	3.1 Receive payment order slip and validate payment	P 50.00 per page	15 minutes	Lab Tech II
4. Wait for processing	4.1 Prepare and sign certificate		5 working days	Lab Tech II
5. Claim Certificate	5.1 Release certificate to student/ client		5 minutes	Lab Tech II
TOTAL		50.00 per page	5 working days and 27 minutes	

6. Dean's Letter / Medical School Performance Evaluation (MSPE)

Description: The Medical School Performance Evaluation provides an official assessment of a student's academic performance, professionalism, and overall standing during their medical education. This document is typically required for residency applications, internships, or other professional training programs.

Office or Division	CM Student Records Office
Classification	Complex
Type of Transaction	G2C
Who may Avail	College of Medicine Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Recommendation from Mentor and Updated CV	Alumni and Mentors
2. Authorization letter for representative (with written authorization)	Alumni / Client
3. RSOP / RP Clearance (if abroad)	RSOP office and Legal office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit or email SRO (upm-cm-sro-list@up.edu.ph) and provide the above requirements.	<p>1.1 Receive documents f2f or through email:</p> <p>1.2 Review and evaluate</p> <p>If complete; issue payment order slip</p> <p>If incomplete: return to client for completion.</p>		15 minutes	Lab Tech II
2. In completion and acceptance of requirements; get payment order slip			30 minutes	Lab Tech II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and pay the fee at the CASH office or with any online payment platform of UP Manila (Linkbiz [Landbank] or GCASH if applicable)				
3. return payment order slip (which will stand as the job order of SRO)	<p>3.1 SRO to received paid payment order slip and validate proof of payment.</p> <p>3.1 upon payment of client record payment and set date of when the recommendation will be processed.</p>	<p>3.1 US\$ 30.00 for MSPE (Peso conversion based in today's rate either CASH office for f2f payment)</p> <p>3.2 Php100.00 for Dean's Letter</p> <p>3.3 for regular mail: Free of charge</p> <p>3.4 to avail of courier* (e.g FEDEX)</p> <p><i>*Rate may vary with the courier service</i></p>	5 minutes	Lab Tech II

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<i>And country/state destination of documents.</i>		
Waiting for processing	4.1 Prepare and sign certificate		14 days	Lab Tech II
	Inform alumni through email if transaction completed.		5 minutes	Lab Tech II
TOTAL		P100.00 / USD30.00	14 days 55 minutes	

7. Medical Education verification for ECFMG, FCVS and other State Board

Description: Medical degree Verification of Doctor of Medicine graduate for employment abroad

Office or Division	CM Student Records Office
Classification	Complex
Type of Transaction	G2C G2B
Who may Avail	College of Medicine Alumni/ Graduate

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Transcript of Records (hard copy/ scanned or e copy- University seal should be visible)	OUR
2. English translation of Diploma (hard copy/ scanned or e copy- University seal should be visible)	OUR
3. RSA/RP Release papers/ clearance	RSOP office and Legal office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit or email SRO (upm-cm-sro-list@up.edu.ph) and provide the above requirements.	1.1 Receive documents f2f or through email: 1.2 Review and evaluate If complete; issue payment order slip If incomplete: return to client for completion.		15 minutes	Lab Tech II
2. In completion and acceptance of requirements; get payment order slip			30 minutes	Lab Tech II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and pay the fee at the CASH office or with any online payment platform of UP Manila (Linkbiz [Landbank] or GCASH if applicable)				
3. return payment order slip (which will stand as the job order of SRO)	<p>3.1 SRO to received paid payment order slip and validate proof of payment.</p> <p>3.1 upon payment of client record payment and set date of when verification of medical degree will be processed.</p>	<p>3.1 US\$ 30.00 (Peso conversion based in today's rate either CASH office for f2f payment)</p> <p>3.2 for regular mail: Free of charge</p> <p>3.3 to avail of courier* (e.g FEDEX)</p> <p><i>*Rate may vary with the courier service And country/state destination of documents.</i></p>	5 minutes	Lab Tech II
Waiting for processing	4. verify through 3 rd partly online verification website or		14 days	Lab Tech II

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	process hard copies of documents for email or through courier			
	Inform alumni through email if transaction completed.		5 minutes	Lab Tech II
	TOTAL	USD 30.00	14 days 55 minutes	

8. Certificate of Breakdown of Clinical & internship Rotation (for overseas application)

Description: The Certificate of Breakdown of Clinical and Internship Rotation provides an official summary of a student's completed clinical and internship rotations, including the duration and specific areas of training. This document is issued for academic, licensure, or professional requirements.

Office or Division	CM Student Records Office
Classification	Complex
Type of Transaction	G2C G2B
Who may Avail	College of Medicine Alumni/ Graduate

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Transcript of Records (hard copy/ scanned or e copy- University seal should be visible)	OUR
2. RSA/RP Release papers/ clearance	RSOP office and Legal office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit or email SRO (upm-cm-sro-list@up.edu.ph) and provide the above requirements.	1.1 Receive documents f2f or through email: 1.2 Review and evaluate If complete; issue payment order slip If incomplete: return to client for completion.		15 minutes	Lab Tech II
2. In completion and acceptance of requirements; get payment order slip and pay the fee at the CASH office or			30 minutes	Lab Tech II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
with any online payment platform of UP Manila (Linkbiz [Landbank] or GCASH if applicable)				
3. return payment order slip (which will stand as the job order of SRO)	<p>3.1 SRO to received paid payment order slip and validate proof of payment.</p> <p>3.1 upon payment of client record payment and set date of when verification of medical degree will be processed.</p>	<p>3.1 US\$ 30.00 (Peso conversion based in today's rate either CASH office for f2f payment)</p> <p>3.2 for regular mail: Free of charge</p> <p>3.3 to avail of courier* (e.g FEDEX)</p> <p><i>*Rate may vary with the courier service And country/state destination of documents.</i></p>	5 minutes	Lab Tech II
Waiting for processing	4. verify through 3 rd partly online verification website or process hard copies of documents for		14 days	Lab Tech II

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	email or through courier			
	Inform alumni through email if transaction completed.		5 minutes	Lab Tech II
TOTAL		USD 30.00	14 days 55 minutes	

9. Certificate of Graduation with Medium of Instruction (for overseas application)

Description: The Certificate of Medium of Instruction is an official document certifying the language used as the primary medium of instruction during a student's course of study. This certificate is commonly required for academic, employment, or international application purposes.

Office or Division	CM Student Records Office
Classification	Complex
Type of Transaction	G2C
Who may Avail	College of Medicine Alumni/ Graduate

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Transcript of Records (hard copy/ scanned or e copy- University seal should be visible)	OUR
2. RSA/RP Release papers/ clearance	RSOP office and Legal office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit or email SRO (upm-cm-sro-list@up.edu.ph) and provide the above requirements.	<p>1.1 Receive documents f2f or through email:</p> <p>1.2 Review and evaluate</p> <p>If complete; issue payment order slip</p> <p>If incomplete: return to client for completion.</p>		15 minutes	Lab Tech II
2. In completion and acceptance of requirements; get payment order slip and pay the fee at the CASH office or with any online			30 minutes	Lab Tech II

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
payment platform of UP Manila (Linkbiz [Landbank] or GCASH if applicable)				
3. return payment order slip (which will stand as the job order of SRO)	<p>3.1 SRO to received paid payment order slip and validate proof of payment.</p> <p>3.1 upon payment of client record payment and set date of when verification of medical degree will be processed.</p>	<p>3.1 US\$ 30.00 (Peso conversion based in today's rate either CASH office for f2f payment)</p> <p>3.2 for regular mail: Free of charge</p> <p>3.3 to avail of courier* (e.g FEDEX)</p> <p><i>*Rate may vary with the courier service And country/state destination of documents.</i></p>	5 minutes	Lab Tech II
Waiting for processing	4. verify through 3 rd partly online verification website or process hard copies of documents for		14 days	Lab Tech II

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	email or through courier			
	Inform alumni through email if transaction completed.		5 minutes	Lab Tech II
	TOTAL	USD 30.00	14 days 55 minutes	

10. Certificate of Class Ranking with GWA

Description: The Certificate of Class Ranking is an official document certifying a student's rank within their graduating class or academic standing based on established academic criteria. This certificate is commonly required for scholarships, honors, or other academic and professional purposes.

Office or Division	CM Student Records Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	College of Medicine Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authorization letter for representative (with written authorization)	Alumni / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Student Records Office	Receive and verify requirements. 1.1 Issue payment order slip		2 minutes	Lab Tech II
2. Fill out payment order slip and return to staff	2.1 Verify information (name, class year, document to request, no of copies and purpose) 2.2 assess the amount in the payment order slip and return to student/ authorized representative for payment to CASH office or GCASH for online payment.		5 minutes	Lab Tech II

3. Pay fees and Return payment order slip to SRO	3.1 Receive payment order slip and validate payment	P 50.00 per copy	15 minutes	Lab Tech II
4. Wait for processing	4.1 Prepare and sign certificate		3 working days	Lab Tech II
5. Claim Certificate	5.1 Release certificate to student/ client		5 minutes	Lab Tech II
TOTAL		50.00 per copy	3 working days and 27 minutes	

11. Certificate of Good Moral Character (local and overseas employment)

Description: The Certificate of Good Moral Character is an official document certifying that a student has demonstrated good conduct, ethical behavior, and moral integrity during their stay at the institution. This certificate is commonly required for academic, employment, licensure, or other professional purposes.

Office or Division	CM Student Records Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	College of Medicine Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authorization letter for representative (with written authorization)	Alumni / Client
2. RSOP / RP Clearance Release Paper	RSOP / RP Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Student Records Office	Receive and verify requirements. 1.1 Issue payment order slip		2 minutes	Lab Tech II
2. Fill out payment order slip and return to staff	2.1 Verify information (name, class year, document to request, no of copies and purpose) 2.2 assess the amount in the payment order slip and return to student/ authorized representative for payment to CASH office or		5 minutes	Lab Tech II

	GCASH for online payment.			
3. Pay fees and Return payment order slip to SRO	3.1 Receive payment order slip and validate payment	P 50.00 per copy	15 minutes	Lab Tech II
4. Wait for processing	4.1 Prepare and sign certificate		3 working days	Lab Tech II
5. Claim Certificate	5.1 Release certificate to student/ client		5 minutes	Lab Tech II
TOTAL		50.00 per copy	3 working days and 27 minutes	

12. Certified True Copy of Certificate of Internship

Description: The Certificate of Internship is an official document certifying that a student has successfully completed a designated internship program, including the duration and scope of their training. This certificate is typically required for academic records, professional applications, or licensure purposes.

Office or Division	CM Student Records Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	College of Medicine Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authorization letter for representative (with written authorization)	Alumni / Client
2. Copy of Certificate of Internship	Alumni

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Student Records Office	Receive and verify requirements. 1.1 Issue payment order slip		2 minutes	Lab Tech II
2. Fill out payment order slip and return to staff	2.1 Verify information (name, class year, document to request, no of copies and purpose) 2.2 assess the amount in the payment order slip and return to student/ authorized representative for payment to CASH office or GCASH for online payment.		5 minutes	Lab Tech II

3. Pay fees and Return payment order slip to SRO	3.1 Receive payment order slip and validate payment	P 25.00 per copy	15 minutes	Lab Tech II
4. Wait for processing	4.1 Prepare and sign certificate		3 working days	Lab Tech II
5. Claim Certificate	5.1 Release certificate to student/ client		5 minutes	Lab Tech II
TOTAL		25.00 per copy	3 working days and 27 minutes	

13. Certificate of Internship (in case loss of the original certificate TEXT format only)

Description: The Certificate of Internship is an official document certifying that a student has successfully completed a designated internship program, including the duration and scope of their training. This certificate is typically required for academic records, professional applications, or licensure purposes.

Office or Division	CM Student Records Office
Classification	Simple
Type of Transaction	G2C
Who may Avail	College of Medicine Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authorization letter for representative (with written authorization)	Alumni / Client

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Student Records Office	Receive and verify requirements. 1.1 Issue payment order slip		2 minutes	Lab Tech II
2. Fill out payment order slip and return to staff	2.1 Verify information (name, class year, document to request, no of copies and purpose) 2.2 assess the amount in the payment order slip and return to student/ authorized representative for payment to CASH office or		5 minutes	Lab Tech II

	GCASH for online payment.			
3. Pay fees and Return payment order slip to SRO	3.1 Receive payment order slip and validate payment	P 50.00 per copy	15 minutes	Lab Tech II
4. Wait for processing	4.1 Prepare and sign certificate		3 working days	Lab Tech II
5. Claim Certificate	5.1 Release certificate to student/ client		5 minutes	Lab Tech II
TOTAL		50.00 per copy	3 working days and 27 minutes	

**COLLEGE OF MEDICINE
INTERNAL SERVICES**

1. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE

This service allows the transacting client to request for information, endorsement, and/or signature on documents on matters related to the general administrative services.

A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis. Requests under this transaction include signing of cheques and other ministerial documents, inquiry on administrative matters based on issued memorandum, request for existing documents/materials, and other simple endorsements to be determined by the office.

Office or Division	College of Medicine
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Offices, Units, and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Letter Request transmitted through the Document Routing System (DRS)	Requesting Party
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with DRS Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit a letter via the DRS or submit a document at OVPA, GF, South wing, Quezon Hall.	1.1 Receive document and refer to appropriate staff.	None	5 Minutes	<i>Project Development Officer IV</i> OVPA
	1.2 Review request or document and prepare suggested action of VPA.	None	1 Day	<i>Project Development Officer IV</i> OVPA
	1.3 Clear response or sign the document.	None	1 Day	<i>VP for Administration</i> OVPA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive response or signed copy from OVPA.	2. Transmit a copy of the signed document to the client.	None	5 Minutes	<i>Project Development Officer IV</i> OVPA
TOTAL		None	2 Days, 10 Minutes	

**COLLEGE OF NURSING
INTERNAL SERVICES**

1. CERTIFICATION

This service allows students and alumni to request official certifications issued by the College for academic, employment, licensure, scholarship, transfer, or other lawful purposes.

Available certifications include, but are not limited to: Enrollment, Good Moral Character, Eligibility under Republic Act 10931 (Free Tuition), Related Learning Experience (RLE), Course Descriptions, Course Syllabus, General Weighted Average (GWA), Units Earned, Academic Standing, and other relevant academic records.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students, Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Payment	Cash Office/ Authorized online payment facility
2. Online Request	CARE Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for a billing statement through the CAREBILL Portal	1.1 Assess the fees and release the billing statement	None	1 day	College Secretary
2. Receives the billing statement through email & pays the fees to the Cash office or through any authorized online payment facility	2.1 Receives the payment & issues proof of payment	Refer to the table of fees below	1 hour	Chief, Cash Office/ Authorized online payment facility
3. Submit a request for certification through the CARE Portal and upload the proof of payment	3.1 Check and process the request	None	2 days	College Secretary
3. Return to OCS on the scheduled date of release or	3.1 Release document to the student	None	1 hour	College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receive through email				
TOTAL		Refer to the table of fees below	3 days & 2 hours	

RATES OF CERTIFICATES

NAME OF CERTIFICATES/ DOCUMENTS	AMOUNT
Absence Slip	none
Certificate of Enrollment	P25.00/copy
Certificate of Good Moral Character	25.00/copy
Certificate of Eligibility for Republic Act 10931 (Free Tuition)	25.00/copy
Certification of Related Learning Experience	50.00
Certified Copy of Course Descriptions	50.00
Certified Copy of Course Syllabus	50.00/course
Cross Registration	none
Deans Form	25.00
Letter for Late Enrollment	none
Pledge of Commitment	25.00
Substitution of Courses	none

2. CHANGE OF MATRICULATION

A Change of Matriculation must be accomplished if a student wishes to change subjects or sections after enrollment has been finalized.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Change of Matriculation Form	CAREFORM Portal
2. Form 5	ISKOLAR
3. Official Receipt	Cash Office/Online Payment Facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the Change of Matriculation Form through CAREFORM Portal, then secure the approval and signature of the adviser and the faculty-in-charge of the concerned subject	1.1 Validate the request and assess the fee to pay	None	30 minutes	College Secretary
2. Pays the fees to the Cash office or through any authorized online payment facility	2.1 Receive payment and issue proof of payment	Refer to the table of fees below	1 hour	Chief, Cash Office/ Authorized online payment facility
3. Submit Change of Matriculation and proof of payment through CARE portal	3.1 Process the request and update the change of subject in ISKOLAR	None	30 minutes	College Secretary
TOTAL		Refer to the table of fees below	2 hours	

Change of Matriculation Fees

Sample Scenario	Rate	Sample Computation
Additional 2 units subject (Graduate course)	Php 10.00+ tuition fee (assessed by College Secretary)	Php 10 + 1,980 (990x2 units subject)= Php 1,990.00
Change section only	Php 10.00	Php 10.00

3. COLLEGE CLEARANCE

College Clearance certifies that a student has no pending obligations with the College. It is required for graduation before filing for University Clearance, and for requesting an Official Transcript of Records, honorable dismissal, or Leave of Absence.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students, Alumni, Former Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. College Clearance Form	CAREFORM Portal
2. CAS Student Clearance (for BSPH only)	CAREFORM Portal
3. University Clearance	CAREFORM Portal/ OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the College Clearance Form through the CAREFORM Portal	1.1 Advises the student to process the required signatures	None	10 minutes	College Secretary
2. Process the required signatories (all CN offices)			7 days	
3. Submit the signed College Clearance & CAS Student Clearance	3.1 Process request	None	10 minutes	College Secretary
3. Receive the approved students' copy form	3.1 Release the approved request/sign the University Clearance (if applicable)	None	10 minutes	College Secretary
TOTAL			7 days & 30 minutes	

4. COMPLETION/ REMOVAL OF GRADE

Completion or removal of Incomplete and a conditional failure grade

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completion/ Removal of Grade Form	CAREFORM Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the Completion/ Removal Form through the CAREFORM Portal, then submit to the Instructor.	1.1 Write the completion/ removal grade in the form and sign then submit to the Office of the College Secretary the graded form	None	30 minutes	Instructor
2. Receive the completed/ removal grade through ISKOLAR	1.3 Encode the completion/ removal grade in ISKOLAR	None	1 day	College Secretary
TOTAL			1 day and 30 minutes	

5. COMPREHENSIVE EXAMINATION

Graduate students who have completed the coursework, as evaluated by the College Secretary and their respective program advisers, may apply for the Comprehensive Exam.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C
Who may Avail	Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Comprehensive Exam form	CAREFORM Portal
True Copy of Grades	CARE Portal
Proof of Payment	Cash office/ Online Payment facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the Comprehensive Exam Form through the CAREFORM Portal	1.1 Advises student to process all required signatures	None	10 minutes	College Secretary
2. Submit a request for a billing statement through CAREBILL and pay the required fees	2.1 Check and assess the required fees	None	10 minutes	College Secretary
3. Pays the fees to the Cash office or through any authorized online payment facility	3.1 Receive the payment and issue proof of payment	Php 200	1 hour	Chief, Cash Office/ Authorized online payment facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the signed form with TCG and proof of payment to the CARE portal	3.1 Evaluate & compute the GWA of the student. 3.2 Check the completeness of the form submitted 3.3 Approve/endorse the form to the NGOHS Director	None	10 minutes	College Secretary
	3.4. Approve the request and return the copy to the Office of the College Secretary through TRACKS	None	2 days	Director, NGOHS
4. Receive the approved form	4.1 Send the approved form	None	30 minutes	College Secretary
TOTAL		Php 150	2 days and 2 hours	

6. DROPPING OF SUBJECTS

Dropping of enrolled subjects after the registration period, provided it is within the prescribed deadline for dropping.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dropping Form	CAREFORM Portal
2. Proof of Payment	Cash Office/ Online Payment Facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the Dropping Form, then secure the approval and signature of the adviser and faculty in charge of the course	1.1 Approve and sign the form	None	1 hour	Program Adviser & Faculty in charge of the course
2. Submit a request for a billing statement through the CAREBILL portal	2.1. Assess the fees to pay	None	1 day	College Secretary
3. Pay the assessed fees	3.1. Receive the payment and issue proof of payment	Php 10/unit	1 hour	Chief, Cash Office/ Authorized online payment facility
2. Submit the signed form and proof of payment through the CARE portal	2.1 Check, endorse, and approve the request	None	1 hour	College Secretary
TOTAL		Php 10/per unit	1 day and 3 hours	

7. ENROLLMENT

To provide a clear, efficient process for enrolling undergraduate and graduate students in the College of Nursing in compliance with University policies.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Updated Program Checklist	CAREFORM Portal
2. Laboratory Clearance	PGH Health Service
3. Proof of Health Clearance (Annual PE & HICU Clearance)	PGH Health Service
4. Proof of SET Accomplishments (students enrolled previously)	ISKOLAR
5. Proof of Health Insurance	Insurance Provider
6. Approved Readmission from AWOL/LOA (returning students)	CAREFORM Portal
7. Approved LOA form (returning students from LOA)	CAREFORM Portal
8. Form 5/ Billing Statement	ISKOLAR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist subjects online through the ISKOLAR platform	1.1 Approves advising in ISKOLAR	None	4 hours	Program Adviser
2. Generate Form 5/ Billing Statement through ISKOLAR and submit it, together with other enrollment requirements, via the Enrollment Submission Bin (Google Form)	2.1 Check the completeness of the documents submitted 2.2 Validates the Form 5/ Billing Statement	None	1 day	College Secretary
3. Pay tuition fees at the Cash Office or through any authorized payment facility (payee only) &	4.1 Issue Form 5	Refer to the table of fees below	1 day	Chief, Cash Office/ Authorized online payment facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
email Billing Statement and Proof of Payment to Cash Office				
TOTAL		Refer to the table of fees below	2 days and 4 hours	

Enrollment Rates

	BSN	MNE	MSN	PhDN
Tuition Fee	1,500/unit	1,000/unit	990/unit	990/unit
Miscellaneous	1,950.00	2,000.00	1,365.00	1,365.00
Student Fund	59.50	59.50	59.50	59.50
Laboratory Fee	Courses with Laboratory fees: N3-200.00 N10-400.00 N11-300.00 N12-300.00 N105-600.00 N107-600.00 N109-600.00 N121.1- 600.00 N121.2- 600 Microbiology- 600.00 Parasitology- 200.00	600 (regular class) 1000 (intensive practicum)	None	None
NSTP	2,250.00	None	None	None
ID Fee	130.00	130.00	130.00	130.00
Entrance Fee	30.00	30.00	30.00	30.00
Deposit Fee	100.00	100.00	100.00	100.00

8. LEAVE OF ABSENCE

Allows a student to formally take a temporary break from enrollment for a specific term, subject to approval and university policies.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Leave of Absence form	CAREFORM Portal
2. College Clearance	CAREFORM Portal
3. Proof of Payment	Cash Office/Online Payment Facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the LOA Form through the CAREFORM Portal & accomplish the College Clearance	1.1 Advises the student to process the required signatures	None	5 days	College Secretary
2. Submit a request for a billing statement through the CAREBILL portal	2.1. Assess the fees to pay	None	1 day	College Secretary
3. Pay the assessed fees	3.1. Receive the payment and issue proof of payment	Php 10/unit	1 hour	Chief, Cash Office/ Authorized online payment facility
4. Submit the completed LOA form and College Clearance with proof of payment to the CARE Portal	4.1 Verify completeness of signatures in the LOA and College Clearance form 4.2 Approve and sign the form	None	1 day	College Secretary
TOTAL		Php 150	7 days & 1 hour	

9. EXTENSION OF MAXIMUM RESIDENCY RULE (MRR)

A student may request an extension of residency if the Maximum Residency Rule (MRR) has been exceeded.

Office or Division	Office of the College Secretary
Classification	Highly technical
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
MRR form (Graduate students only)	CAREFORM Portal
True Copy of Grades	CARE Portal
Letter of request addressed to the Chancellor through channels	Student
Progress Report	Student
GANTT Chart (Graduate students only)	Student
Letter of Endorsement (Graduate students only)	Program Adviser
Previously approved MRR request (if applicable)	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the MRR Form through CAREFORM Portal	1.1 Advises student to process all required signatures	None	1 days	College Secretary
2. Submit the signed MRR form and all the required documents to CARE portal	2.1 Evaluate residency and academic status. 2.2 Refer to OSA for counseling (BSPH students only) 2.3. Approve/endorse the letter/ MRR form	None	20 days	Program Adviser, Program Chair, College Secretary, Dean, Guidance Counselor-OSA, Director-NGOHS, Registrar, Vice Chancellor for Academic

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
				Affairs, Chancellor
3. Receive the approved request	3.1 Release the result through email	None	30 minutes	College Secretary
TOTAL		Php 150	21 days & 30 minutes	

10. READMISSION FROM LOA/AWOL

A student may request an extension of residency if the Maximum Residency Rule (MRR) has been exceeded.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Readmission from AWOL form	CAREFORM Portal
Readmission from LOA form	CAREFORM Portal
Letter of appeal addressed to the Dean (if AWOL for 1 semester)	Student with adviser's endorsement
Letter of appeal addressed to the Chancellor (if AWOL for 2 consecutive semesters)	Student with adviser's endorsement
True Copy of Grades	CARE Portal
Proof of Payment (if AWOL)	Cash Office/ Online Payment facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the required form through the CAREFORM Portal	1.1 Advises student to complete all the necessary documents	None	1 day	College Secretary
2. Submit a request for a billing statement through the CAREBILL portal	2.1. Assess the fees to pay	None	1 day	College Secretary
3. Pay the assessed fees	3.1. Receive the payment and issue proof of payment	Php 225	1 hour	Chief, Cash Office/ Authorized online payment facility
3. Process the required signatures	3.1 Approve/endorse	None	4 days	Program Adviser, Program Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Chair, College Secretary, Dean, Registrar, NGOHS Director, Vice Chancellor for Academic Affairs, Chancellor
4. Upload the form and all necessary documents to CARE Portal	4.1 Evaluate residency and academic status. 4.2 Check the completeness of form submitted 4.3 Reactivate the advising of student in ISKOLAR	None	1 hour	College Secretary
TOTAL		Php 150	6 days & 2 hours	

11. PRE-TERMINATION OF RETURN SERVICE AGREEMENT (WITHOUT PENALTY)

Current undergraduate students who are shifting or transferring to another program, and graduates who are not able to complete the required return service and have enrolled less than 60 units only should file for a pre-termination of their RSA contract.

Office or Division	Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter to the Dean of College of Nursing on his/her intention to pre-terminate the RSA contract and to request for the computation of the pre-termination penalty	Student
2. Certified True Copy of Grades (TCG)	CN-OCS CARE Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload and submit the request letter addressed to the Dean of College of Nursing, with Certified True Copy of Grades, to CN RSA Online Document Request Portal .	1.1. Receive request, validate the completeness of document and evidence of enrolled units (True Copy of Grades), and draft the information sheet of the student requesting the pre-termination and the letter to the College RSA Committee	None	1 day	Return Service Agreement (RSA) Coordinator
	1.2. Approve the RSA pre-termination without penalty	None	1 day	College RSA Committee
	1.3. Recommend issuance of RSA completion and	None	10 mins.	RSA Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	clearance to the Dean			and College Secretary
	1.4. Sign the recommendation	None	5 mins.	Dean
	1.5. Forward the formal recommendation of the College for the issuance of certification of RSA completion and clearance	None	5 mins.	RSA Coordinator
	1.6. Receive and sign the endorsement letter, then forward to the Legal Office	None	1 day	Office of the Alumni Relations (OAR) Director
	1.7. Create a memorandum of RSA clearance and forward to the Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	12 days	Legal Officer
	1.8. Initially sign the RSA clearance memorandum and forward to the Office of the Chancellor (OC)	None	1 day	1.8. Vice Chancellor for Academic Affairs (VCAA)
	1.9. Sign the memorandum for RSA clearance and forward the memo to the College	None	1 day	1.9. Chancellor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.10 Receive the memorandum and notify the student for claiming	None	1 day	RSA Coordinator
2. Receive the RSA clearance memorandum	2.1. Release the RSA clearance memorandum	None	5 mins.	RSA Coordinator
TOTAL			18 days & 25 mins	

12. PRE-TERMINATION OF RETURN SERVICE AGREEMENT (WITH PENALTY AND PAYMENT)

Current undergraduate students who are shifting or transferring to another program, and graduates who are not able to complete the required return service and have enrolled 60 units and above should file for a pre-termination of their RSA contract.

Office or Division	Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter to the Dean of College of Nursing on his/her intention to pre-terminate the RSA contract and to request for the computation of the pre-termination penalty	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload and submit the request letter addressed to the Dean of College of Nursing to CN RSA Online Document Request Portal .	1.1. Receive request, validate the completeness of document, and draft the information sheet of the student requesting the pre-termination and the letter to the College RSA Committee	None	1 day	Return Service Agreement (RSA) Coordinator
	1.2. Approve / disapprove the RSA pre-termination with penalty	None	7 days	College RSA Committee
	1.3. Upon approval, sign and forward a letter to Dean informing about the RSA pre-termination with penalty	None	2 hours	RSA Coordinator and College Secretary
	1.4. Sign a letter to the Budget	None	30 mins.	Dean

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office requesting a computation for the RSA pre-termination payback			
	1.5. Forward a request letter to the Budget Office for RSA payback computation	None	30 mins.	RSA Coordinator
	1.6. Receive the letter and compute the RSA pre-termination payback and forward to the College	None	1 month and 15 days	Chief, Budget Office
	1.7. Receive the payback computation breakdown and notify the student	None	1 hour	RSA Coordinator
2. Receive the RSA payback computation amount and inform the College if the full amount is to be paid	2.1. Release the RSA pre-termination computation and request an Order of Payment from the Accounting Office	None	1 day	RSA Coordinator
	2.2. Create and issue the Order of Payment for RSA Payback	None	1 day	Chief, Accounting Office
	2.3. Release the Order of Payment and provide instructions for payment	None	3 hours	RSA Coordinator
3. Pay fees	3.1. Receive payment and issue proof of payment	As per billing of the Accounting Office	30 mins.	Chief, Cash Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit proof of payment	4.1 Receive proof of payment	None	30 mins.	RSA Coordinator
TOTAL		As per billing of the Accounting Office	1 month & 26 days	

13. APPEAL ABOUT THE PRE-TERMINATION PAYBACK OF RETURN SERVICE AGREEMENT

The undergraduate students or graduates who filed for a pre-termination of RSA contract and have a penalty may appeal about the RSA payback a who are shifting or transferring to another program,

Office or Division	Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter to the Dean of College of Nursing on his/her intention to pre-terminate the RSA contract and to request for the computation of the pre-termination penalty	Student
2. Letter of appeal to the Dean of College of Nursing for the RSA payback	Student
3. Supporting documents for the appeal	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an appeal letter addressed to the Dean of College of Nursing with supporting documents based on the appeal	1.1. Receive request, validate the completeness of document, and evaluate the appeal for review 1.2. Notify the student about recommendation	None	7 days	Return Service Agreement (RSA) Committee
2. Attend the meeting with the College RSA Committee and discuss the appeal	2.1. Present the recommendation to the student or family for consultation, which shall include: a. Sample supplemental contract b. Recomputed financial penalty	None	7 days	RSA Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. Escrow or surety bond agreement (optional)			
3. Submit further supporting documents based on discussion	3.1. Prepare the presentation for the final recommendation to the University RSA Committee	None	3 days	RSA Coordinator
	3.2. Deliberate on the appeal in accordance with university policies, legal frameworks, and the RSA agreement terms	None	1 month	University RSA Committee
	3.3. Notify the College RSA Committee and the graduate/student about the decision of the University RSA Committee	None	1 day	RSA Coordinator
4. Accept the terms and conditions or submit another appeal (in the latter case, restart the process)	4.1. Assist the student/graduate in implementing the decision, which may include waiver, duration of service, reduction of penalty, payment arrangement, or other measures 4.2. If the appeal is denied, inform the final decision with guidance on possible next steps or remedies, if applicable	None	2 days	RSA Coordinator
TOTAL			1 month & 20 days	

14. APPLICATION OF UPCN SCHOLARSHIP

Processing of Application for UPCN Scholarship Grant

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished scholarship application form	Office of the College Secretary (OCS)
2. Application letter/letter of financial support	Student
3. True Copy of Grades	OCS
4. Certificate of Good Moral Character	OCS
5. Income tax return of parents or certification of ITR exemption	BIR
6. Certification from barangay or DSWD	Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload all necessary requirements through the scholarship submission bin.	1.1 Verifies completeness of application & attachments	None	3 days	College Secretary
2. Prepares summary of applicants for deliberation of Scholarship Committee	2.1 Consolidate the documents for for the approval/ disapproval of the applicants	None	3 days	College Secretary
3. Deliberates on the scholarship applications given the criteria for each specific scholarship grant.	3.1 Release a notification from the Chair of the Scholarship Committee.	None	1 day	Chair, Scholarship Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Letter of approval to be given to students and instructions on how to claim the scholarship stipend is provided.	3.2 Inform the grantees the schedule of the release of the stipend and the instructions for writing a thank you letter to the donor.	None	5 minutes	Chair, Scholarship Committee
TOTAL			7 days & 5 minutes	

15. REQUEST FOR THESIS/ DISSERTATION ADVISER

A graduate student enrolled in N300.1 or N400.1 will need to officially request for thesis/dissertation adviser

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C
Who may Avail	Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Thesis/ Dissertation Adviser form	CAREFORM Portal
Letter of request addressed to the Dean	Student
Outline of thesis/ dissertation proposal	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the Request for Thesis/ Dissertation Adviser form through the CAREFORM Portal	1.1 Advises student to process all required signatures	None	30 minutes	College Secretary
2. Submit the signed form and other required documents to CARE portal	3.1 Receive the request, verify, coordinate, assign, approve	None	3 days	College Secretary, Chair of the Graduate Program, assigned Adviser, Dean
TOTAL		None	3 days and 30 minutes	

16. NOTICE OF MASTER’S THESIS/ DISSERTATION PROPOSAL OR DEFENSE

A graduate student who is deemed by his/her adviser to present his/her dissertation proposal/defense needs to apply for the proposal/defense presentation

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C
Who may Avail	Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notice of Master's Thesis/Dissertation Form	CAREFORM Portal
True Copy of Grades (TCG)	CARE Portal
Photocopy of Form 5 indicating enrollment of Thesis/ Dissertation	Student
Letter addressed to NGOHS Director indicating schedule of presentation & panel members	Student/ Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the Notice of Master’s Thesis/ Dissertation Proposal or Defense form through CAREFORM Portal	1.1 Advises student to process all required signatures	none	10 minutes	College Secretary
2. Process the required signatures	2.1 Approve/ endorse the form	none	20 minutes	Thesis/ Dissertation Adviser, Program Committee Chair
3. Submit the completed form and all necessary requirements to CARE Portal	3.1 Evaluate & compute the GWA of the student 3.2 Check the completeness	none	7 days	SRE College Secretary NGOHS Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of the form submitted 3.3 Approve/endorse the form			
TOTAL			7 days and 30 minutes	

17. TRUE COPY OF GRADES

Issuance of an official certified true copy of a currently enrolled student's grades for evaluation purposes only, subject to verification and approval.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Payment	CAREBILL portal
2. Online request	CARE portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for a billing statement through the CAREBILL Portal	1.1 Assess the fees and release the billing statement	None	1 day	College Secretary
2. Receives the billing statement through email & pays the fees to the Cash office or through any authorized online payment facility	2.1 Receives the payment & issues proof of payment	Php 25	1 hour	Chief, Cash Office/ Authorized online payment facility
3. Submit a request for certification through the CARE Portal and upload the proof of payment	3.1 Check and process the request	None	2 days	College Secretary
TOTAL		Php 25	3 days and 1 hour	

18. APPLICATION FOR UNDERLOADING/OVERLOADING

An Application for Underloading/Overloading must be accomplished if a student wishes to enroll in fewer/more than the prescribed number of units in a particular semester.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Underloading/Overloading form	CAREFORM Portal
2. Program Checklist/ Plan of Study	Students Copy
3. Medical Certification (for health reasons)	Validated by Health Service
4. Copy of schedule of classes and certification by the adviser (for unavailability of course)	Student
5. Copy of payroll and appointment papers (for employment reason)	Student
6. Certification by the adviser that there are no more courses to take based on the curriculum	Program Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out the Underloading/Overloading Form through the CAREFORM portal, then secure the approval and signature of adviser	1.1 Approve and sign the form	None	1 hour	Program Adviser
2. Submit the signed form through CARE portal	2.1 Check, endorse, approve	None	1 hour	College Secretary, Program Coordinator, College Secretary, Dean
TOTAL		None	2 hours	

19. VERIFICATION OF CREDENTIALS REQUEST

For alumni, the Office of the College Secretary provides verification of credentials for foreign regulatory bodies such as those required for NCLEX and CGFNS applications.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Verification form	Requesting agency
Transcript of Records (TOR)	Office of University Registrar
Proof of payment	Cash Office/ Online payment facility

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for a billing statement through CAREBILL Portal & pay fees	1.1 Check and assess	None	1 day	College Secretary
2. Receives the billing statement through email & pays the fees to the Cash office or through any authorized online payment facility	2.1 Receive payment & issue proof of payment	Php 200	1 hour	Chief, Cash Office/ Authorized online payment facility
3. Fill out request through CARE Portal and upload the official verification forms from the requesting agency, TOR and proof of payment	3.1 Check and process the request	None	5 days	College Secretary
3. Return to OCS on the scheduled date of release or receive through email	3.1 Release document to the student	None	5 minutes	College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		Php 200	6 days & 1 hour & 5 minutes	

**COLLEGE OF PHARMACY
EXTERNAL SERVICES**

1. REQUEST FOR GOOD MORAL CHARACTER (GMC) CERTIFICATE

The Certificate of Good Moral Character is an official document issued by the College certifying that a current student has maintained satisfactory conduct and has no pending disciplinary case on record during their period of enrollment.

This certification is commonly requested for the following purposes: scholarship applications, application to Medical School or other graduate/professional programs, visa processing and international studies, transfer to another educational institution, and enrolment requirements in another school.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requestor	
1. Identification Card of the Requestor (1 Original)	Requestor as the requesting party
2. Completed UPCP OCS Transactions Online Portal request	UPCP OCS Transactions Online Portal: https://forms.gle/dKx6q4bVN6LbJVJd6
3. Billing Statement	Issued by the UPM College of Pharmacy Administrative Office
4. Proof of Payment	Issued through the following: Payment Options: https://tinyurl.com/UPCPPaymentOptions UPM-LBP Link.Biz Portal: https://tinyurl.com/UPMLBPLinkBiz GCash Payment: https://bit.ly/GCashPaymentUPM
5. Official Receipt	Issued by the UPM Cash Office
Authorized Representative	
1. Authorization Letter (1 Original) 2. Identification Card of the Requestor (1 Photocopy)	Requestor as the requesting party
3. Identification Card of the Authorized Representative (1 Original, 1 Photocopy)	Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request through the UPCP	1. Verify the purpose of	None	5 minutes	Administrative Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OCS Transactions Online Portal: https://forms.gle/dKx6q4bVN6LbJVJd6	request through the UPCP OCS Transactions Online Portal.			
2. Request for Billing Statement by sending an email to the Office of the College Secretary (upm-cp-ocs@up.edu.ph)	2. Prepare and issue Billing Statement by responding to the client's email.	None	30 minutes	Administrative Aide
3. Upon receipt of Billing Statement, pay online or directly at the UPM Cash Office. Online Payment Options: https://tinyurl.com/UPCPCPaymentOptions UPM-LBP Link.Biz Portal: https://tinyurl.com/UPMLBPLinkBiz GCash Payment: https://bit.ly/GCashPaymentUPM	3. For online payment, receive payment. For direct payment, receive payment and issue the Official Receipt.	Php 25.00	5 minutes	Cashier
4. For online payment, send proof of payment together with the Billing Statement to the Cashier's Office via email at cash@post.upm.edu.ph for immediate posting of payments, and	4.1 For online payment, receive proof of payment and Billing Statement for verification.	None	5 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
upm-cp-ocs@up.edu.ph for processing.				
	4.2 Issue the Official Receipt through email.	None	5 minutes	Cashier
	4.3 Check student records for preparation and printing of document.	None	3 days	Administrative Aide
	4.4 Verify student records and sign document.	None	2 days	College Secretary
5. Receive document through email or in person upon presentation of identification card. *For electronic copies requiring a dry seal, print documents for dry sealing at the Administrative Office.	5. Verify identity of the client, and release the document through email or in person.	None	5 minutes	Administrative Aide
	TOTAL	Php 25.00	5 days, 55 minutes	

2. REQUEST FOR ACADEMIC-RELATED CERTIFICATES AND RECORDS

The College issues official academic certifications and records upon request of qualified students and new graduates. These documents certify a student’s academic status, performance, enrollment, completion, and related records for various academic, professional, employment, or regulatory purposes.

The following documents are covered under this service:

- Certification of Candidacy for Graduation
- Certification of Enrolment
- Certification of General Weighted Average (GWA)
- Certification of Completion (formerly Certification of Graduation)
- Certification of Class Ranking
- Certification of Year Level
- Certificate of Units Earned
- Certificate of Internship (for Board Examination application and employment purposes)
- Course Description
- Form 5 (if for DOST scholarship, must be requested from the OUR)
- True Copy of Grades (TCG)

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requestor	
1. Identification Card of the Requestor (1 Original)	Requestor as the requesting party
2. Completed UPCP OCS Transactions Online Portal request	UPCP OCS Transactions Online Portal: https://forms.gle/dKx6q4bVN6LbJVJd6
3. Billing Statement	Issued by the UPM College of Pharmacy Administrative Office
4. Proof of Payment	Issued through the following: Payment Options: https://tinyurl.com/UPCPPaymentOptions UPM-LBP Link.Biz Portal: https://tinyurl.com/UPMLBPLinkBiz GCash Payment: https://bit.ly/GCashPaymentUPM
5. Official Receipt	Issued by the UPM Cash Office

Authorized Representative	
1. Authorization Letter (1 Original) 2. Identification Card of the Requestor (1 Photocopy)	Requestor as the requesting party
3. Identification Card of the Authorized Representative (1 Original, 1 Photocopy)	Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request through the UPCP OCS Transactions Online Portal: https://forms.gle/dKx6q4bVN6LbJVJd6	1. Verify the purpose of request through the UPCP OCS Transactions Online Portal.	None	5 minutes	Administrative Aide
2. Request for Billing Statement by sending an email to the Office of the College Secretary (upm-cp-ocs@up.edu.ph)	2. Prepare and issue Billing Statement by responding to the client's email.	None	30 minutes	Administrative Aide
3. Upon receipt of Billing Statement, pay online or directly at the UPM Cash Office. Online Payment Options: https://tinyurl.com/UPCPPaymentOptions UPM-LBP Link.Biz Portal: https://tinyurl.com/UPMLBPLinkBiz GCash Payment: https://bit.ly/GCashPaymentUPM	3. For online payment, receive payment. For direct payment, receive payment and issue the Official Receipt.	Refer to the table of fees below.	5 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. For online payment, send proof of payment together with the Billing Statement to the Cashier's Office via email at cash@post.upm.edu.ph for immediate posting of payments, and upm-cp-ocs@up.edu.ph for processing.	4.1 For online payment, receive proof of payment and Billing Statement for verification.	None	5 minutes	Cashier
	4.2 Issue the Official Receipt through email.	None	5 minutes	Cashier
	4.3 Check student records for preparation and printing of document.	None	3 days	Student Records Evaluator
	4.4 Verify student records and sign document.	None	2 days	College Secretary
5. Receive document through email or in person upon presentation of identification card. (For electronic copies requiring a dry seal, print documents for dry sealing at the Administrative Office)	5. Verify identity of the client, and release the document through email or in person. (For electronic copies requiring a dry seal, receive document and dry seal)	None	5 minutes	Student Records Evaluator
TOTAL		Php 25.00	5 days, 55 minutes	

RATES FOR ACADEMIC-RELATED CERTIFICATES AND RECORDS

DOCUMENT	FEE
Certification of Candidacy for Graduation	Php 25 per copy
Certification of Enrolment	Php 25 per copy

DOCUMENT	FEE
Certification of General Weighted Average (GWA)	Php 25 per copy
Certification of Completion	Php 25 per copy
Certification of Class Ranking	Php 25 per copy
Certification of Year Level	Php 25 per copy
Certificate of Units Earned	Php 25 per copy
Certificate of Internship	Php 25 per copy
Course Description	Php 40 per page
Form 5	Php 25 per copy
True Copy of Grades	Php 25 per copy

**COLLEGE OF PUBLIC HEALTH
INTERNAL SERVICES**

1. REGISTRATION

Registration of students

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Medical Certificate (First Semester only)	1 copy	UPM Health Service
2. Photocopy of Acceptance Letter (for new graduate students only)	1 copy	NGOHS
3. Activated ISKOLAR account (for new graduate students only)	N/A	IMS/NGOHS
4. Plan of Course Work (for new graduate students only)	1 copy	NGOHS
5. Printed Enlisted Subjects approved by adviser	1 copy	ISKOLAR
6. Study Permit (for Foreign students)	1 copy	ISKOLAR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist subjects online thru their SAIS account and print the enlisted subjects for approval of the advisers ONLINE: Screenshot the enlisted subjects and email to program advisers.	Advise/check subjects and schedule of classes			Student and program adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Present all necessary requirements for enrollment ONLINE: Accomplish the online google form for enrollment and upload all necessary requirements through the CPH OCS Online Portal</p>	<p>Check the completeness of documents submitted and issue tuition calculation form ONLINE: Check the completeness of documents submitted due for billing statement</p>		<p>2 minutes</p>	<p>OCS staff</p>
<p>3. Accomplish tuition calculation form ONLINE: Accomplish the online google form for enrollment.</p>	<p>Receive the form, process the tuition calculation through ISKOLAR - Queue student for payment to the Cashier's office ONLINE: Issue billing statement through student's UP Email</p>	<p>For graduate students: Php 990/unit + misc. & lab. fees For undergraduate students: Php 1500/unit + misc & lab. fees</p>	<p>10 minutes</p>	<p>OCS staff</p>
<p>4. Return 1 week after the last extension of enrollment for the release of Form 5 (Undergraduate students under free tuition only) ONLINE: Form 5 for Undergraduate students to be issued after enrollment period</p>	<p>Issues Form 5 to the students per batch</p>		<p>7 days ONLINE: After the last day of enrollment period</p>	<p>OCS staff</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Return or email a photocopy of official receipt/ Form 5	Receives copy		2 minutes	Admin. Asst./SRE
TOTAL		For graduate students: Php 990/unit + misc. & lab. fees For undergraduate students: Php 1500/unit + misc. & lab. fees	7 days and 14 minutes	

2. CHANGE OF MATRICULATION

To change the enrolled subjects or schedule of subjects during registration period only.

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Change of Matriculation form	2 copies	OCS Portal
2. Official receipt	1 copy	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Change of Matriculation form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue change of matriculation form		2 mins	Admin. asst./SRE
2. Accomplish the Change of Matriculation form and process the required signatures	Approve and sign the form		2 minutes	Student - Program adviser - Instructor
3. Submit the accomplished Change of Matriculation form ONLINE: Submit the accomplished form through OCS Online Portal for issuance of billing statement	Check, apply changes in SAIS, assess & calculate for payment at the Cashier's office ONLINE: Issues billing statement to be sent through email	Php 10/trans action + tuition fee (if additional unit) Php 1500/unit + misc & lab. fees	5 mins ONLINE: 48-72 hours	SRE ONLINE: OCS staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return the paid Change of Matriculation form with official receipt ONLINE: Submit the paid Change Mat Form through the CPH OCS Online Portal	Receive and approve the form -Return the student's copy		5 mins ONLINE: After the last day of enrollment period	Admin. asst./SRE - College Secretary
TOTAL		Php 10/ transaction + tuition fee (if additional unit)	12 minutes	

3. CANCELLATION OF SUBJECTS

Cancellation of enlisted CPH subjects during registration period

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Manual Cancellation form	1 copy	OCS Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & accomplish Manual Cancellation form	Issue form - Approve & sign the form		5 mins	Admin asst./SRE - Program adviser
2. Submit the approved Manual Cancellation form	Check, apply changes in SAIS		5 mins	SRE
TOTAL		None	10 minutes	

4. DROPPING OF SUBJECTS

Dropping of enrolled subjects after registration period

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Dropping Form	1 copy	OCS Portal
2. Official Receipt	1 copy	Cashier's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Dropping form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue Dropping form		2 mins	Admin. Asst/SRE
2. Accomplish the Dropping form and process the required signatures	Approve and sign the form			Student - Program adviser - Instructor
3. Submit the accomplished Dropping form ONLINE: Submit the accomplished form through OCS Online Portal for issuance of billing statement	Check & assess for payment at the Cashier's office ONLINE: Issues billing statement to be sent through email	Php 10/unit	5 mins ONLINE: 48-72 hours	Admin asst./SRE ONLINE: OCS staff
4. Return the paid Dropping form with official receipt ONLINE: Submit the paid Dropping Form	Receive and approve the form Return the student's copy		5 mins	- Admin. asst/SRE - College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
through the CPH OCS Online Portal				
TOTAL		Php 10/unit	12 minutes	

5. COMPLETION/ REMOVAL OF GRADE

Completion or removal of INC and conditional failure grade

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Completion/Removal of Grade	1 copy	OCS Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Completion/Removal form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue form		2 mins	Admin. Asst/SRE
2. Accomplish the Completion/Removal form and submit to Instructor	Write the completion/removal grade in the form and sign			Instructor, Dept. Chair
3. ONLINE: The department submits the accomplished Completion/Removal Form through the CPH OCS Online Portal	Forward the form to OCS for encoding in ISKOLAR Receive and encode the completion/removal grade in ISKOLAR		5 mins	Instructor, Dept. Chair
4.	Receive and approve the form Return the student's copy		5 mins	SRE
TOTAL		None	12 minutes	

6. COLLEGE CLEARANCE

Application of College Clearance

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. College Clearance Form	1 copy	OCS Portal
2. CAS Student Clearance (for BSPH only)	1 copy	OCS Portal
3. University Clearance	1 copy	OCS Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure College clearance form & CAS Student Clearance (for BSPH only) at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue clearance form and advises student the process required		2 mins	Admin. Asst/SRE
2. Accomplish the forms and process the required signatures	Signs the form		5 days	Department's custodian, Dept. chairs, AO
3. Submit the completed College clearance form with CAS Student Clearance (for BSPH only) & University Clearance ONLINE: Submit the accomplished	Verify completeness of signatures in the College Clearance & CAS clearance (for BSPH only) Sign the College Clearance and University Clearance Return the student's copy of clearance		10 mins	Admin. asst./SRE - College Secretary

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
form though OCS Online Portal				
TOTAL		None	5 days and 12 minutes	

7. PERMIT FOR EXAMINATION

Issuance of Permit for Exam

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Permit for Exam Form	1 copy	OCS Portal
2. Official Receipt	1 copy	Cashier's Office
3. Completion/Removal Form	1 copy	OCS Portal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Permit for Exam form & Completion/ Removal form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue Permit for Exam, advise student to process the required signatures and pay to the Cashier's office (if examination is outside the removal period)	Php 25	5 mins	Admin. Asst/SRE
2. Accomplish the forms and process the required signatures & pay to the Cashier's office (if examination is outside the removal period) ONLINE: Submit the accomplished form through OCS Online Portal	Approve & sign the form Receive payment & issue official receipt		20 mins	Instructor, College Secretary Cashier's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the approved Permit for Exam to the Instructor with attached Completion/Removal Form before the exam	Receive the form, give exam			Instructor
TOTAL		Php 25	25 minutes	

8. EXCUSE SLIP

Issuance of Excuse Slip

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Excuse Slip form	1 copy	OCS Portal
2. Medical Certificate (if applicable)	1 copy	UPM Health Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Slip at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue Excuse Slip, advise student to process the required signatures and attached Medical Certificate/Invitation (if applicable)		5 mins	- Admin. asst./SRE - Instructor
2. Accomplish and submit the form ONLINE: Submit the accomplished form through OCS Online Portal Approve & sign the form Return the student's copy	Approve & sign the form Return the student's copy		20 mins	- College Secretary - Admin. asst/SRE
TOTAL			25 minutes	

9. LEAVE OF ABSENCE

Application for Leave of Absence

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Leave of Absence (LOA) form	1 copy	OCS
2. College Clearance	1 copy	OCS
3. Official Receipt	1 copy	Cashier's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure LOA form and College clearance form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue LOA form & College Clearance form and advises student to process the required signatures - Direct student to pay at the Cashier's office		5 mins	- Admin. asst./SRE
2. Accomplish the forms and process the required signatures. Pay at the Cashier's office ONLINE: Submit the accomplished form through OCS Online Portal for issuance of billing statement	Approve & sign the form - Receive payment ONLINE: Issues billing statement to be sent through email	Php 150/ semester	5 days ONLINE: 48-72 hours	Student's Adviser, Instructor (if currently enrolled), Departments' custodians, Dept. chairs, AO, College Secretary, SRE, Cashier's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Submit the completed LOA form & College clearance form with official receipt</p> <p>ONLINE: Submit the PAID and accomplished form though OCS Online Portal</p>	<p>Verify completeness of signatures in the LOA & College Clearance form</p> <p>Approve & sign the form</p> <p>Return the student's copy of LOA and College Clearance form</p>		<p>10 mins</p>	<p>- Admin. asst./SRE</p> <p>- College Secretary</p> <p>ONLINE: OCS Staff</p>
TOTAL		Php 150/semester	5 days & 15 minutes	

10. EXTENSION OF MAXIMUM RESIDENCY RULE (MRR)/ READMISSION (BSPH students)

Application for Extension of Maximum Residency Rule (MRR) and Readmission from Absence without Official Leave (AWOL) for BSPH only

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. MRR/ Readmission form (undergraduate)	1 copy	OCS
2. True Copy of Grades (TCG)	1 copy	OCS
3. Letter of Appeal Addressed to the Chancellor	1 copy	Student with parent's signature & adviser's endorsement
4. Referral Slip	1 copy	OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure MRR/ Readmission form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue MRR/ Readmission form. Advices student to draft a letter of appeal for extension/readmission to the Chancellor through channels. Advise student to request for TCG		5 mins	- Admin. asst./SRE
2. Accomplish & submit the form. Attached the required TCG and letter of appeal ONLINE:	Evaluate residency and academic status. Refer the student to OSA for counseling		1 day	SRE College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished form through OCS Online Portal				
3.	Approve/endorse the letter/ MRR/ Readmission form thru channels		5 days	BSPH Committee Chair, College Secretary, Dean, Registrar, Vice Chancellor for Academic Affairs, Chancellor
4. Return to OCS	Inform student the result and give the student's copy of the form for enrollment		5 mins	Admin. Asst./SRE
TOTAL		None	6 days & 10 minutes	

11. EXTENSION OF MAXIMUM RESIDENCY RULE (Graduate Students)

Application for Extension of Maximum Residency Rule (MRR) for graduate students

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. MRR form (graduate)	1 copy	OCS
2. True Copy of Grades (TCG)	1 copy	OCS
3. Letter of Appeal Addressed to the Chancellor Photocopy of previous approved MRR (if applicable) Gantt Chart	1 copy	Student with adviser's endorsement

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure MRR/ Readmission form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue MRR/ Readmission form. Advices student to draft a letter of appeal for extension/readmission to the Chancellor through channels. Advise student to request for TCG		5 mins	- Admin. asst./SRE
2. Accomplish & submit the form. Attached the required TCG and letter of appeal.	Evaluate residency and academic status. Check the		1 day	SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE: Submit the accomplished form through OCS Online Portal	completeness of form submitted			
3.	Approve/endorse the letter/ MRR/ form through channels		5 days	Student, Program Adviser, Program Committee Chair, College Secretary, Dean, Registrar, NGOHS Director, Vice Chancellor for Academic Affairs, Chancellor
4. Pick up the approved MRR form	Release the student's copy of the approved MRR form		5 mins	NGOHS
TOTAL		None	6 days & 10 minutes	

12. READMISSION (Graduate student)

Application for Readmission for graduate students

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Readmission form (Graduate)	1 copy	OCS
2. True Copy of Grades (TCG)	1 copy	OCS
3. Letter of Appeal Addressed to the College Secretary (if AWOL for 1 semester) Letter of Appeal Addressed to the Chancellor (if AWOL for 2 consecutive semesters) Official Receipt (if AWOL)	1 copy	Student with adviser's endorsement Cashier's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Readmission form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue Readmission form. Advices student to draft a letter of appeal for readmission addressed to the College Secretary (if AWOL for 1 semester) or addressed to the Chancellor (if AWOL for 2 consecutive semesters).		5 mins	- Admin. Asst./SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Advise student to request for TCG			
2. Accomplish & submit the form. Attached the required TCG and letter of appeal (if AWOL only) ONLINE: Submit the accomplished form through OCS Online Portal for issuance of billing statement	Evaluate residency and academic status. Check the completeness of form submitted Pay to the Cashier's office ONLINE: Issues billing statement to be sent through email	P225 (AWOL only)	1 day ONLINE: 48-72 hours	SRE Cashier's office
3. Process the required signatures ONLINE: Submit the PAID and accomplished form through OCS Online Portal	Approve/endorse the letter/ Readmission form		3-5 days	Student, Program Adviser, Program Committee Chair, College Secretary, Dean, Registrar, NGOHS Director, Vice Chancellor for Academic Affairs, Chancellor
4. Pick up the approved Readmission form	Release the student's copy of the approved Readmission form		5 mins	NGOHS
TOTAL		None	6 days & 10 minutes	

13. COMPREHENSIVE EXAMINATION

Application for Comprehensive Exam

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Comprehensive Exam Form	1 copy	OCS
2. True Copy of Grades (TCG)	1 copy	OCS
3. Official Receipt (if AWOL)	1 copy	Cashier's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Comprehensive Exam form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue Comprehensive Exam form. Advise student to request for TCG		5 mins	- Admin. Asst./SRE
2. Accomplish/process the required signatures. Attached the required TCG and pay to the Cashier's office ONLINE: Submit the accomplished form through OCS Online Portal for issuance of billing statement	Approve & sign the form Receive payment ONLINE: Issues billing statement to be sent through email	Php 200	1 day ONLINE: 48-72 hours	Student, Program Adviser, Program Committee Chair Cashier's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the completed form with TCG and official receipt ONLINE: Submit the PAID and accomplished form through OCS Online Portal	Evaluate & compute the GWA of the student. Check the completeness of form submitted Approve/endorse the form to the NGOHS Director		3-5 days	SRE College Secretary NGOHS Director
4. Take the comprehensive exam	Give name of the student eligible to take the comprehensive exam to the Program Committee Chair		5 mins	SRE
TOTAL		None	6 days & 10 minutes	

14. NOTICE OF MASTER'S THESIS/ DISSERTATION PROPOSAL OR DEFENSE

Application of Notice of Master's Thesis/ Dissertation Proposal or Defense

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	Government to Citizen
Who may Avail	Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Notice of Master's Thesis/Dissertation Form	1 copy	OCS/ NGOHS
2. True Copy of Grades (TCG)	1 copy	OCS
3. Photocopy of Form 5 indicating enrollment of Thesis/ Dissertation Letter addressed to NGOHS Director indicating schedule of presentation & panel members	1 copy	Student/ Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Notice of Master's Thesis/ Dissertation Proposal or Defense form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue Notice of Master's Thesis/ Dissertation Proposal or Defense form. Advise student to request for TCG and to draft a letter addressed to NGOHS Director indicating schedule of presentation & panel member, signed by the adviser		5 mins	- Admin. Asst./SRE
2. Accomplish/proces	Approve/endorse the form		20 mins	Student, Thesis/Dissert

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
s the required signatures. Attached the required TCG and letter to NGOHS Director				ation Adviser, Program Committee Chair
3. Submit the completed form with TCG and letter to NGOHS Director ONLINE: Submit the accomplished form though OCS Online Portal	Evaluate & compute the GWA of the student. Check the completeness of form submitted Approve/endorse the form to the NGOHS Director		3-5 days	SRE College Secretary NGOHS Director
TOTAL		None	5 days & 25 minutes	

15. TRUE COPY OF GRADES (TCG)/ CERTIFICATES

Issuance of True Copy of Grades (TCG) and other Certificates

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form	1 copy	OCS
2. Official Receipt	1 copy	Cashier's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request form at OCS or download online ONLINE: Download form through CPH OCS Online Portal	Issue Request form		2 mins	- Admin. Asst./SRE
2. Accomplish the Request form ONLINE: Submit the accomplished form through OCS Online Portal for issuance of billing statement	Check and assess the form for payment at Cashier's office ONLINE: Issues billing statement to be sent through email	Php 25/copy	ONLINE: 48-72 hours	Admin. Asst./SRE ONLINE: OCS Staff
3. Submit the Request form after payment ONLINE: Submit the PAID and accomplished form through OCS Online Portal	Receive the form, advises student to return after 3-5 working days ONLINE: Receive the form and advises students to wait at least 10 working days for processing		3-5 days ONLINE: 10 working days	Admin. Asst./SRE ONLINE: OCS Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	3-5 days & 7 minutes	

**NEWBORN SCREENING REFERENCE CENTER
INTERNAL SERVICES**



1. Application for Membership to the National Comprehensive Newborn Screening System (NCNBSS)

Office or Division	Newborn Screening Reference Center
Classification	Simple
Type of Transaction	Government to Businesses
Who may Avail	Health Facilities (hospitals, health infirmaries, health centers, birthing homes, lying-in centers or puericulture centers with obstetrical and pediatric services, whether public or private)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application - Institutional Membership Form w/ DOH-DOH-Center for Health Development's endorsement	www.newbornscreening.ph
Additional requirement for private health facilities: DTI Certificate/SEC Registration	
Additional requirement for private health facilities: Business/Mayor's Permit	
Additional requirement for public health facilities: Any legal document bearing the facility's full name (i.e. DOH license to operate, local resolution)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application with complete requirement/s to the Newborn Screening Reference Center (NSRC) through any of the following: fax +632. 8247.60.08, email (info@newbornscreening.ph) or mail	<ul style="list-style-type: none"> > Receives application and Requirement/s > Verifies information in the application 	None	5-10 minutes	Administrative Officer (Records Officer)
	<ul style="list-style-type: none"> > Assigns facility code > Encodes in the NSF Online Records all the information provided by the Facility 	None	5-10 minutes	Administrative Officer (Records Officer)
	Prepares and sends welcome letter with attachments (NSC Mechanics, DOH)	None	2-3 working days	Administrative Officer (Records Officer)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Administrative Order No. 2008-0026), List of G6PD Confirmatory Centers, and Newsletter) via email			
TOTAL		None	3 working days	

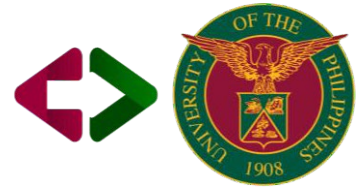


2. DOH-NIH Certification for the National Comprehensive Newborn Screening System (NCNBSS) - Monthly

Office or Division	Newborn Screening Reference Center
Classification	Complex
Type of Transaction	Government to Businesses
Who may Avail	New Newborn Screening Facilities (NSFs) who sent newborn screening samples to the Newborn Screening Center (NSC)

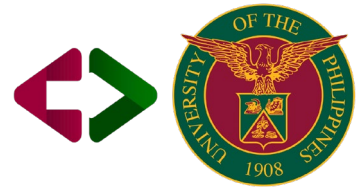
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of NSFs count of samples sent	Submitted by NSCs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives monthly NSFs count of samples sent	None	5 days from receipt of list from the NSC	Administrative Officer (Records Officer)
	Encodes in the NSF Activity Status Sheet (of the NSF Nationwide Database)	None	1-3 working days	Administrative Officer (Records Officer)
	Checks new NSF if with samples sent	None		
	Prints certificates	None	1 working day (all NSFs with initial NBS sample sent)	Administrative Officer (Records Officer)
	Routes certificate for Signing of NSRC Director	None		Administrative Officer (Records Officer)
	Routes certificate for Signing of NIH Executive Director	None		Liaison Officer
	Routes certificate for Signing of DOH-National Center for Disease Prevention and Control (NCDPC) Director signs certificates	None		Counterpart at DOH
	Receives certificates and Prints cover letter	None	5-10 minutes	Administrative Officer (Records Officer)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	NSRC Director signs letter	None		NSRC Director
	Prepares and sends certificates to NSCs for distribution to NSFs	None	2-3 working days (all NSFs with initial NBS sample sent)	Administrative Officer (Records Officer)
	TOTAL	None	3-4 weeks (from receipt of NBS Statistics Report) except with changes in signatory and upon receipt of signed certificates from DOH	

**NATIONAL TEACHER TRAINING CENTER FOR
THE HEALTH PROFESSIONS
INTERNAL SERVICES**



1. PURCHASE OF SELF-INSTRUCTIONAL MODULES

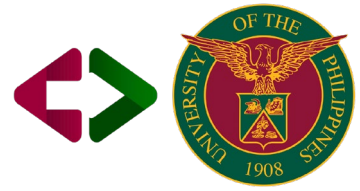
Description of the Service: NTTCHP offers different kind of Self-Instructional.

Materials/Manuals (SIM) use for teaching, information and references for sale

Office or Division	National Teacher Training Center for the Health Professions (NTTCHP)
Classification	Government to Citizen
Type of Transaction	Simple
Who may Avail	All Non- / Government Universities, Colleges, Non-UP (Faculty, Students, Professionals)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order Slip	NTTCHP, Administrative Assistant
2. Order Payment	NTTCHP, Administrative Assistant / CPDMO
3. Official Receipt (paid) from UPM Cashier	Cashier Office, UPM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Place order via email to nttchp.upmanila@up.edu.ph or in person.	Issue order slip of SIMS to the Buyer for purchase via email or in person	None	2 minutes	Admin. Asst. (DL Maling)
Return accomplished Order Slip	Prepare Order.	None	30 minutes	Admin. Asst. (DL Maling)
	Provide ORIR and UPM Official Receipt to buyer.	None	5 minutes	Admin. Asst. (DL Maling)
Pay the amount due indicated in the ORIR and UPM Official Receipt to Cash Office.	Receive OR and Create a duplicate copy of the validated UPM Official Receipt issued by Cashier for filing and issue original copy to the Buyer.	based on the price of modules.	10 minutes	Buyer Admin. Asst. (DL Maling)
	Give the SIM to the buyer	None	2 minutes	Admin. Asst. (DL Maling)
TOTAL			49 mins	



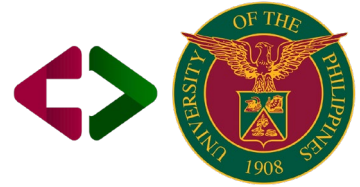
2. AUDITORIUM RENTAL

Description of the Service: NTTCHP offers rental of auditorium.

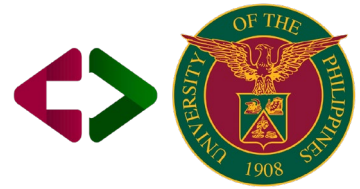
Office or Division	National Teacher Training Center for the Health Professions (NTTCHP)
Classification	Government to Citizen
Type of Transaction	Simple
Who may Avail	All Non- / Government Universities, Colleges, Non-UP (Faculty, Students, Professionals)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Letter request	Requesting party or unit
2. NTTCHP Facilities Requests Form	NTTCHP, Administrative Assistant
3. Job Order Request Form (JOR)	NTTCHP, Administrative Assistant / CPDMO
4. Statement of Account (from CPDMO)	CPDMO, UPM
5. Official Receipt (paid) from UPM Cashier	Cashier Office, UPM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter online via email: nttchp.upmanila@up.edu.ph indicating intention to rent the facility preferably one month before the scheduled activity.	Acknowledge receipt of request letter and send NTTCHP Facilities Requests Form via email	None	1 day after the receipt of request	Admin. Asst. (DL Maling)
Submit accomplished NTTCHP Facilities Requests Form via email to nttchp.upmanila@up.edu.ph	Acknowledge receipt of request form	None	1 day after the receipt of request	Admin. Asst. (DL Maling)
	Evaluate request and check availability of room.	None	1 day	Admin. Asst. (DL Maling)
	Request letter with attached accomplished forms shall be forwarded to the Dean for approval.	None	1 day	Admin. Asst. (DL Maling)
	Accomplish CPDMO JOR form upon approval of the request.	None	5 - 10 minutes upon receipt of the original copy	Admin. Asst. (DL Maling)
	Submit approved request forms and	None	1-3 working days	CPDMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	accomplished JOR to CPDMO for computation of space and utilities.			
CPDMO forwards SOA to OVCAF for approval of Utility and Space Rental Charges rates.	Wait for the approved SOA	None	1-3 working days	CPDMO OVCAF
	Inform the Requestor via email for payment	None	1 day	CPDMO
Pay the computed rental rate at UPM Cashier's Office and submit OR to NTTCHP	Receive OR and photocopy for filing. Return original copy to requestor	to be determined / depends / based the prices and time to be used	10 minutes	End-user/ Requesting party Admin. Asst. (DL Maling)
	post notice of use at NTTCHP white board	None	2 minutes	Admin. Asst. (DL Maling)
TOTAL			11 days 22 minutes	



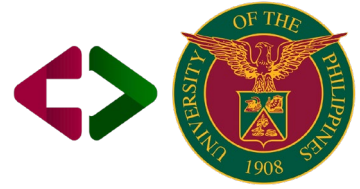
3. CONTINUING EDUCATION, RESEARCH, AND COLLABORATION

Description of the Service: NTTCHP provides continuing education, research, and collaboration activities to clients within and outside of the University upon request based on their needs.

Office or Division	National Teacher Training Center for the Health Professions (NTTCHP)
Classification	Government to Citizen
Type of Transaction	Simple
Who may Avail	All Non- / Government Universities, Colleges, Non-UP (Faculty, Students, Professionals)

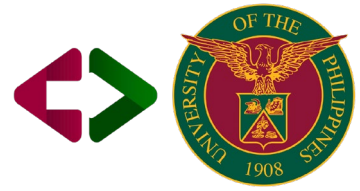
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Client
2. Request Google Form	NTTCHP, Information Office staffer/ Faculty
3. TOR or MOU/MOA	NTTCHP, Point person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request letter to the Dean via email to nttchp.upmanila@up.edu.ph or in person.	Acknowledge request and send Request Google Form	None	1 day	Information Office staffer/ Faculty
Return accomplished Request Google Form	Screen the request and forward to the dean with recommendation	None	2 days	Coordinator and staff of the COCEES
	Review and decide on request	None	1 day	Dean
	Inform the requesting institution of approval and contact person	None	1 day	Dean
Coordinate with assigned focal person for the implementation	Communicate regularly with the	Dependent on agreed upon rates	2 weeks	Assigned point person



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and evaluation of the activity	requesting point person			
TOTAL			2 weeks and 5 days	

**SCHOOL OF HEALTH SCIENCES
EXTENSION CAMPUS, BALER AURORA
EXTERNAL SERVICES**



1. Recruitment and Admission

The service involves recruitment campaigns or orientation for various municipalities eligible for scholarship, application submission, admission requirement evaluations, applicant interviews, release of result and enrollment.

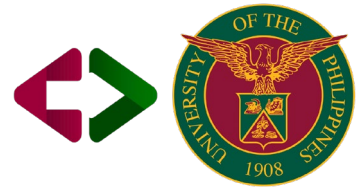
Office or Division	RAC/SRE/Administrative Office
Classification	Highly Technical
Type of Transaction	G2C
Who may Avail	Identified communities with slots/SHS K-12 graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Recruitment and Admission Checklist of Requirements form	Admin Office/Student Records Office/SRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance on meeting and answering correspondence	1.1 Dissemination of recruitment and admission guidelines through email or personal	none	1 month	RAC and SRE

	orientation to LGU			
2. Secure the application form and other templates for admission	<p>2.1 Provide a checklist of requirements and related forms</p> <p>2.2 Check the eligibility of the applicant's sending community</p>	none	30 minutes	SRE
3. Receive evaluation result and interview schedule	3.1 Inform applicants of the status of submitted requirements and schedule for interview and completion of lacking requirements (if there's any)	none	1 day	RAC Chairperson/SRE
4. Check official email for notice of admission	4.1 Release the result of the application through email - LGU and applicant	none	1 day	RAC Chairperson/SRE
TOTAL				

**SCHOOL OF HEALTH SCIENCES
EXTENSION CAMPUS, BALER, AURORA
INTERNAL SERVICES**



1. Request for certifications

Certifications for enrollment, grades, good moral and others are issued to individuals needing the said documents for scholarship purposes and employment application.

Office or Division	SHS Baler
Classification	Simple
Type of Transaction	G2C – Government to transacting public
Who may Avail	All constituents, students, alumni, former employee

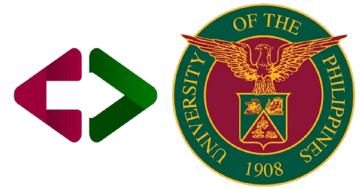
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form 1 copy Official receipt 1 original copy Payment P 50.00	Student Records Evaluator AO/SCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get request form at admin office	1.1 Issue form	None	1 minute	<i>Student Records Evaluator</i>
2. Submit Filled-out form at SRE desk for assessment	2. Receive filled-out request form, 2.1 Check the completeness 2.2 Tell client to pay the required fee 2.3 Start processing	None	10 minutes	<i>Student Records Evaluator</i>
3. Pay required fee and secure Official receipt	3. Accept payment 3.1 issue Official receipt	Certificate fee PHP 50/page	3 minutes	<i>AO/Special Collecting Officer</i>
4. Return to SRE, present the OR 4.1 Wait for the processing and release of the certificate. 4.2 Sign in the log book	4. Check the official receipt 4.1 Issue the certificate 4.2 List in the logbook and let the client sign	none	6 minutes	<i>Student Records Evaluator</i>
TOTAL		50.00	20 minutes	

2. Assistance to other request for credentials at OUR/UPM

Provide assistance for Request of other credentials that can only be availed at UPM OUR like Identification Cards, transcript of records, diploma, honorable dismissal and other related documents

Office or Division:	SHS Baler			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	All constituents, alumni, former employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form 1 copy 2. Payment PHP 50/page TOR 3. Payment PHP 130 for ID 4. Payment PHP 950 Grad Fee		SRE Admin office Cash office UPM AO/SCO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Get request form at admin office	1 Issue form	None	1 minute	<i>Student Records Evaluator</i>
2 Submit Filled-out form or letter request at SRE desk for assessment	2 Receive filled-out request form or letter request 2.1 Check the completeness 2.2 Tell client to pay the required fee	None	10 minutes	<i>Student Records Evaluator</i>



3. Library Services – application for library privilege

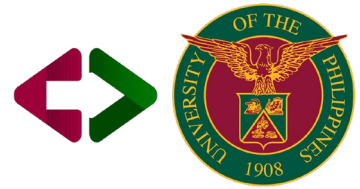
Library cards are issued to students and other clients who intend to borrow books at the library. The schedule of availability of service is Monday to Friday. 8AM to 5PM

Office or Division:	SHS Baler			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	Students, Faculty and staff, alumni, Non-UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Valid UP ID 2. 1 1"x1" picture (for new applicant) 3. Form 5 for students, Certificate of employment for faculty/staff 		<p>SRE Admin office</p> <p>Applicant</p> <p>SRE Admin Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid UP ID with sticker for the current semester & Form 5	1 Verifies client by comparing the ID with the picture presented,	None	3 minutes	<i>Unit Librarian/designated staff</i>
2. Fill-out library registration form and submit picture	2 Issue form 2.1 Process application form & paste picture 2.2 countersigns borrowers card	None	10 minutes	<i>Unit Librarian/designated staff</i>
3. Receives borrowers ID	3. Releases borrowers ID	None	2 minutes	<i>Unit Librarian/designated staff</i>
TOTAL:		None	15 minutes	

4. Library Services – borrowing of books

Schedule of availability of service is Monday to Friday at 8AM to 5PM

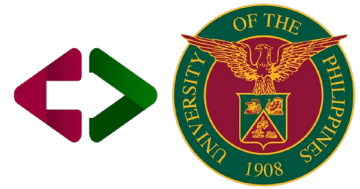
Office or Division:	UP Manila School of Health Sciences Ext campus Baler			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	Students, Faculty and staff, alumni, Non-UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid borrowers ID		Unit Librarian/designated staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents borrowers ID	1.Verifies borrowers ID	None	1 minute	<i>Unit Librarian/designated staff</i>
2.Logs-in the book to be borrowed	Checks-out book & stamps due date on the book card & the date due slip	None	3 minutes	<i>Unit Librarian/designated staff</i>
3. Takes the book borrowed	Release the book to the client	None	1 minute	<i>Unit Librarian/designated staff</i>
TOTAL:		None	5 minutes	



5. Library Services – returning / renewing of books

Schedule of availability of service is Monday to Friday at 8AM to 5PM

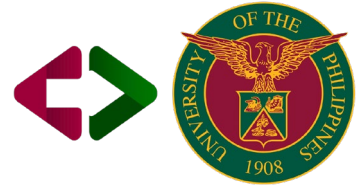
Office or Division:	UP Manila School of Health Sciences Ext campus Baler			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	Students, Faculty and staff, alumni, Non-UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid borrowers ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents book borrowed	1 Receive and Check borrowed books	None	2 minutes	<i>Unit Librarian/designated staff</i>
2 Logs-out the books returned	2 Put books into shelves	None	1 minute	<i>Unit Librarian/designated staff</i>
TOTAL:		None	3 minutes	



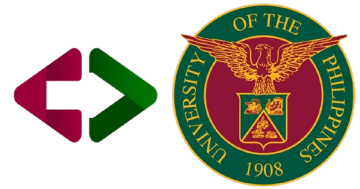
6. General Administrative Support - Use of Room/ Facility for official activity

Students and personnel are allowed to use the classrooms/ facilities for activities outside of class/ office hours

Office or Division:	UP Manila School of Health Sciences Ext campus Baler			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	All constituents, alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization Pass 2 copies		AO Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Get Authorization Pass at admin office	1 Issue pass 2 copies	None	1 minute	<i>Administrative officer</i>
2 Submit Filled-out pass for evaluation	2 Receive filled-out pass 2.1 Check the completeness 2.2 Check availability of room/ facility requested 2.3 Start processing	None	4 minutes	<i>Administrative officer</i>



3	Secure approval	3 Approve/ Sign the form	None	3 minutes	<i>AO/Director/OIC</i>
4	Present the approved pass 1 copy to AO and 1 copy to guard on duty	4 Receive the approved pass	none	2 minute	<i>Administrative officer</i> <i>Security guard</i>
TOTAL:			None	10 minutes	

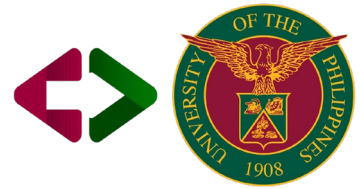


7. General Administrative Support -Request for the use of equipment or supplies and materials

Students and personnel are allowed to use the equipment for activities inside and outside of class/ office hours like in community and hospital duty.

Office or Division:	UP Manila School of Health Sciences Ext campus Baler			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting public			
Who may avail:	All constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowers slip 2. Requisition and Issue Slip		Property and supply in charge Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get borrower slip or RIS at admin office	1 Issue borrower slip or Requisition and issue form	None	2 minute	<i>Property and supply in charge</i>
2 Submit Filled-out slip	2 Receive filled-out slip 2.1 Check the completeness 2.2 Check availability of equipment borrowed or supplies requested 2.3 Start processing	None	5 minutes	<i>Property and supply in charge</i>

3. Secure approval	3 Approve/ Sign the form	None	2 minutes	<i>AO/Director/OIC</i>
4 Present the approved slip	4 Receive the approved slip and issue borrowed equipment or requested supplies and record in the logbook	none	3 minute	<i>Property and supply in charge</i>
5 Return borrowed equipment	5 Receive and check returned equipment and materials 5.1 record in the logbook	none	3	<i>Property and supply-in-charge</i>
TOTAL:		None	15 minutes	



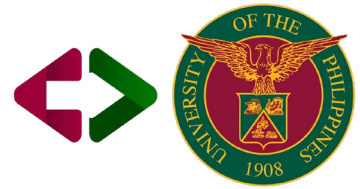
8. General Administrative Support - Request/Use of official service vehicle for official travel

Use of official service vehicles is provided to ensure proper transport and conveyance of school personnel to and from various places, and also transport of school properties whenever possible.

Office or Division	SHS Baler
Classification	Simple
Type of Transaction	G2C
Who may Avail	Faculty and Admin Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip Travel Order Trip Ticket	Administrative Office/Personnel In Charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out request form	1.1 Issue form	None	1 minute	<i>Admin Personnel</i>
2. Submit Filled-out form, obtain approval and submit to admin office	2. Receive filled-out request form, 2.1 Check the availability of driver and vehicle 2.2 Start processing	None	30 minutes	<i>AO/Personnel in Charge</i>
	3. Approval of Request	none	5 minutes	<i>Director/AO</i>
	4. Preparation of Travel Authority	none	5 minutes	<i>AO</i>
	5. Approval of TO and trip ticket	none	3 minutes	<i>Director</i>
	6. Travel to destination	none	Duration of travel	<i>Assigned Driver</i>
	7. Completed trip log and fuel receipt 7.1 Return vehicle to garage 7.2 Submit trip log and receipts		none	30 minutes
TOTAL		-	-	



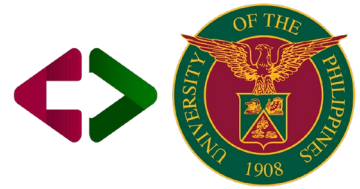
9. Human Resource and Personnel Services-Appointment Processing

Handling of documents for new hires and promotions

Office or Division	SHS Baler
Classification	Complex to Highly Technical
Type of Transaction	G2C
Who may Avail	Successful Applicants for Vacant Positions and promoted personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data Sheet Authenticated Eligibility/License Authenticated Diploma/TOR Medical Certificate Valid NBI Clearance Performance Rating or Evaluation (for promotion/transfer)	CSC Website/HR Office CSC/PRC Last School Attended Government Physician/Accredited Clinic National Bureau of Investigation Current/Previous Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to HR personnel/office	1.1 Receive and check completeness of documents	None	20 minutes	<i>AO/Personnel in Charge</i>
	1.2. Upload complete requirements in PUSO	None	30 minutes	<i>AO/Personnel in Charge</i>
	1.3. Check, review, update status of appointment in PUSO	none	10 minutes	<i>AO/Personnel in Charge</i>
2. Sign the appointment paper	1.4. Receive appointment paper for signature of applicant	none	Duration of processing	<i>AO/Personnel in Charge</i>
	.2.1 Forward Signed appointment to UP Manila	none	3 days	<i>AO/Personnel in Charge</i>
TOTAL		-		



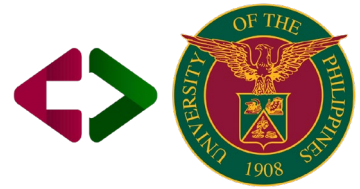
10. Human Resource and Personnel Services- Application for Leave

Processing application for sick, vacation, teachers leave and other type of leaves

Office or Division	SHS Baler
Classification	Simple
Type of Transaction	G2C
Who may Avail	Faculty and Admin Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CSC Form for Leave Application UP Approved Leave Form	Admin Office/Personnel in Charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit filled-out form	1.1 Receive and check completeness of the form	None	5 minutes	<i>AO/Personnel in Charge</i>
	1.2. Check status of leave balances for approval	None	5 minutes	<i>AO</i>
	1.3. Forward form to Director for final approval	none	10 minutes	<i>AO/Director</i>
	1.4. Receive and file approved leave form for submission to UPM-HRDO office	none	5 minutes	<i>AO/Personnel in Charge</i>
TOTAL		-	30 minutes	



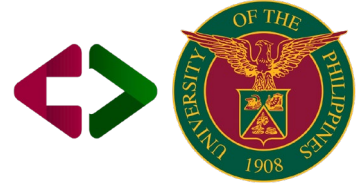
11. Financial Services- Reimbursements, Cash Advances and Liquidation

Processing of claims for reimbursement of authorized expenses incurred by employees (e.g., travel expenses, training expenses, and miscellaneous expenses)

Office or Division	SHS Baler
Classification	Simple/Complex
Type of Transaction	G2C
Who may Avail	Faculty and Admin Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Vouchers Obligation Request Approved Travel Order/Office Order Certificate of Appearance/Attendance Itinerary of Travels Official receipts/RER Justification Letter (in special cases)	Admin Office/Personnel in Charge Accounting Personnel In Charge Agency or Office attended Travel Companies and Office of attendance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents (certificate of appearance/attendance, official receipts) to receiving office	1.1 Review completeness of documents submitted	None	10 minutes	<i>Admin Asst./Accounting Clerk</i>
	1.2. Verify validity of claims	None	5 minutes	<i>Accounting Clerk</i>
	2. Prepare DV and OBR in BULSA and upload complete documents and forward to approving authority	none	30 minutes	<i>Accounting Clerk</i>
	2.1. Check, review and approved submitted DV/OBR and all attachments	none	10 minutes	<i>AO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	-	30 minutes	

**SCHOOL OF HEALTH SCIENCES,
KORONADAL EXTENSION
INTERNAL SERVICES**

1. Library Services (For Books and Other Reading Materials)

The Library is open to all students of the extension campus who are currently enrolled. To ensure accountability and proper monitoring, all students must follow specific steps when using these resources.

Office or Division	SHS - Extension Campus in South Cotabato
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All currently enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1. Library ID	Library, released at the beginning of the Academic Year
2. Library Card	Library, released at the beginning of the quarter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library ID before entry	1.1 Check ID for validity	None	30 seconds	Library In-charge
2. Fill up book card of book to be borrowed 2.1. Submit book, book card and library card	2.1. Receive book , book card and library card 2.1. Validate book card entries 2.2. Fill up library card 2.3. Release book	None	2 minutes	Library In-charge
3. Return book	3. Receive the book 3.1. Indicate date and time of return in the book card and library card	None	2 minutes	Library In-charge
TOTAL		None	4 minutes & 30 seconds	

2. Library Services (For Computer Usage)

The Library is open to all students of the extension campus who are currently enrolled. To ensure, accountability and proper monitoring, all students must follow some steps in the use of these resources.

Office or Division	SHS - Extension Campus in South Cotabato
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All currently enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library ID	Library, released at the beginning of the Academic Year
2. Computer Usage Card (CUC)	Library, released at the beginning of the quarter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library ID before entry	1.1 Check ID for validity	None	30 seconds	Library In-charge
2. Submit Computer Usage Card	2. Receive CUC 2.1. Indicate date and start time in the CUC 2.2. Release PC number of available computer	None	1 minute	Library In-charge
3. Return PC number	3. Receive PC number 3.1. Indicate end time and length of time of computer usage in the CUC 3.2. Release CUC to student	None	1 minute	Library In-charge
TOTAL		None	2 minutes & 30 seconds	

3. Request for Certifications

Various certifications are released to students and graduates upon request. These include certificates of enrollment, certificates of grades and other certifications mostly required to them by their sponsoring LGUs and agencies.

Office or Division	SHS - Extension Campus in South Cotabato
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All currently enrolled students and graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form (1 copy)	Student Records In-charge
2. Official Receipt (original)	Collecting Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form	1.1 Release request form	None	30 seconds	Student Records In-charge
2. Fill up request form 2.1. Present request form 2.2. Pay amount due 2.3. Claim request form and Official Receipt	2.1. Receive request form 2.2. Check for completeness 2.3. Compute fees to be paid 2.4. Receive payment 2.5. Issue Official Receipt Release Official Receipt and request form	P50.00/page thru Gcash/Linkbiz	5 minutes	Collecting Officer
3. Present request form and Official Receipt 3.1. Sign in the logbook and the request form, indicate date and time of release of certification. 3.2. Receive requested	3.1. Received request form and Official Receipt 3.1. Inform requester of the claim time 3.2. Prepare certification 3.3. Log certification 3.4. Release certification and Official Receipt.	None	10 minutes per certification	Student Records In-charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
certification and Official Receipt.				
TOTAL		None	15 minutes & 30 seconds	

**SCHOOL OF HEALTH SCIENCES,
TARLAC EXTENSION
INTERNAL SERVICES**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		-Diploma fee included in the graduation fee PHP 950 - Authentication fee PHP 50/page	7 days to 1 month	SHS STAFF in UP Manila
4 Upon receiving a notification, return to Admin office 4.1 Get the receipt and document requested 4.2 Sign in the log book	4 Notify the client to get the document 4.1 Issue the requested document and official receipt 4.2 List in the logbook and let the client sign	None	5 minutes	Student Records Evaluator
TOTAL				

Note: Qualified for multi-stage processing

2. Library Services – application for library privilege

Library cards are issued to students and other clients who intend to borrow books at the library. Schedule of availability of service is Monday to Friday. 8AM to 5PM

Office or Division	SHS Baler
Classification	Simple
Type of Transaction	G2C – Government to transacting public
Who may Avail	Students, Faculty and staff, alumni, Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid UP ID 2. 1 1"x1" picture (for new applicant) 3. Form 5 for students, Certificate of employment for faculty/staff	SRE Admin office Applicant SRE Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid UP ID with sticker for the current semester & Form 5	1 Verifies client by comparing the ID with the picture presented,	None	3 minutes	Unit Librarian/designated staff
2. Fill-out library registration form and submit picture	2 Issue form 2.1 Process application form & paste picture 2.2 countersigns borrowers card	None	10 minutes	Unit Librarian/designated staff
3. Receives borrowers ID	3. Releases borrowers ID	None	2 minutes	Unit Librarian/designated staff
TOTAL			15 minutes	

3. Library Services – borrowing of books

Schedule of availability of service is Monday to Friday at 8AM to 5PM

Office or Division	SHS Baler
Classification	Simple
Type of Transaction	G2C – Government to transacting public
Who may Avail	Students, Faculty and staff, alumni, Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid borrowers ID	Unit Librarian/designated staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents borrowers ID	1.Verifies borrowers ID	None	1 minute	Unit Librarian/designated staff
2.Logs-in the book to be borrowed	Checks-out book & stamps due date on the book card & the date due slip	None	3 minutes	Unit Librarian/designated staff
3. Takes the book borrowed	Release the book to the client	None	1 minute	Unit Librarian/designated staff
TOTAL			5 minutes	

4. Library Services – returning / renewing of books

Schedule of availability of service is Monday to Friday at 8AM to 5PM

Office or Division	SHS Baler
Classification	Simple
Type of Transaction	G2C – Government to transacting public
Who may Avail	Students, Faculty and staff, alumni, Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid borrowers ID	Unit Librarian/designated staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents book borrowed	1 Receive and Check borrowed books	None	2 minutes	Unit Librarian/designated staff
2 Logs-out the books returned	2 Put books into shelves	None	1 minute	Unit Librarian/designated staff
TOTAL			3 minutes	

5. Use of Room/ Facility for official activity

Students and personnel are allowed to use the classrooms/ facilities for activities outside of class/ office hours

Office or Division	SHS Baler
Classification	Simple
Type of Transaction	G2C – Government to transacting public
Who may Avail	All constituents, alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authorization Pass 2 copies	AO Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Get Authorization Pass at admin office	1 Issue pass 2 copies	None	1 minute	Administrative officer
2 Submit Filledup pass for evaluation	2 Receive filledup pass slip 2.1 Check the completeness 2.2 Check availability of room/ facility requested 2.3 Start processing	None	4 minutes	Administrative officer
3 Secure approval	3 Approve/ Sign the form	None	3 minutes	AO/Director/OI C
4 Present the approved pass 1 copy to AO and 1 copy to guard on duty	4 Receive the approved pass	None	2 minutes	Administrative officer Security guard
TOTAL		None	10 minutes	

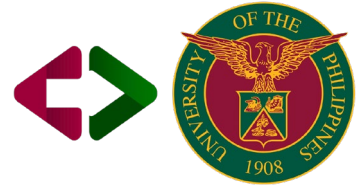
6. Request for the use of equipment or supplies and materials

Students and personnel are allowed to use the equipment for activities inside and outside of class/ office hours like in community and hospital duty.



Office or Division	SHS Baler
Classification	Simple
Type of Transaction	G2C – Government to transacting public
Who may Avail	All constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Borrowers slip 2. Requisition and Issue Slip	Property and supply in charge Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get borrower slip or RIS at admin office	1 Issue borrower slip or Requisition and issue form	None	2 minutes	Property and supply in charge
2 Submit Filledup slip	2 Receive filledup slip 2.1 Check the completeness 2.2 Check availability of equipment borrowed or supplies requested 2.3 Start processing	None	5 minutes	Property and supply in charge
3. Secure approval	3 Approve/ Sign the form	None	2 minutes	AO/Director/OIC
4 Present the approved slip	4 Receive the approved slip and issue borrowed equipment or requested supplies and record in the logbook	None	3 minutes	Property and supply in charge
5 Return borrowed equipment	5 Receive and check returned equipment and materials 5.1 record in the logbook	None	3 minutes	Property and supply-in-charge
TOTAL		None	15 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

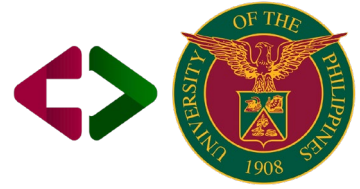
Feedback and Complaints Mechanism	
How to send feedback?	<p>Answers the Client Feedback Form and drop it in the designated drop box at the Human Resource Development Office, 8th Floor, Central Block, PGH Building, Taft Avenue, Manila.</p> <p>You may also submit your accomplished CSS Feedback Form via email.</p> <p>Contact Information:  8814-1227 local 229  hrdo.upmanila@up.edu.ph</p>
How is feedback processed?	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices, and they are required to respond within three (3) days from receipt of the feedback. The answer of the office is then relayed to the client.</p> <p>For feedback submitted through the CSS via email, concerned offices are likewise required to provide a response within three (3) working days from receipt of the email.</p> <p>For inquiries and follow-ups, clients may contact the HRDO through the above contact information and/or email address.</p>



How to file complaints?	<p>Accomplish the Client Complaint Form and drop it in the designated drop box at the Human Resource Development Office.</p> <p>Complaints may also be filed via telephone. Please ensure that the following information is provided:</p> <ul style="list-style-type: none">-Name of person being complained about-Details of the incident-Supporting evidence (if any) <p>For complaints submitted through the CSS via email, concerned offices are required to provide a response within three (3) working days from receipt of the email.</p> <p>For inquiries and follow-ups, clients may contact the HRDO through the above contact information and/or email address.</p>
How are complaints processed?	<p>Upon evaluation, the Complaints Officer shall initiate the investigation and forward the complaint to the relevant office for their explanation. Offices concerned are required to submit their response within three (3) working days from receipt of the complaint, including those received through the CSS via email.</p> <p>The Complaints Officer will prepare a report after the investigation and submit it to the Head of HRDO for appropriate action.</p>
Contact Information of ARTA, PCC, CCB	<p>You may send all complaints against UPSA to</p> <ol style="list-style-type: none">1. Anti-Red Tape Authority (ARTA) Email: complaints@arta.gov.ph Hotline: 1-ARTA (1-2782) ARTA Complaint Center 0928-690-4080 0969-257-72422. 8888 Citizens' Complaint Center (8888 CCC) Complaint Form Hotline: 8888



	<p>Via text: Send your Name (or Anonymous) / Concerned Agency / Complete details of the complaint then send it to 8888.</p> <p>3. Contact Center ng Bayan (CCB) Mobile SMS: 0908-8816565 Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph CSC Hotline: 8932-0111</p>
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LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Accounting Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-230 to 232
Budget Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-234 to 235
Cash Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-241 to 242
Campus Planning Development and Maintenance Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-257 to 258
Creche and Child Development Center	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-260
Center for Gender and Women Studies	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-222
Human Resource Development Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-227 to 229
Internal Audit Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-225
Interactive Learning Center	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-253
Information Management Services	8th Floor PGH Central Block Building, Taft	8141-254 to 255, 297 to 299



	Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	
Information Publication and Public Affairs Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-216 to 219
Legal Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-272 to 273, 226
Learning Resource Center	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-252
Museum of History of Ideas	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-256
National Graduate Office for the Health Sciences	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-247 to 248
Office of Alumni Relations	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-220
Office of Anti-Sexual Harassment	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-221
Office of the Chancellor	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-201 to 205
Office of International Linkages	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-263
Office of Student Affairs	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila,	8141-249 to 251



	Manila, Philippines	
Office of the University Registrar	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-243 to 245
Office of the Vice Chancellor for Academic Affairs	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-209 to 211, 200
Office of the Vice Chancellor for Administration and Finance	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-206 to 208, 212
Office of the Vice Chancellor for Planning and Development	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-213, 215, 233
Office of the Vice Chancellor for Research	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-271, 295
Research Ethics Board	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8526-4346
Research Grants Administration Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8567-2054
Ugnayan ng Pahinungod	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-236 to 237
Procurement Management Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-223
Supply and Property Management Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-238 to 240



Sentro ng Wikang Filipino	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-246
Technology Transfer and Business Development Office	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-293
College of Allied Medical Professions	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-280 to 281, 266 Dean
College of Arts and Sciences	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-282 to 283, 264 Dean
College of Dentistry	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-284 to 285
College of Medicine	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-286 to 287 267 Dean
College of Nursing	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-275 to 276 268 Dean
College of Pharmacy	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-288 to 289 265 Dean
College of Public Health	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-291 to 292 270 Dean
National Institutes of Health	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-259
Institutes of Human Genetics	8th Floor PGH Central Block Building, Taft	8536-7006 8536-7002



	Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	
Newborn Hearing Screening Reference Center	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8244-6002, 6004
Newborn Screening Reference Center	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8247-6006
National Telehealth Center	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-290 261 Dean
Philippine Eye Research Institute	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-230 to 232
National Teacher Training Center for the Health Professions	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-230 to 232
University Library	8th Floor PGH Central Block Building, Taft Avenue, Ermita, Manila, 1000 Metro Manila, Manila, Philippines	8141-296