



**UNIVERSITY OF THE PHILIPPINES  
TACLOBAN COLLEGE**

**CITIZEN'S CHARTER  
2023 (3<sup>rd</sup> Edition)**



## **I. Mandate**

Per Republic Act 9500 or the University of the Philippines Charter of 2008, UP has the mandate to lead in setting academic standards and initiating innovations in teaching, research and faculty development in the following fields of knowledge: philosophy, arts and humanities, social sciences, mathematics and technology; and maintain centers of excellence in these disciplines and professions. Specifically, the University is mandated to (1) serve as a graduate university; (2) serve as a research university; (3) lead as a public service university; (4) protect and promote the professional and economic rights and welfare of its academic and non-academic personnel; (5) provide opportunities for training and learning; (5) serve as a regional and global university; and (6) provide democratic governance in the University.

## **II. Vision**

A world-class university building capacities and engaging communities for sustainable development

## **III. Mission**

1. To form leaders in the humanities, natural and social sciences, business and management, and information technology;
2. To generate knowledge and innovations through interdisciplinary and integrative research;
3. To collaborate with communities and institutions in addressing critical issues confronting the nation and the world;
4. To advance the protection, preservation, and promotion of Filipino culture and heritage; and
5. To promote environmental stewardship and sustainable development.



## IV. Service Pledge

We, the officials and employees of UP Tacloban are dedicated to providing you with the highest level of service. Our commitment to excellence is reflected in the following service pledge:

### **C** - Client-centric Focus:

The client's satisfaction is our priority. We will listen to your feedback and address your concerns promptly and courteously. Your satisfaction is our priority, and we will go the extra mile to understand and meet your unique needs.

### **A** - Accountable Service:

We take full responsibility for the quality and reliability of our services. If we ever fall short of your expectations, we pledge to take prompt and effective action to make it right.

### **R** - Responsive Communication:

Timely and clear communication is the foundation of our service. We promise to respond to your inquiries, feedback, and concerns promptly, keeping you informed at every step.

### **E** - Exceptional Quality:

Quality is non-negotiable. We are dedicated to delivering products and services of the highest standards. Our commitment to excellence ensures that you receive nothing but the best.

### **S** - Sustainable Practices:

We are mindful of our impact on the environment. Through responsible sourcing and sustainable practices, we strive to contribute to a healthier planet for current and future generations.

Further and as mandated by Republic Act 11032, we commit to attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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**OFFICE OF THE DEAN**  
**EXTERNAL SERVICES**



## 1. Issuance of Certificate of Appearance

The Certificate of Appearance is issued by the Office of the Dean to requesting individuals from other government agencies or the private sector who visited the College on official business.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	Employees from other government agencies & the private sector who visited UPTC on official business			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Verbal, written or emailed request		Provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request (verbal, written or through email)	1. Receive the request. Ask for the complete data needed in the certificate.	None	1 minute	<i>Ms. Edna Sevilla</i> Staff
	1.1 Encode & print the certificate	None	30 minutes	
	1.2 Forward certificate to the Dean for signature	None	1 minute	
	1.3 Sign the certificate	None	10 minutes	<i>Dr. Patricia Arinto</i> Dean
2. Claim/Receive the certificate and sign the receiving copy	2.1 Issue/release/email the certificate 2.2 File the receiving copy.	None	1 minute	<i>Ms. Edna Sevilla</i> Staff
	<b>TOTAL</b>	<b>None</b>	<b>43 minutes</b>	



## 2. Disbursement Voucher (DV) Processing (Payment to Suppliers): Final Approval

This is the final step in the processing of Disbursement Vouchers for the issuance of checks as payment to suppliers.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All supporting documents required by the Accounting Office duly signed and approved		Supply & Property Services Office (SPSO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit DV and required attachments	1. Receive the DV and attachments; check for completeness	None	15 minutes	Ms. Edna Sevilla Staff
	1.1 Forward the DV and attachments to the Dean for signature	None	5 minutes	
	1.2 Sign the DV	None	10 minutes	Dr. Patricia Arinto Dean
	1.3 Forward signed DV to the Cash Office	None	1 minute	Ms. Edna Sevilla Staff
	<b>TOTAL</b>	<b>None</b>	<b>31 minutes</b>	



**OFFICE OF THE DEAN**  
**INTERNAL SERVICES**



### 1. Disbursement Voucher (DV) Processing: Final Approval

This is the final step in the processing of Disbursement Vouchers for the issuance of checks as payment for all claims of internal clients (faculty, REPS and administrative staff).

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members, Research, Extension & Professional Staff (REPS) and Administrative Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
All supporting documents required by the Accounting Office duly signed and approved			Forms can be printed from soft copies kept by all units. Hard copies are available too.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit DV and required attachments	1. Receive the DV and attachments; check for completeness	None	15 minutes	<i>Ms. Edna Sevilla</i> Staff
	1.1 Forward the DV and attachments to the Dean for signature	None	5 minutes	
	1.2 Sign the DV	None	10 minutes	<i>Dr. Patricia Arinto</i> Dean
	1.3 Forward signed DV to the Cash Office	None	1 minute	<i>Ms. Edna Sevilla</i> Staff
	<b>TOTAL</b>	<b>None</b>	<b>31 minutes</b>	



## 2. Issuance of Authorization to Cash Advance

The authorization to advance cash is to be secured by non-bonded employees of the College who need to advance cash for travel and activities.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members, REPS and Administrative Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Authorization		All units		
2. Disbursement Voucher and Obligation Request		All units		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request for Authority to Cash Advance	1. Receive the request and check the requirements for completeness of entries, signatures and attachments.	None	15 minutes	<i>Ms. Edna Sevilla</i> Staff
	1.1 Forward Request to the Dean	None	1 minute	
	1.2 Act on the Request.	None	10 minutes	<i>Dr. Patricia Arinto</i> Dean
	1.3 Prepare and encode Authority to Cash Advance	None	20 minutes	<i>Ms. Edna Sevilla</i> Staff
	1.4 Sign the Authority to Cash Advance.	None	1 minute	<i>Dr. Patricia Arinto</i> Dean
2. Receive Authority to Cash Advance and sign the receiving copy	2. Release the Authority to Cash Advance and file the receiving copy	None	1 minute	<i>Ms. Edna Sevilla</i> Staff
<b>TOTAL</b>		<b>None</b>	<b>48 minutes</b>	



### 3. Issuance of Certificate of Appearance

The Certificate of Appearance is issued by the Office of the Dean to requesting employees from other UP units who visited the College on official business.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Employees from other UP units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Verbal, written or emailed request			Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request (verbal, written or emailed)	1. Receive the request. Ask for the complete data needed in the certificate.	None	10 minutes	<i>Ms. Edna Sevilla</i> Staff
	1.1 Encode & print the certificate	None	15 minutes	
	1.2 Forward certificate to the Dean for signature	None	1 minute	
	1.5 Sign the certificate	None	10 minutes	<i>Dr. Patricia Arinto</i> Dean
2. Claim/Receive the certificate and sign the receiving copy	2.1 Issue/release the certificate	None	1 minute	<i>Ms. Edna Sevilla</i> Staff
	2.2 File the receiving copy			
<b>TOTAL</b>		<b>None</b>	<b>37 minutes</b>	



#### 4. Issuance of Travel Order (TO)

All employees and, for certain cases, students of the College who will go on official travel will need to get authorization from the Dean by requesting for a Travel Order. A travel order identifies the travel purpose and includes necessary financial information for budgetary and reimbursement purposes.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty Members, REPS, Administrative Staff & Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished/filled-out Request for Travel Order form approved by the Division/Unit Head.		All units		
2. Proof of travel (Invitation, Notice of Meeting, Notice of Award, etc.)		Provided by the client		
3. Approval by the Budget Officer (for travels with budgetary requirement)		Administrative Division (Budget)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request for Travel Order	1. Receive the request & verify completeness of signatures & attachments	None	10 minutes	Ms. Edna Sevilla Staff
	1.1 Forward the request to the Dean for approval	None	1 minute	
	1.2 Act on the request then forward to Staff for encoding	None	10 minutes	Dr. Patricia Arinto Dean
	1.3 Prepare and encode the Travel Order	None	15 minutes	Ms. Edna Sevilla Staff



	1.4 Forward Travel Order to the Dean for signature	None	1 minute	
	1.5 Sign the Travel Order	None	1 minute	<i>Dr. Patricia Arinto</i> Dean
2. Claim the Travel Order and sign the receiving copy	1.9 Release the Travel Order and file the receiving copy	None	1 minute	<i>Ms. Edna Sevilla</i> Staff
	<b>TOTAL</b>	<b>None</b>	<b>39 minutes</b>	

### 5. Approval for the use of UPTC Vehicles

A vehicle service request form is used to request vehicle services for official travels.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff, Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter addressed to the Dean			Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter	1. Receive request letter and check for availability of vehicle	None	20 minutes	<i>Edna Sevilla</i> Staff
	2. Forward letter to the Dean for approval	None	1 minute	<i>Edna Sevilla</i> Staff
	3. Signs and approves the request for the use of the vehicle	None	10 minutes	<i>Patricia B. Arinto</i> Dean
4. Receive copy of approved request letter	4. Release copy of approved request letter	None	1 minute	<i>Edna Sevilla</i> Staff
	<b>TOTAL</b>	<b>None</b>	<b>32 minutes</b>	



## 6. Approval of Trip Ticket

Trip ticket is used to monitor the daily trip of the UPTC Official vehicles.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff, Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled up trip ticket form			Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Trip Ticket Form	1.1 Receives Trip Ticket Form	None	1 minute	Jare Cadiente <i>Staff</i>
	1.2 Record to logbook and forwards Trip Ticket Form to the Dean	None	10 minutes	
	1.3 Signs and approves the form	None	1 minute	Patricia B. Arinto <i>Dean</i>
	1.4 Forwards form to Staff	None	1 minute	
2. Claims Trip Ticket Form	2. Release form	None	1 minute	Jare Cadiente <i>Staff</i>
	<b>TOTAL</b>	<b>None</b>	<b>14 minutes</b>	



### 6. Approval of Pull-out Request

Pull - out request is done when getting/transferring UP property (printer, computer, etc.) to one campus to another.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff, Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled up pull-out request form			Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the pull-out request form	1.1 Receive the pull-out request form	None	1 minute	Jare Cadiente <i>Staff</i>
	1.2 Forward the pull-out request form to the Associate Dean for Administration	None	1 minutes	
	1.3 Sign and approve the form	None	1 minute	Arvin de Veyra <i>Associate Dean for Administration</i>
	1.4 Forward form to staff	None	1 minute	
2. Claim the pull-out request form	2. Release form	None	1 minute	Jare Cadiente <i>Staff</i>
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	



## **ACADEMIC DIVISIONS**

Division of Humanities

Division of Management

Division of Natural Sciences & Mathematics

Division of Social Sciences

**EXTERNAL SERVICES**



## 1. Consultancy Services or Technical Assistance

The faculty members, through the respective Academic Divisions and as part of the public service program of the College, respond to requests for consultancy or technical assistance in the fields of the humanities and arts, management, accountancy, psychology, economics, political science, biology, computer science and allied sciences.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request	1. Receive request letter, forward to the Division Chairperson	None	1 minute	<i>Division Staff*</i>
	1.1 Act on the request and refer to faculty in-charge	None	2 minutes	<i>Division Chairperson**</i>
2. Coordinate with faculty in-charge	2. Coordinate with requestor	None	2 minutes	<i>Faculty In-charge Academic Division</i>
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	

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## 2. Request for Copies of Syllabi

Prospective employers through the UPTC alumni may request for copies of course syllabi.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Photocopy/ scanned copy of Transcript of Records (OTR) 2. Official Receipt			Provided by client Cash Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request through email with attached copy of Transcript of Records (OTR)	1. Receives the email, checks the requested syllabi courses and notes down the course number and course title based on the client's Transcript of Records (OTR).	None	5 minutes	<i>Division Staff*</i>
	1.2 Checks the files (hardcopy & softcopy) for the requested syllabi.	None	30 minutes	
	1.3 Photocopies (if hardcopy)/ prints (if softcopy) the requested syllabi.	None	10 minutes	
2. Receives the email and pays the amount indicated on the email.	2. Counts the number of pages and emails the client for the amount to be paid with the instructions for online payment.	₱20/page	5 minutes	
	3. Receives the email and forwards the requested syllabi to the Division Chairperson for initial	None	10 minutes	
3. Emails the proof of payment to the Cash office and the Division.	3.1 Signs/initials the syllabi and return to the division staff	None	1 minute	
	3.2 Forwards the syllabi to the College Secretary for signature with attached proof of payment	None	1 minute	<i>Irma R. Tan College Secretary</i>



	3.3 Retrieves the signed syllabi with College seal and informs the client for the pick-up of the syllabi or scans the syllabi and email to the client.	None	10 minutes	<i>Division Staff*</i>
	<b>TOTAL</b>	<b>₱20/page</b>	<b>1 hour and 12 minutes</b>	

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## **ACADEMIC DIVISIONS**

Division of Humanities

Division of Management

Division of Natural Sciences & Mathematics

Division of Social Sciences

**INTERNAL SERVICES**



### 1. Application for College Clearance

Students, faculty and staff under the respective Academic Divisions apply for clearance for transfer purposes, study leave, release of TOR, etc., which will need the signature of the Division Chairperson.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students & Alumni, Faculty Members and Administrative Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly filled-up Clearance Form			Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit clearance form	1. Receive form and check for completeness of entries and signatures	None	1 minute	<i>Division Staff*</i>
	1.2 Check for accountabilities and, if applicable, ask client/applicant to settle accountabilities	None	2 minutes	
	1.3 Forward form to Division Chairperson for signature	None	1 minute	
	1.4 Sign Clearance Form	None	1 minute	<i>Division Chairperson**</i>
2. Receive signed Clearance Form	2. Release Clearance Form	None	1 minute	<i>Division Staff*</i>
	<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>	

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## 2. Issuance of Report of Completion/Removal of INC/4.0

The Report of Completion/Removal of INC/4.0 form is given to the staff by the faculty assigned to the subject together with the printed completion or removal grade of the student. This is a requirement for the processing of completion/removal grades of students.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Faculty members			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Report of Completion or Removal of Grade			Printed by faculty member from CRS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Report of Completion or Removal of Grade	1. Receive report and check for completeness	None	1 minute	<i>Division Staff*</i>
	1.1 Forward to Division Chairperson for signature	None	1 minute	
	1.2 Sign report	None	1 minute	<i>Division Chairperson**</i>
	1.3 Log report and forward copies to the Office of the College Secretary	None	1 minute	<i>Division Staff*</i>
	<b>TOTAL</b>	<b>None</b>	<b>4 minutes</b>	

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### 3. Preparation of Disbursement Vouchers (Cash Advance for Activities, Travel or Reimbursement of Travel Expenses)

Faculty members and administrative personnel of each Academic Division need the assistance of the Division with regards to certain transactions, as listed below, involving the processing of a disbursement voucher.

<b>Office or Division:</b>	All Academic Divisions	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Faculty Members & Administrative Staff	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Cash Advance for Activities</b>		
1. Approved Purchase Request (PR)	All units	
2. Approved Line Item Budget (LIB)	As prepared by client	
3. Approval of Activity	Dean's Office	
<b>Cash Advance for Travel</b>		
1. Travel Order	All units	
2. Approved Itinerary of Travel	All units	
3. Invitation Letter	As provided by client	
<b>Reimbursement of Travel Expenses</b>		
1. Travel Order	All units	
2. Approved Itinerary of Travel	All units	
3. Invitation Letter	As provided by client	
4. Certificate of Travel Completed	All units	
5. Certificate of Appearance	As provided by client	



6. Tickets		As provided by client		
7. Receipts		As provided by client		
8. Certificate of Expenses Not Requiring Receipts (if applicable)		All units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements/attachments	1. Receive required documents, check for completeness and verify amounts	None	1 minute	<i>Division Staff*</i>
	1.1 Prepare Disbursement Voucher (DV) and Obligation Request & Status (ORS)	None	25 minutes	
	1.2 Forward DV with attachments to Division Chairperson for approval	None	1 minute	
	1.3 Sign DV and ORS	None	1 minute	<i>Division Chairperson**</i>
	1.4 Enter DV details in URS, note DV number	None	5 minutes	<i>Division Staff*</i>
	1.5 Forward DV with attachments to Accounting Office for pre-audit	None	3 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>36 minutes</b>	

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### 4. Printing of Form 5

The printing of Form 5 is a process conducted during the registration period for the official enrolment of the students. The Form 5 is the students' approved copy of their official enrolled subjects and schedule for the semester.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt, if applicable			Cash Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Official Receipt	1. Examine/verify the receipt and get student number	None	1 minute	Division Staff*
	1.1 Enter student number in the CRS and check Form 5 entries per CRS record	None	2 minutes	
2. Receive Form 5	2. Print Form 5 from CRS and release to client	None	2 minutes	
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

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### 5. Processing of Faculty Service Record and Overload Claim

The Faculty Service Record and Overload Claim is required to be submitted by all faculty members every semester. This shows their total teaching, research, administrative and extension load credits for the whole semester. The form is emailed by the division staff to all the faculty. After the faculty has filled up the form with the necessary data, the staff then computes the loads in accordance with the correct multiplier per subject.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Faculty Service Record (UP Form 67A)			All academic units, Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit through email filled-up Faculty Service Record (FSR)	1. Receive emailed FSR and verify correctness of entries	None	3 minutes	<i>Division Staff*</i>
	1.2 Print the FSR	None	12 minutes	
2. Sign the FSR & return to staff	2. Forward FSR to faculty for signature	None	1 minute	
	2.1 Forward FSR to Division Chairperson for signature	None	1 minute	<i>Division Chairperson**</i>
	2.2 Sign the FSR and forward signed FSR to staff	None	1 minute	
3. Sign Overload Claim Form & return to staff	3. Compute overload, prepare and print Overload Claim Form	None	15 minutes	<i>Division Staff*</i>
	3.1 Forward Overload Claim Form to faculty for signature	None	1 minute	



	3.2 Forward Overload Claim Form to Division Chairperson for signature	None	1 minute	
	3.3 Sign the Overload Claim Form and return to staff	None	1 minute	<i>Division Chairperson**</i>
	3.4 Forward FSR and Overload Claim Form to the Office of the College Secretary	None	1 minute	<i>Division Staff*</i>
	<b>TOTAL</b>	<b>None</b>	<b>37 minutes</b>	

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## 6. Processing of Lecturer/Resource Speaker Honorarium Claim

Lecturer claims for honoraria are processed by the Division staff monthly for their services rendered during the month.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members, Lecturers, REPS & Administrative Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certificate of Service			All academic units, personnel Services Office	
2. Daily Time Record and attachments (leave form, travel order, etc.)			All academic units, personnel Services Office	
3. Appointment			As provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements/attachments	1. Receive required documents & check for completeness	None	1 minute	<i>Division Staff*</i>
	1.1 Compute number of hours rendered	None	3 minutes	
	1.2 Prepare Disbursement Voucher (DV) and Obligation Request & Status (ORS)	None	25 minutes	
	1.3 Forward DV with attachments to Division Chairperson for approval	None	1 minute	
	1.4 Sign DV and ORS	None	1 minute	<i>Division Chairperson**</i>
	1.5 Enter DV details in URS, note DV number	None	5 minutes	<i>Division Staff*</i>
	1.6 Forward DV with attachments to Accounting Office for pre-audit	None	3 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>40 minutes</b>	

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### 7. Renewal of Non-Tenured Faculty and Lecturers

Non-tenured faculty and lecturers who intend to be appointed at the start of the school year need to get an appointment effective the start of the school year. The Academic Divisions facilitate the process.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members & Lecturers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent		As prepared by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1. Receive letter of intent and forward to Division Academic Personnel Committee (DAPC)	None	1 minute	<i>Division Staff*</i>
	1.1 Prepare and sign justification/endorsement letter	None	10 minutes	DAPC Members
	1.2 Route justification/endorsement letter and attachments to College Academic Personnel Committee (CAPC) members & have justification/endorsement letter signed	None	10 minutes	<i>Division Staff*</i> CAPC members
	1.3 Secure & prepare basic paper, attach justification/endorsement letter and other attachments and forward to the Division Chairperson for signature	None	1 minute	<i>Division Staff*</i>
	1.4 Sign the basic paper	None	1 minute	<i>Division Chairperson**</i>
	1.5 Route the basic paper with all	None	5 minutes	<i>Division Staff*</i>



	attachments to DAPC members & have the basic paper signed			DAPC members
	1.6 Route the basic paper with all attachments to CAPC members & have the basic paper signed	None	10 minutes	
	1.7 Submit all documents to the Dean's office for CAPC deliberation	None	10 minutes	<i>Division Staff*</i>
	<b>TOTAL</b>	<b>None</b>	<b>48 minutes</b>	

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### 8. Renewal of Study Leave with Pay

Faculty members on study leave need to renew their study leave/fellowship grant every year. The Academic Divisions facilitate this process.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members & Lecturers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Copy of Grades			As submitted by client	
2. Progress Report			As submitted by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1. Receive copy of grades and progress report	None	1 minute	<i>Division Staff*</i>
	1.1 Forward to Division Academic Personnel Committee (DAPC)	None	1 minute	
	1.2 Prepare and sign justification/endorsement letter	None	10 minutes	DAPC
	1.3 Route justification/endorsement letter and attachments to College Academic Personnel Committee (CAPC) members & have justification/endorsement letter signed	None	1 hour	<i>Division Staff*</i> CAPC members
	1.4 Submit all documents to the Dean's office for CAPC deliberation	None	10 minutes	<i>Division Staff*</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 hour &amp; 22 minutes</b>	

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### 9. Request for Travel Order

Faculty members, administrative staff and students who will need to go on official travel will need to secure a Travel Order from the College. The Academic Divisions facilitate the process of securing the Travel Order from the Dean’s Office.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty Members, Administrative Staff and Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for Travel Order Form			Academic Divisions	
2. Itinerary			Academic Divisions	
3. Invitation, notice of meeting or memorandum			As provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request for Travel Order and attachments	1. Receive and check completeness of documents	None	15 minutes	<i>Division Staff*</i>
	1.1 Forward to Division Chairperson for approval	None	1 minute	
	1.2 Sign Request for Travel Order	None	1 minute	<i>Division Chairperson**</i>
	1.3 Log the documents and forward to the Dean’s office for Dean’s approval	None	15 minutes	<i>Division Staff*</i>
	1.4 Receive documents & issue travel order	None	15 minutes	Office of the Dean
2. Receive Travel Order	2. Receive Travel Order & forward to concerned faculty, administrative staff or student	None	1 minute	<i>Division Staff*</i>
	<b>TOTAL</b>	<b>None</b>	<b>48 minutes</b>	

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### 10. Student Assessment

The assessment of student fees is a process done in the Academic Divisions during enrollment. The division staff checks with the Computerized Registration System (CRS) the exact amount to be paid by the student, if any.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Copy of Grades			From adviser	
2. Temporary Form 5			From adviser	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Copy of Grades and Temporary Form 5	1. Receive and check completeness of documents	None	1 minute	<i>Division Staff*</i>
	1.1 Access student record in CRS	None	1 minute	
	1.2 Check student's accountability, conflict of schedules and scholarships	None	3 minutes	
	1.3 Enter student fees in CRS	None	3 minutes	
2. Proceed to Cash Office to pay	2. Inform student of fees to be paid & Return Copy of Grades and Temporary Form 5	None	1 minute	
<b>TOTAL</b>		<b>None</b>	<b>9 minutes</b>	

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### 11. Waiver of Pre-requisites

The Waiver of Pre-requisite is a requirement for a student who has an un-removed grade of “Incomplete” or “4” in a prior subject which is a pre-requisite of another subject. The waiver is necessary if the student will enroll in the latter subject before the removal of the “Incomplete” or “4”.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Waiver of Pre-requisite Form (signed by applicant, adviser and faculty handling the course)			Academic Divisions, Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly signed Waiver of Pre-requisite Form	1. Receive form and check completeness of entries, signatures and attachment/s	None	1 minute	<i>Division Staff*</i>
	1.1 Forward form to Division Chairperson for approval	None	10 minutes	
	1.2 Sign Waiver of Pre-requisite Form	None	1 minute	<i>Division Chairperson**</i>
2. Receive Waiver of Pre-requisite Form	2. Release form	None	1 minute	<i>Division Staff*</i>
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	

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**DIVISION OF MANAGEMENT (DM)**  
**EXTERNAL SERVICES**



## 1. Application for the Graduate Management Admission Test (GMAT)

Passing the UPTC Graduate Management Admission Test (GMAT) is a requirement prior to being admitted into the Master of Management (MM) Program of UPTC’s Division of Management. Prospective examinees submit their application to take this admission test towards the last week of May, before the start of the first semester of the ensuing academic year.

<b>Office or Division:</b>	Division of Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All clients with a four (4) year undergraduate degree			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application for Admission Form			Division of Management	
2. Recommendations for Admission Form				
3. Photocopy of TOR			Provided by client	
4. 2x2 ID picture			Provided by client	
5. Graduate Management Admission Test Fee			Cash Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all requirements	1. Receives all requirements and checks for completeness of entries and signatures	None	5 minutes	Charisse Quiza <i>Staff</i>
	1.1 Inputs details of applicant to summary of GMAT applicants	None	5 minutes	
	1.2 Forwards and file in shared google drive the Application for Admission Form, Recommendations for Admission Form, Photocopy of TOR, 2x2 ID picture.	None	1 minute	



	1.3. Evaluates the requirements submitted by the applicants and returns it to the Division staff.	None	30 minutes	MM Program Adviser
2. Proceed payment for GMAT fee	2. Receives OR for GMAT fee.	₱350	2 minutes	Cash Office Personnel
	2.1 Send test questionnaire and sends back answer sheet for checking.	None	2 hours	MM Program Adviser
	2.2 Sends Notice of Admission (NOA) and enrollment guide to successful applicants in preparation for the enrollment.	None	5 minutes	Charisse Quiza <i>Staff</i>
	2.3 Submit list of applicants to Office of the College Secretary (OCS) for monitoring of additional documents to be submitted	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>2 hours and 50 minutes</b>	



**DIVISION OF MANAGEMENT (DM)**  
**INTERNAL SERVICES**



### 1. Application for MM Comprehensive Examination

The application for MM Comprehensive Examination is applied by the 3rd Year MM students to take the Comprehensive Examination which is conducted every semester.

<b>Office or Division:</b>	Division of Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application for Comprehensive Exam Form			Division of Management	
2. True Copy of Grades (TCG)			Office of the College Secretary	
3. Official Receipt for Comprehensive Exam Fee			Cash Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay for Comprehensive Examination Fee	1. Receives payment and issue Official Receipt	<b>₱350</b>	1 minute	Rey Balila <i>Collecting Officer</i>
2. Submit Application for Compre Form, TCG and OR for the Examination fee	2.1 Receives Application Form for Compre, TCG and OR of Examination fee and checks for completeness of entries and signatures	None	3 minutes	Charisse Quiza <i>Staff</i>
	2.2 Forwards the Application for Compre form to Chair of Compre Committee for signature and TCG for evaluation	None	1 minute	
	2.3 Signs the Application for Compre form, evaluates the TCG of the applicant and returns the requirements to the Division staff.	None	30 minutes	Chair of Compre Committee
	2.4 Prepare shortlist of qualified applicants and Files the Application for Compre, TCG and OR for Examination fee for reference	None	5 minutes	Charisse Quiza <i>Staff</i>
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	



**DIVISION OF NATURAL SCIENCES & MATHEMATICS (DNSM)**  
**INTERNAL SERVICES**



### 1. Borrow Laboratory Materials for Laboratory Classes & Research

Laboratory materials are needed by the faculty and students for their laboratory classes. Only students enrolled under the laboratory classes of the BS Biology program can avail of this service.

<b>Office or Division:</b>	Division of Natural Sciences & Mathematics (DNSM) (General Laboratory)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty Members and Students (BS Biology laboratory classes)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrower's Slip		DNSM General Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Borrower's Slip	1. Receive and check the form for completeness of entries and signatures	None	1 minute	<i>Emerson Aldamia</i> Lab Technician
	1.1 Prepare the requested laboratory materials	None	3 minutes	
2. Receive & check issued lab materials if complete	2. Issue the requested laboratory materials to client and indicate details of items released in the borrower's slip	None	3 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	



## 2. Use of Laboratory Rooms

Laboratory rooms of the Division of Natural Sciences and Mathematics house various laboratory equipment. Students and faculty may only request for the use of laboratory rooms for the purpose of continuing their laboratory experiments and for their science research.

<b>Office or Division:</b>	Division of Natural Sciences & Mathematics (DNSM) (General Laboratory)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members, Students & Research Assistants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly filled Activity Gen Lab Form 1		DNSM General Laboratory		
2. Duly filled Activity Permit Form		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Activity Gen Lab Form 1 and submit to adviser for signature	1. Sign Activity Gen Lab Form 1 and return to applicant	None	1 minute	<i>Class Adviser</i> DNSM
2. Submit signed Activity Gen Lab Form 1 to Lab Inspector for counter signature	2. Counter-sign Activity Gen Lab Form 1 and return to applicant	None	1 minute	<i>Emerson Aldamia</i> Lab Technician
3. Submit Activity Gen Lab Form 1 to faculty in-charge of the lab for signature	3. Sign Activity Gen Lab Form 1 and return to applicant	None	1 minute	<i>Faculty in-charge</i> Gen Lab
4. Submit Activity Gen Lab Form 1 to Division Chairperson for approval	4. Sign Activity Gen Lab Form 1 and return to applicant	None	1 minute	<i>John Paul Yusiong</i> DNSM Chairperson
5. Submit Activity Permit and attach approved Activity Gen Lab Form 1	5. Receive and check the forms for completeness of entries and signatures	None	1 minute	<i>Emerson Aldamia</i> Lab Technician
6. Receive signed Activity Permit Form	6. Sign and release the Activity Permit Form	None	1 minute	
<b>TOTAL</b>		<b>None</b>	<b>6 minutes</b>	



**DNSM: REGIONAL ENVIRONMENTAL INFORMATION SYSTEM (REIS)  
EXTERNAL SERVICES**



## 1. GIS Services (Data Visualization, Map Layouting, Georeferencing, Map Printing and/or Scanning)

**Data Visualization:** This involves uploading, digitization, interpretation of primary and secondary data.

**Map Layouting:** This is the presentation of visualized field data in map form.

**Georeferencing:** This is the process of associating a physical map or raster image of a map with spatial locations.

**Map Printing:** This is the production of maps and other printed materials.

**Scanning:** This is the process of converting printed documents and pictures into digital format.

<b>Office or Division:</b>	DNSM: Regional Environmental Information System (REIS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled-up Request Form			REIS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Receive form and check completeness of entries and signatures	None	1 minute	Madelyn Aclo URA
	1.1 Check request's validity based on University Rules and data availability	None	1 minute	
	1.2 Act on request	None	1 minute	Bea Santiago Coordinator
	1.3 Record approved request, note Control Number on Form	None	1 minute	Madelyn Aclo URA
	1.4 Perform GIS service	None	7 days	
2. Receive billing statement	2. Issue billing statement and informs client to pay at Cashier's Office	None	1 minute	



3. Pay at the Cashier	3. Receive payment and issue OR	₱250/hr.	4 minutes	<i>Rey Balila</i> Collecting Officer
4. Present OR and receive map/data	4. Release map/data	None	1 minute	<i>Madelyn Aclo</i> URA
	<b>TOTAL</b>	<b>None</b>	<b>7 days &amp; 10 minutes</b>	

## 2. GIS Services (Digitizing)

Digitizing is the process of converting a raster (picture) to vector (digital) file format

<b>Office or Division:</b>	DNSM: Regional Environmental Information System (REIS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled-up Request Form			REIS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Receive form and check completeness of entries and signatures	None	1 minute	<i>Madelyn Aclo</i> URA
	1.1 Check request's validity based on University Rules and data availability	None	1 minute	
	1.2 Act on request	None	1 minute	<i>Bea Santiago</i> Coordinator
	1.3 Record approved request, note Control Number on Form	None	1 minute	<i>Madelyn Aclo</i> URA
	1.4 Perform digitizing service	None	1 month	



2. Receive billing statement	2. Issue billing statement and informs client to pay at Cashier's Office	None	1 minute	
3. Pay at the Cashier	3. Receive payment and issue OR	₱250/hr.	4 minutes	<i>Rey Balila</i> Collecting Officer
4. Present OR and receive map/data	4. Release map/data	None	1 minute	<i>Madelyn Aclo</i> URA
	<b>TOTAL</b>	<b>None</b>	<b>1 month &amp; 10 minutes</b>	

### 3. GPS Use/Equipment Rental

This pertains to rental of GPS units to external clients.

<b>Office or Division:</b>	DNSM: Regional Environmental Information System (REIS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter			As prepared by client	
2. Photocopy of school ID			As provided by client	
3. Official Receipt			Cash Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter and photocopy of school ID	1. Receive request letter and photocopy of school ID and check records.	None	3 minutes	<i>Madelyn Aclo</i> URA
	1.1 Act on request	None	1 minute	<i>Bea Santiago</i> Coordinator



	1.2 Record approved request and advise the client to pay at the Cash Office	None	1 minute	Madelyn Aclo URA
2. Pay at the Cashier	2. Receive payment and issue OR	₱300/day	4 minutes	Rey Balila Collecting Officer
3. Present OR and receive equipment	3. Release equipment to client	None	1 minute	Madelyn Aclo URA
	<b>TOTAL</b>	<b>None</b>	<b>9 minutes</b>	

#### 4. Request for a Soft Copy of Existing Map Layouts

This is a request to avail a copy of existing map layouts on file.

<b>Office or Division:</b>	DNSM: Regional Environmental Information System (REIS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled-up Request Form			As prepared by client	
2. Agreeing to the GIS Service fees			As provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form	1. Receive form and check completeness of entries and signatures	None	1 minute	Madelyn Aclo URA
	1.1 Check request's validity based on University Rules and data availability	None	1 minute	
	1.2 Act on request	None	1 minute	Bea Santiago Coordinator



	1.3 Record approved request, note Control Number on Form	None	1 minute	Madelyn Aclo URA
	1.4 Compile & prepare requested map layouts	None	1 hour	
2. Receive billing statement	2. Issue billing statement and advise client to pay at Cashier's Office	None	1 minute	
3. Pay at the Cashier	3. Receive payment and issue OR	₱200/map	4 minutes	Rey Balila Collecting Officer
4. Present OR and receive map/data	4. Release map/data	None	1 minute	Madelyn Aclo URA
	<b>TOTAL</b>	<b>None</b>	<b>1 hour &amp; 10 minutes</b>	

### 5. Request for Consultancy Services or Technical Assistance

This pertains to any form of technical assistance given to LGUs and other requesting agencies.

<b>Office or Division:</b>	DNSM: Regional Environmental Information System (REIS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter			As prepared by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter	1. Receive request letter and forward to Coordinator	None	1 minute	Madelyn Aclo URA



	1.2 Review request and endorse to the DNSM Chairperson for approval	None	10 minutes	<i>Bea Santiago</i> Coordinator
	1.3 Review request and endorse to the Dean for final approval	None	10 minutes	<i>John Paul Yusiong</i> DNSM Chairperson
	1.4 Review and approve the request	None	10 minutes	<i>Patricia B. Arinto</i> Dean
	1.5 Forward the approved request to DNSM	None	1 minute	<i>Jare Cadiente</i> Dean's Office Staff
2. Discuss with REIS implementation details of the engagement	2. Inform requestor of approval and discuss implementation details of the engagement	None	1 minute	<i>Madelyn Aclo</i> URA
	<b>TOTAL</b>	<b>None</b>	<b>33 minutes</b>	

### 6. Request for GPS/GIS Training

**GPS Training:** This is a 1-2-day training on how to use GPS units as data gathering tool. This also includes an overview on data uploading and visualization in QGIS

**GIS Training:** This is a 3-day QGIS users training. This involves introduction to basic concepts in cartography, data gathering and visualization in QGIS

<b>Office or Division:</b>	DNSM: Regional Environmental Information System (REIS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request Letter		As prepared by client
2. Training proposal with budgetary requirements		As prepared by client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter	None	1 minute	<i>Madelyn Aclo</i> URA
	1.2 Checks details of the request	None	30 minutes	
2. Discuss training design, budgetary requirement	2. Discuss training design, budgetary requirement	None	3 days	<i>Bea Santiago</i> Coordinator
3. Discuss/formulate MOA with REIS	3. Formulate an agreement, prepare MOA	None	7 days	
	3.1. Submit MOA to the Dean for endorsement to the Chancellor	None	7 days	<i>Madelyn Aclo</i> URA
	3.2. Endorse the MOA to the Chancellor for approval/signature	None	14 days	<i>Jare Cadiente</i> Dean's Office Staff
4. Receive copy of signed MOA	4. Inform client of the approved/signed MOA and advise client to pay indicated fees at the Cashier's Office	₱250/hr.	1 minute	<i>Madelyn Aclo</i> URA
5. Pay at Cashier's Office	5. Collect fee from client	₱250/hr.	4 minutes	<i>Rey Balila</i> Collecting Officer
	<b>TOTAL</b>	<b>None</b>	<b>31 days &amp; 36 minutes</b>	



### 7. Request of Support for Research Projects

This is technical support given to other entities conducting research.

<b>Office or Division:</b>	DNSM: Regional Environmental Information System (REIS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter			As prepared by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter	1. Receive Request Letter and forward to the Coordinator	None	1 minute	<i>Madelyn Aclo</i> URA
	1.1 Review request and endorse to the DNSM Chairperson for approval	None	10 minutes	<i>Bea Santiago</i> Coordinator
	1.2 Review & approve request	None	10 minutes	<i>John Paul Yusiong</i> DNSM Chairperson
2. Discuss Terms of Reference (TOR) with REIS	2. Discuss with client and prepare TOR	None	1 day	<i>Bea Santiago</i> Coordinator  <i>John Paul Yusiong</i> DNSM Chairperson
3. Receive copy of TOR	3. Print TOR and give a copy to client	None	2 minutes	<i>Madelyn Aclo</i> URA
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 23 minutes</b>	



**DNSM: REGIONAL ENVIRONMENTAL INFORMATION SYSTEM (REIS)  
INTERNAL SERVICES**



### 1. All “GIS Services” available to external clients including “Request for a Soft Copy of Existing Map Layouts”

For the detailed service specifications, please refer to the specifications of the following services under DNSM: Regional Environmental Information System (REIS), External Service:

Service	Checklist of Requirements	Fees
GIS Services (Data Visualization, Map Layouting, Georeferencing, Map Printing and/or Scanning)	The same as for external clients	The same as for external clients
GIS Services (Digitizing)		
Request for a Soft Copy of Existing Map Layouts		

### 2. GPS Use/Equipment Rental (Faculty & Students)

This pertains to borrowing of GPS unit by internal clients.

<b>Office or Division:</b>	DNSM: Regional Environmental Information System (REIS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty Members, REPS, Administrative Staff & Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Signed Request Letter from adviser		As prepared by client		
2. Photocopy of school ID/Form 5		As provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Same as that for external clients (see page 54)		None	Same as that for external clients	



### 3. Request for GPS/GIS Training

**GPS Training:** This is a 1-2-day training on how to use GPS units as data gathering tool. This also includes an overview on data uploading and visualization in QGIS

**GIS Training:** This is a 3-day QGIS users training. This involves introduction to basic concepts in cartography, data gathering and visualization in QGIS

<b>Office or Division:</b>	DNSM: Regional Environmental Information System (REIS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members, REPS, Administrative Staff & Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter			As prepared by client	
2. Training proposal with budgetary requirements			As prepared by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Same as that for external clients (see page 57)		<b>None</b>	Same as that for external clients	



**OFFICE OF THE COLLEGE SECRETARY (OCS)**  
**EXTERNAL SERVICES**



### 1.1 Issuance of Official Transcript of Records (OTR) In-Person

<b>Office</b>	<b>Office of the College Secretary (OCS)</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	<p>UPTC graduates (also for active and inactive UPTC students) as of Second Semester AY 2022-2023 and onwards</p> <p>UPTC students who graduated and active or inactive before SS AY 2022-2023 should request their OTR from UP Visayas through this link:  <a href="https://crs.upv.edu.ph/documentrequest/">https://crs.upv.edu.ph/documentrequest/</a></p>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. College Clearance</li> <li>2. Valid Identification Card</li> <li>3. Authorization letter to mail documents (if applicable)</li> <li>4. Request Letter from school (if for further studies/ if for transfer credentials purposes)</li> <li>5. Certification for first-time job seeker from the Barangay (if for employment purposes)</li> </ol> <p>For representative:</p> <ol style="list-style-type: none"> <li>1. Duly signed authorization letter from the student</li> <li>2. Photocopy of valid identification card of the student</li> <li>3. Valid identification card of the representative</li> </ol>		<p>Office of the College Secretary</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the OCS.	1. Receive and check required documents.	None	1 day	OCS Staff*
	1.1 Search records	None		



	1.2 Assess fees	None		
	1.3 Issue assessment of fees	None		
2. Pay fees in-person at the Cash Office	2. Receive payment and assessment details then issues an Official Receipt.	₱50/page	30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
3. Submit Official Receipt to the OCS	3.1 Receive and check the Official Receipt and processes the OTR	None	25 days	OCS Staff*
	3.2 Sign the requested OTR	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
4. Receives requested OTR	4. Issues requested OTR or prepares OTR for mailing and forwards to the office in-charge of outgoing documents.	None	30 minutes	OCS Staff*
<b>TOTAL</b>		<b>₱50/page plus mailing fees</b>	<b>26 days and 2 hours</b>	

*\*OCS Staff: Ms.Claire Babali or Ms.Ynah Camille Visagar or Ms.Jenessa Relevo or Ms.Odezsa Cabral*



### 1.2 Issuance of Official Transcript of Records (OTR) Through Mail And Online

<b>Office</b>	<b>Office of the College Secretary (OCS)</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	UPTC graduates (also for active and inactive UPTC students) as of Second Semester AY 2022-2023 and onwards  UPTC students who graduated and active or inactive before SS AY 2022-2023 should request their OTR from UP Visayas through this link: <a href="https://crs.upv.edu.ph/documentrequest">https://crs.upv.edu.ph/documentrequest</a>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. College Clearance 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable) 4. Request Letter from school (if for further studies/ if for transfer credentials purposes) 5. Certification for first-time job seeker from the Barangay (if for employment purposes)  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email request for OTR to OCS at <a href="mailto:ocs.uptacloban@up.edu.ph">ocs.uptacloban@up.edu.ph</a>	1. Acknowledge receipt of email and send list of requirements.	None	5 days	OCS Staff*
2. Send required documents to OCS.	2. Receive and check required documents.	None	1 day	OCS Staff*
	2.1 Search records	None		



	2.2 Assess fees	None		
	2.3 Issue assessment of fees	None		
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19	3. Receives proof of payment and sends a copy to the Cash Office with the assessment details.	₱50/page  Mailing Fee – JRS rate  Admin Cost – ₱10 Envelope Fee – ₱10	1 day	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
	3.1 Validate the proof of payment and issue an Official Receipt to the student.	None	2 banking days and 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
4. Send Official Receipt to the OCS	4. Receive and check the Official Receipt and processes the OTR	None	25 days	OCS Staff*
	4.1 Sign the requested OTR	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
5. Receive requested OTR or waits for the delivery of the documents.	5. Prepare OTR for mailing and forwards to the office in-charge of outgoing documents.	None	30 minutes	OCS Staff*
	<b>TOTAL</b>	<b>₱50/page plus mailing fees</b>	<b>34 days and 2 hours</b>	

\*OCS Staff: Ms.Claire Babali or Ms.Ynah Camille Visagar or Ms.Jenessa Relevo or Ms.Odezsa Cabral



### 2.1 Issuance of True Copy of Grades (TCG) In-Person

<b>Office</b>	<b>Office of the College Secretary (OCS)</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	UPTC graduates (also for active and inactive UPTC students)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. College Clearance (if applicable) 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative			Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the OCS	1. Receive and check required documents.	None	1 hour	OCS Staff*
	1.1 Search records	None		
	1.2 Assess fees	None		
	1.3 Issue assessment of fees	None		
2. Pay fees at the Cash Office	2. Receive payment and assessment details then issue an Official Receipt.	₱50/page	30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
3. Submit Official Receipt to the OCS	3. Receive and check the Official Receipt and processes the TCG	None	1 day	OCS Staff*



	3.1 Sign the requested TCG	None	1 hour	Prof. Irma R. Tan College Secretary & Registrar
4. Receive requested TCG	4. Issues the requested TCG	None	10 minutes	OCS Staff*
<b>TOTAL</b>		<b>₱50/page</b>	<b>1 day, 2 hours and 40 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral

## 2.2 Issuance of True Copy of Grades (TCG) Through Mail And Online

<b>Office</b>	Office of the College Secretary (OCS)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	UPTC graduates (also for active and inactive UPTC students)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. College Clearance (if applicable) 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative			Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email request for TCG to OCS at	1. Acknowledge receipt of email and	None	1 hour	OCS Staff*



ocs.uptacloban@up.edu.ph	sends list of requirements.			
2. Send required documents to OCS.	2. Receive and check required documents.	None	1 day	OCS Staff*
	2.1 Search records	None		
	2.2 Assess fees	None		
	2.3 Issue assessment of fees	None		
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19	3. Receive proof of payment and send a copy to the Cash Office with the assessment details.	₱50/page  Mailing Fee – JRS rate  Admin Cost – ₱10 Envelope Fee – ₱10	1 day	OCS Staff*
	3.1 Validate the proof of payment and issue an Official Receipt to the student.	None	2 banking days and 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
4. Send Official Receipt to the OCS	4. Receives and checks the Official Receipt and processes the TCG	None	1 day	OCS Staff*
	4.1 Sign the requested TCG	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>



5. Receive requested TCG through email or waits for the delivery of the documents.	5. Issue requested True Copy of Grades through email or prepares document/s for mailing and forwards to the office in-charge of outgoing documents.	None	1 hour	OCS Staff*
<b>TOTAL</b>		<b>₱50/page plus mailing fees</b>	<b>5 days and 3 hours and 30 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral

### 3.1 Authentication of Academic Documents (OTR, Diploma and Other Documents) In-Person

<b>Office</b>	Office of the College Secretary			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	UPTC graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copies of documents to be authenticated 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Provided by client Provided by client Provided by client  Provided by client Provided by client Provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the OCS	1. Receive and check required documents	None	1 hour	OCS Staff*



	1.1 Search records			
	1.2 Assess fees			
	1.3 Issue assessment of fees			
2. Pay fees at the Cash Office	2. Receive payment and assessment details then issue an Official Receipt.	₱20/page	30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
3. Submit Official Receipt to the OCS.	4. Receive and check the Official Receipt and process the authentication of documents	None	1 day	OCS Staff*
	4.1 Sign the requested document	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
5. Receive authenticated documents	5. Issue the authenticated documents	None	10 minutes	OCS Staff*
<b>TOTAL</b>		<b>₱20/page</b>	<b>1 day, 2 hours and 40 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral

### 3.2 Authentication of Academic Documents (OTR, Diploma and Other Documents) Through Mail and Online

<b>Office</b>	<b>Office of the College Secretary</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C	
<b>Who may avail</b>	UPTC graduates	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Original copies of documents to be authenticated		Provided by client
2. Valid Identification Card		Provided by client
3. Authorization letter to mail documents (if applicable)		Provided by client



For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Provided by client Provided by client Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for authentication to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and send list of requirements	None	1 hour	OCS Staff*
2. Send required documents to the OCS.	2. Receive and check required documents	None	1 day	OCS Staff*
	2.1 Search records			
	2.2 Assess fees			
	2.3 Issue assessment of fees			
3. Pays online through the UPTC LBP account and emails the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19	3. Receives proof of payment and sends a copy to the Cash Office with the assessment details.	₱20/page  Mailing Fee – JRS rate  Admin Cost – ₱10 Envelope Fee – ₱10	1 day	OCS Staff*
	3.1 Validates the proof of payment and issues an official receipt to the student.	None	2 banking days and 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office</i>



				<i>Staff</i>
4. Sends Official Receipt to the OCS.	4. Receives and checks the Official Receipt and processes the authentication of documents	None	1 day	OCS Staff*
	4.1 Signs the requested document	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
5. Receive authenticated documents or wait for the delivery of the documents.	5. Issues the authenticated documents or prepares document/s for mailing and forwards to the office in-charge of outgoing documents.	None	1 hour	OCS Staff*
<b>TOTAL</b>		<b>₱20/page plus mailing fees</b>	<b>5 days, 3 hours and 30 minutes</b>	

*\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral*



### 4.1 Issuance of Certifications (Enrollment, Graduation, GWA, Certificate of Transfer Credentials, Medium of Instruction, Etc.) In-Person

<b>Office</b>	Office of the College Secretary			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Active and inactive UPTC students and UPTC graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. College Clearance (if applicable) 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Office of the College Secretary Provided by client Provided by client  Provided by client Provided by client Provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the OCS	1. Receive and check required documents	None	1 hour	OCS Staff*
	1.1 Search records	None		
	1.2 Assess fees	None		
	1.3 Issue assessment of fees	None		
2. Pay fees at the Cash Office	2. Receive payment and issues an Official Receipt	₱100/copy GWA Certification	30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>



		₱50/copy other certificatio ns		
3. Submit Official Receipt to the OCS	3. Receive and check the Official Receipt and processes the requested document.	None	1 day	OCS Staff*
	3.1 Signs the requested document	None	1 hour	Prof. Irma R. Tan College Secretary & Registrar
4. Receive requested document/s	4. Issue the requested document/s	None	10 minutes	OCS Staff*
<b>TOTAL</b>		<b>₱50 to ₱100/copy</b>	<b>1 day and 2 hours and 40 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral

**4.2 Issuance of Certifications (Enrollment, Graduation, GWA, Certificate of Transfer Credentials, Medium of Instruction, Etc.) Though Mail and Online**

<b>Office</b>	<b>Office of the College Secretary</b>
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	Active and inactive UPTC students and UPTC graduates
<b>CHECKLIST OF REQUIREMENTS</b>	
1. College Clearance (if applicable) 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)	Office of the College Secretary Provided by client Provided by client
<b>WHERE TO SECURE</b>	



For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Provided by client Provided by client Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request for TCG to OCS at ocs.uptacloban@up.edu.ph.	1. Acknowledge receipt of email and sends list of requirements.	None	1 hour	OCS Staff*
2. Send required documents to OCS.	2. Receive and check required documents	None	1 day	OCS Staff*
	2.1 Search records	None		
	2.2 Assess fees	None		
	2.3 Issue assessment of fees	None		
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College	3. Receive proof of payment and sends a copy to the Cash Office with the assessment details	₱100/copy GWA Certificatio n  ₱50/copy other certificatio ns  Mailing Fee – JRS rate  Admin	1 day	OCS Staff*



		Cost – ₱10 Envelope Fee – ₱10		
	3.1 Validates the proof of payment and issues an official receipt to the student.	None	2 banking days and 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
4. Send Official Receipt to the OCS	4. Receive and check the Official Receipt and process the requested document.	None	1 day	OCS Staff*
	4.1 Sign the requested document	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
5. Receive requested documents through email or waits for the delivery of the documents.	5. Issue the requested document/s through email or prepares document/s for mailing and forward to the office in-charge of outgoing documents.	None	1 hour	OCS Staff*
	<b>TOTAL</b>	<b>₱50 to ₱100/copy plus mailing fees</b>	<b>5 days, 3 hours, and 30 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



## 5.1 Issuance of Original Diploma In Person

<b>Office</b>	Office of the College Secretary			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	UPTC Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. College Clearance 2. Valid Identification Card  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative			Office of the College Secretary Provided by client  Provided by client Provided by client Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the OCS	1. Receive and check required documents	None	1 hour	OCS Staff*
	1.1 Search record	None		
2. Receive original diploma and signs on the student's jacket	2. Issue the original diploma	None	10 minutes	OCS Staff*
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 10 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



### 5.2 Issuance of Original Diploma Through Mail

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	UPTC Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. College Clearance 2. Valid Identification Card 3. Duly signed authorization letter to mail  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative			Office of the College Secretary Provided by client Provided by client  Provided by client Provided by client Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email request for issuance of diploma to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and sends list of requirements.	None	1 hour	OCS Staff*
2. Send required documents to OCS.	2.1. Receive and check required documents	None	1 day	OCS Staff*
	2.2. Search records	None		
	2.3. Assess fees	None		
	2.4. Issue assessment of fees	None		
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS.  Bank details: LandBank of the	3. Receive proof of payment and send a copy to the Cash Office with the assessment details	Mailing Fee – JRS rate  Admin	1 day	OCS Staff*



Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19		Cost – ₱10 Envelope Fee – ₱10		
	3.1 Validate the proof of payment and issues an official receipt to the student.	None	2 banking days and 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
4. Send Official Receipt to the OCS.	4. Receive and check the Official Receipt and prepare the diploma for mailing	None	1 day	OCS Staff*
5. Receive original diploma or wait for the delivery of the document.	5. Forwards the diploma to the office in-charge of outgoing documents.	None	10 minutes	OCS Staff*
<b>TOTAL</b>		<b>₱150 to ₱176 plus mailing fees</b>	<b>4 days and 1 hours and 30 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



### 6.1 Issuance of English Translation of Diploma In Person

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	UPTC graduates			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Original copy of diploma 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative			Provided by client Provided by client Provided by client  Provided by client Provided by client Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the OCS.	1. Receive and checks required documents	None	1 hour	OCS Staff*
	1.1 Search records	None		
	1.2 Assess fees	None		
	1.3 Issue assessment of fees	None		
2. Pay fees in-person at the Cash	2. Receive payment and issues an Official Receipt	₱50/copy	30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
3. Submit Official Receipt to the OCS	3. Receive and check the Official Receipt and process the requested document.	None	1 day	OCS Staff*



	3.1 Sign the requested document	None	1 hour	Prof. Irma R. Tan College Secretary & Registrar
4. Receive requested documents	4. Issue the requested document	None	10 minutes	OCS Staff*
<b>TOTAL</b>		<b>₱50/copy</b>	<b>1 day, 2 hours and 40 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral

### 6.2 Issuance of English Translation of Diploma Through Mail and Online

<b>Office</b>	Office of the College Secretary			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	UPTC graduates			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Original copy of diploma 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative			Provided by client Provided by client Provided by client  Provided by client Provided by client Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email request to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and send list of requirements.	None	1 day	OCS Staff*



2. Send required documents to OCS.	2. Receive and check required documents	None	1 hour	OCS Staff*
	2.1 Search records	None		
	2.2 Assess fees	None		
	2.3 Issue assessment of fees	None		
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19	3. Receive proof of payment and sends a copy to the Cash Office with the assessment details	₱50/copy  Mailing Fee – JRS rate  Admin Cost – 10.00 Envelope Fee – 10.00	1 day	OCS Staff*
	3.1 Validate the proof of payment and issues an official receipt to the student.	None	2 banking days and 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
4. Send Official Receipt to the OCS	4. Receive and check the Official Receipt and process the requested document.	None	1 day	OCS Staff*
	4.1 Signs the requested document	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
5. Receive requested documents through email or wait for the delivery of the document.	5. Issue the requested English Translation of Diploma or prepares document/s for mailing and forward to the office in-charge of outgoing documents.	None	30 minutes	OCS Staff*



<b>TOTAL</b>	<b>₱50/copy plus mailing fees</b>	<b>5 days and 3 hours</b>	
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\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral

**7. Student’s Record Verification Through Email**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	Other agencies/institutions			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Verification letter-request 2. Verification Form 3. Authorization Letter of the Student being verified 4. Proof of Payment			Provided by client Provided by client Provided by client Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email request to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and sends list of requirements.	None	1 hour	OCS Staff*
2. Send required documents to the OCS.	2.1. Receive and assess request	None	1 day	OCS Staff*
	2.2. Search records	None		
	2.3. Assess fees	None		
	2.4. Issue assessment of fees	None		
	2.5. Fill out the verification form	None		
3. Pay fees paid online through the UPTC LBP account and email the	3. Receive proof of payment and send a copy to the Cash Office with the assessment details	₱100/ student	1 day	OCS Staff*



proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19				
	3.1 Validates the proof of payment and issues an official receipt to the student.	None	2 banking days and 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
4. Send Official Receipt to the OCS.	4. Receive and check the Official Receipt and prints the accomplished verification form.	None	1 day	OCS Staff*
	4.1 Sign the student verification form.	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
5. Receive verification results through email.	5. Scan the verification result and send the document through email.	None	30 minutes	OCS Staff*
<b>TOTAL</b>		<b>₱100 per student</b>	<b>5 days and 3 hours</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



**OFFICE OF THE COLLEGE SECRETARY (OCS)**  
**INTERNAL SERVICES**



### 1. Application for Readmission (Absence Without Leave, Permanent Disqualification Status, Applied Waiver of Maximum Residency Rule (MRR))

<b>Office</b>	Office of the College Secretary			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students from AWOL status			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter-request for readmission</li> <li>2. Accomplished readmission form</li> <li>3. Recommendation Letter</li> <li>4. Endorsement Letter</li> <li>5. Study Plan</li> <li>6. Endorsement/Assessment result</li> <li>7. Medical Certificate (if applicable)</li> <li>8. Certificate of Employment (if applicable)</li> <li>9. Class Standing</li> <li>10. True Copy of Grades</li> <li>11. Approved waiver of MRR (if applicable)</li> </ol>		Provided by client Office of the College Secretary Program Adviser Program Adviser Division Chair Guidance Office Provided by client Provided by client Office of the College Secretary Office of the College Secretary Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter-request for readmission and accomplished readmission form to the OCS.	1. Receive request and prepare the true copy of grades and class standing and forwards it to the division/program adviser.	None	1 day	OCS Staff*
	1.1 Evaluate the record of the student, prepare recommendation letter and study plan then forward to the Division Chair.	None	5 days	Program adviser



	1.2 Prepare endorsement and forward it to the College Secretary.	None	1 day	Division Chair
	1.3 Forward endorsement to the Office of the Dean for action.	None	1 day	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
	1.4 Act on the request and forward the result to the OCS.	None	2 days	Dr. Patricia Arinto <i>Dean</i>
2. Receive the result of the application for readmission.	2. Send the result to the student	None	10 minutes	OCS Staff*
3. Confirm and pay readmission fee in-person at the Cash Office or pay online through the UPTC LBP account and email the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19	3. Payment in person: Receive payment and assessment details then issue an Official Receipt. Then, input payment details in CRS.	P225.00	30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
	Payment through bank account: Receive proof of payment and send a copy to the Cash Office with the assessment details		1 day	OCS Staff*
	3.1 Validate the proof of payment and issue official receipt to the student. Then, input payment details in CRS.	None	2 banking days and 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
4. Receive Admission Slip through email.	4. Send Admission Slip through email.	None	30 minutes	OCS Staff*
<b>TOTAL</b>		<b>P225.00</b>	<b>13 days, 1 hour and 40 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



## 2. Application for Waiver Of Maximum Residence Rule (MRR)

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are already beyond the maximum residence in UP.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-request for waiver of Maximum Residence Rule (MRR) addressed to the VCAA 2. Application for waiver of MRR form		Provided by client  Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the application for waiver of MRR form and sends the form to the program adviser.	1. Receive and verify the information on the waiver of MRR form and send it back to the student.	None	1 day	Program adviser
2. Send verified waiver of MRR form to the OCS.	2. Act on the request. Receive the application and prepare the summary of the academic performance of the student.	None	1 day	OCS Staff*
	2.1 Evaluate the student records and sign the summary of academic performance of the student and forward to the Division.	None	1 day	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
	2.2 Prepare endorsement and forwards and sign the summary of academic performance of the student and forwards to OCS.	None	1 day	Division Chair



	2.3 Forward endorsement to the Associate Dean for Academic Affairs	None	30 minutes	OCS Staff*
	2.4 Recommend and sign the summary of academic performance of the student and forward it to the Dean.	None	1 day	Irene L. Tan <i>Associate Dean for Academic Affairs</i>
	2.5 Act on the application and forwards to the OCS.	None	2 days	Dr. Patricia B. Arinto <i>Dean</i>
3. Receive the result of the application and proceed to apply for readmission	3. Send the result through email.	None	30 minutes	OCS Staff*
<b>TOTAL</b>		<b>None</b>	<b>7 days &amp; 1 hour</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



### 3. Application for Leave Of Absence (LOA)

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to file for Leave of Absence			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Leave of Absence Form 2. Payment 3. Medical Clearance (if applicable) 4. Certificate of No pending case 5. Clearance		Office of the College Secretary Cashier Health Services Unit Office of the Student Affairs Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download, fill out LOA form, and forward form and required documents to OCS	1. Evaluate records and fills in form If NOT eligible for LOA, inform the student. If eligible for LOA, issues assessment of fees to student	None	30 minutes	OCS Staff*
2. Pay fees in-person at the Cash Office or pay online through the UPTC LBP account and email the proof of payment to OCS  Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19	2. Receive proof of payment and sends a copy to the Cash Office with the assessment details	₱150	10 minutes	OCS Staff*
	2.1 Validate the proof of payment and issues an official receipt to the student.	None	in person - 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca



			online - 2 banking days and 30 minutes	Cash Office Staff
3. Send Official Receipt to the OCS	<p>3.1 Receive and check the Official Receipt and check if the student is enrolled or not.</p> <p>If enrolled, fill out the form and return to student</p> <p>If not enrolled, forward form to the division for action.</p>	None	1 hour	OCS Staff*
4. If enrolled, requests the class standing from all course instructors, and forwards the complete set of responses to OCS.	4. Forward form to Division for action of the Program Adviser	None	1 day	OCS Staff
	4.1 Act on the LOA application of the student and forward the document to the Dean for final action	None	1 day	Program Adviser/ Division Staff
	4.2 Act on the LOA application of the student and forward to the OCS	None	1 day	Dr. Patricia B. Arinto Dean
5. Receive the result of the application for LOA.	5. Update the enrollment status of the student in the CRS and send a copy of the result to the student.	None	1 hour	OCS Staff*
<b>TOTAL</b>		<b>₱150</b>	<b>5 days, 3 hour and 40 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



**4. Issuance of Admission Slip**

<b>Office</b>	<b>Office of the College Secretary</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C	
<b>Who may avail</b>	New first year students	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>For New/Beginning First Year students (Undergraduate Program):</p> <ol style="list-style-type: none"> <li>1. Notice of Admission</li> <li>2. Student Directory</li> <li>3. 1 pc 2"x2" size photo</li> <li>4. Original High School Card (Form 138)</li> <li>5. Original Permanent Record (Form 137)</li> <li>6. Original PSA Copy of Birth Certificate</li> <li>7. Medical Certificate</li> <li>8. UPTC Guidance Office Certification</li> <li>9. Bridge Program Certificate (if applicable)</li> <li>10. Marriage Contract (for married female students only)</li> </ol> <p>For New/Beginning First Year students (Graduate Program):</p> <ol style="list-style-type: none"> <li>1. Notice of Admission</li> <li>2. Student Directory</li> <li>3. 1 pc 2"x2" size photo</li> <li>4. Certificate of Honorable Dismissal/Certificate of Transfer Credential or Affidavit of non-enrollment for UP graduates who did not enroll in other schools after graduation</li> <li>5. Original copy of valid Official Transcript of Records</li> <li>6. Original PSA Copy of Birth Certificate</li> <li>7. Medical Certificate</li> <li>8. Marriage Contract (for married female students only)</li> </ol>	<p>Office of the College Secretary                  Office of the College Secretary                  Provided by client                  Provided by client                  Provided by client                  Provided by client                  Provided by client                  Office of Student Affairs                  Teaching &amp; Learning Resource Center                  Provided by client</p> <p>Office of the College Secretary                  Office of the College Secretary                  Provided by client                  Provided by client</p> <p>Provided by client</p>



<p>For New Transfer/Second Degree/Non-Degree/Special Students:</p> <ol style="list-style-type: none"> <li>1. Student Directory</li> <li>2. 1 pc 2"x2" size photo</li> <li>3. Certificate of Honorable Dismissal/Certificate of Transfer Credential</li> <li>4. Original copy of valid Official Transcript of Records</li> <li>5. Original PSA Copy of Birth Certificate</li> <li>6. Medical Certificate</li> <li>7. UPTC Guidance Office Certification</li> <li>8. Marriage Contract (for married female students only)</li> </ol> <p>Additional Requirements (for Transfer Students from UP Constituent Units)</p> <ol style="list-style-type: none"> <li>1. Approved Permit to Transfer</li> <li>2. University and College Clearances</li> </ol> <p>Additional Requirements for Foreign Students</p> <ol style="list-style-type: none"> <li>1. Official TOEFL results</li> <li>2. Valid passport and acceptable visa</li> <li>3. Alien Certificate of Registration or ID</li> <li>4. Certificate of Identification or Updated Philippine Passport for Students with Dual Citizenship</li> </ol>	<p>Provided by client                  Provided by client                  Provided by client</p> <p>Office of the College Secretary                  Provided by client                  Provided by client</p> <p>Provided by client</p> <p>Provided by client                  Provided by client                  Office of Student Affairs                  Provided by client</p> <p>Provided by client                  Provided by client</p> <p>Provided by client                  Provided by client                  Provided by client                  Provided by client</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the OCS through the UPTC dropbox or through courier.	1. Acknowledge receipt through email.	None	2 day	OCS Staff*
	1.2 Evaluate all the requirements.	None	3 days	
2. Receive Admission Slip through email.	2. Send Admission Slip through email.	None	30 minutes	OCS Staff*
<b>TOTAL</b>		<b>None</b>	<b>4 days and 30 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral

### 5. Enrollment

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Active students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Admission Slip (for new First Year students only)			Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Confirm enlisted subjects in the CRS	1. Assign program adviser in the CRS	None	1 hour	Division Staff
	1.1 Validate confirmed subjects	None	1 hour	Program adviser



	1.2 Encode scholarship or Free tuition Tagging	None	1 hour	OSA Staff*
	1.3 Process Assessment of Fees	None	1 hour	Division Staff
<p><b>2. With amount due:</b> Pays fees in-person at the Cash Office or pays online through the UPTC LBP account and emails the proof of payment to OCS.</p> <p>Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19</p> <p><b>Free tuition:</b> proceeds to the next step</p>	<p>2. Payment in person: Receives payment and assessment details then issues an Official Receipt. Then, input payment details in CRS.</p>	Variable	30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
	<p>Payment through bank account: Receives proof of payment and sends a copy to the Cash Office with the assessment details</p>	Variable	1 day	OCS Staff*
	<p>2.1 Validate the proof of payment and issues official receipt to the student. Then, input payment details in CRS.</p>	None	2 banking days and 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
3. Confirm Form 5 in the CRS	3. Generate Form 5	None	1 hour	Division Staff
	3.1 Confirm Form 5	None	1 hour	Program adviser
	3.2 Confirm and print Form 5	None	1 day	OCS Staff*
<b>TOTAL</b>		<b>Variable</b>	<b>4 days and 7 hours</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



### 6. Application for Shifting

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are applying for transfer to another degree program.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished application for shifting form			Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download and fill out a shifting form and sends it to the home division.	1. Sign shifting form and send it back to the student.	None	1 day	Program Adviser
	1.1 Signs a shifting form and sends it back to the student.	None	1 day	Division Chair
2. Secure copy of grades	2. Print True Copy of Grades and issue to Student	₱50/page	1 day	OCS Staff*
3. Send application for shifting and True Copy of Grades to OSA and undergoes consultation/interview	3. Receive application and conduct consultation/interview	None	3 days	Rhea Lina J. Saavedra <i>Guidance Counselor</i>
	3.1 Forward results of consultation and other documents to the OCS	None	1 hour	Rhea Lina J. Saavedra <i>Guidance Counselor</i>
	3.2 Evaluate if the student is eligible for shifting  <i>If eligible</i> – forward documents to concerned Division  <i>If not eligible</i> – inform the student through email	None	1 day	Prof. Irma R. Tan <i>College Secretary &amp; Registrar or OCS Staff*</i>



	3.3 Act on the applications and returns documents to the OCS.	None	2 days	Division Chair
4. Receive result of application for shifting through email.	4. Receive results from the Division.  If eligible – inform the student through email and updates the degree program of the student in the CRS  If not eligible – inform the student through email	None	1 day	OCS Staff*
5. If eligible, confirm to proceed to shifting.	5. Change degree program in the CRS	None	1 hour	OCS Staff*
	5.1 Assigns program adviser	None	1 hour	Division Staff
<b>TOTAL</b>		<b>₱50/page plus</b>	<b>10 days &amp; 3 hour</b>	

*\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral*



### 7. Application for Admission

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are applying for transfer to UPTC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished application for admission form 2. Letter of intent 3. Transcript of Records/True Copy of Grades		Fill out online application form sent through email Provided by client Provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send application and other requirements to the OCS through the UPTC dropbox or through courier.	1. Receive application documents, evaluate and compute GWA of student  <i>If qualified</i> – forward application documents to the concerned Division  <i>If not qualified</i> – send notice of disqualification to ineligible applicant	None	1 day within the evaluation schedule	OCS Staff*
	1.1 Evaluates and acts on the application and forwards the result to the OCS attached with the study plan.	None	3 days	Division Chair
2. Receive the result of application for admission through email and send confirmation for admission	2. Receive the result from the Division and send a copy to the student through email.	None	10 minutes	OCS Staff*
<b>TOTAL</b>		<b>None</b>	<b>4 days and 10 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



### 8. Application for Overload and Underload

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to take subjects above or below the regular units to be taken in a particular semester.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished application for overload 2. Plan of Study 3. Medical Certificate (if health reason) 4. Copy for schedule of classes and certification 5. Copy of payroll and appointment papers (is employment reasons) 6. Certification that states that there are no more courses to take based on the curriculum (if applicable)			Downloadable from the CRS Program Adviser Provided by client Program Adviser  Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out application for overload/underload form and send it to program adviser.	1. Evaluate and act on the request.  <i>If qualified</i> – forward application documents to the Division Chair  <i>If not qualified</i> – send notice of disqualification to ineligible applicant	None	1 day	Program adviser
	1.1 Endorse for approval or disapproval of the request for overload or underload and forward to OCS	None	1 hour	Division Chair/Program Coordinator



	1.2 Recommend approval or disapproval on the request for overload/underload and forward to the Dean	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
	1.3 Approve or disapprove on the request for overload or underload and forward to OCS	None	1 day	Dr. Patricia Arinto <i>Dean</i>
2. Receive a copy of approved application for overload.	2.Send the result to the student.	None	1 hour	OCS Staff*
<b>TOTAL</b>		<b>None</b>	<b>2 days and 3 hours</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral

### 9. Application for Dropping

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to drop a subject			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished dropping form			Downloadable from the CRS.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out dropping forms and request for assessment of fees to the OCS.	1. Receive request and issue assessment of fees.	None	1 day	OCS Staff*
2. Pay fees in-person at the Cash Office or pays online through the UPTC LBP account and email the proof of payment to OCS	2. Receive and validate the proof of payment and issue official receipt.	₱10/unit	in person - 30 minutes	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca



Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19			online - 2 banking days and 30 minutes	Cash Office Staff
3. Send Official Receipt and dropping form to the course instructor.	3. Receive, check and sign the dropping form and forwards to the OCS.	None	1 day	Course Instructor
	3.1 Receive and sign the dropping Form.	None	1 day	Prof. Irma R. Tan College Secretary & Registrar
4. Receive copy of approved application for dropping.	4. Send a copy of the approved application for dropping to the student.	None	10 minutes	OCS Staff*
<b>TOTAL</b>		<b>₱10/unit</b>	<b>3 days and 10 minutes to 5 days</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



## 10. Application for Cross-Registration

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to cross-register to other UP units.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished cross-registration form			Downloadable from the CRS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out cross-registration form and sends it to program adviser.	1. Verify subjects to enroll and sign the form and return the form to the student.	None	1 day	Program adviser
2. Send the cross-registration form to the OCS	2. Check the submitted form and have it signed by the College Secretary and Registrar	None	1 day	OCS Staff
	2.1 Act on the application to cross-register and send the result to the student.	None	1 day	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
	2.2 Act on the application and forward the form to the OCS.	None	1 day	Dr. Patricia Arinto <i>Dean</i>
3. Receive a copy of approved application for cross registration.	3. Send the result to the student and reminds about the documents needs to be submitted upon return to home college	None	1 hour	OCS Staff*
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Jenessa Relevo or Ms. Odezsa Cabral



### 11. Application for Permit To Remove Inc/4.0

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to remove their INC/4.0			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished permit to remove INC/4.0 form			Downloadable from the CRS.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out permits to remove forms and forward to course instructor	1. Evaluate and recommend request  If without fee, forward to OCS  If with fee, inform the student of payment requirements	None	1 day	Course Instructor
2. Pay fees in-person at the Cash Office or pays online through the UPTC LBP account and email the proof of payment to OCS  Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UP Tacloban College Account No: 0182-1056-19	2. Receive and validate the proof of payment and issue official receipt.	₱20/ completion or removal	in person - 30 minutes  online - 2 banking days and 30 minutes via Unionbank, Metrobank, PNB	Mr. Reymonte Balila or Ms. Maria Regina Shane Malaca <i>Cash Office Staff</i>
3. Receive and forward Official Receipt to OCS	3. Act on the request and fills out the form then forward to the College Secretary for approval	None	10 minutes	OCS Staff*



	3.1 Act on application for permit to remove INC	None	10 minutes	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
4. Receive copy of approved application for dropping.	4. Send the approved permit to the student.	None	10 minutes	OCS Staff*
<b>TOTAL</b>		<b>₱20/ subject</b>	<b>3 days, 1 hour and 30 minutes</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral

### 12. Application for Waiver Of Pre-Requisite

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to waive prerequisite subjects.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished application for waiver of prerequisite form.		Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out the form and consults with the Program Adviser, then forward the form to the Instructor of the prerequisite course for evaluation.	1. Receive and evaluate the application form.	None	1 day	Instructor of the Prerequisite subject
	1.1 Enrolled or fully attended the course?  <i>If Yes, Certifies that the student has not passed the prerequisite</i>			



	course but fully attended the class. <i>If No, Not eligible for waiver of prerequisite, inform the student.</i>			
	1.2 Incurred a grade of 5?  <i>If Yes, Forwards to OSA If No, Forwards to Program Adviser</i>			
	1.3. Certifies that the student's failure was not due to disciplinary action and forward to the program adviser.	None	3 days	Rhea Lina J. Saavedra <i>Guidance Counselor</i>
	1.4. Endorse the application to the Offering College	None	1 hour	Program Adviser
	1.5. Recommend approval or disapproval on the request for overload/underload and forward to the Dean	None	1 hour	Division Chair
	1.6. Approve or disapproves the request for overload or underload and forward to OCS	None	1 day	Dr. Patricia Arinto <i>Dean</i>
2. Receive a copy of approval for waiver of prerequisite.	2. Scan and send the result to the student through email	None	1 hour	OCS Staff*
<b>TOTAL</b>		<b>None</b>	<b>5 days, and 3 hours</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Ms. Jenessa Relevo or Ms. Odezsa Cabral



### 13. Application for Substitution

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to apply substitution of subjects.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished application for substitution form.			Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download, fill out and forward substitution form to OCS	1. Check and verify records and forward accomplished form through email to the student's respective Division.	None	1 day	OCS Staff
	1.2 Evaluate and act on the request and forward the form to the offering unit	None	1 day	Program Adviser & Division Chair
	1.3 Evaluate and act on the request and forward to the OCS	None	1 day (if within UPTC) 5 days (if other UP CU)	Offering Unit
	1.4 Act on the request and forward to the dean	None	1 hour	Prof. Irma R. Tan <i>College Secretary &amp; Registrar</i>
	1.5 Act on the application for substitution and forward to the OCS	None	1 day	Dr. Patricia Arinto <i>Dean</i>



2. Receive a copy of approved application for substitution.	2. Receive approved application for substitution and send a copy to the student.	None	1 hour	OCS Staff*
<b>TOTAL</b>		<b>None</b>	<b>4 days &amp; 2 hours to 8 days and 2 hours</b>	

\*OCS Staff: Ms. Claire Babali or Ms. Ynah Camille Visagar or Jenessa Relevo or Ms. Odezsa Cabral



**COLLEGE LIBRARY**  
**EXTERNAL SERVICES**



## 1. Use of Information Resources and Facilities by Non-UP Clients

Non-UP (external) clients may use the library's information resources and facilities on campus subject to the rules and regulations. If clients want to visit the library in groups, it is advisable that the person giving the referral letter to them should contact first the head librarian to set a schedule to minimize overcrowding and loitering.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Government Researchers, Non-UP Users Private, UP Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			To be provided by client	
Referral letter from the head/university librarian, or head of office			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present referral letter and ID.	1. Receive the referral letter and verifies the client's identity against the ID.	None	1 minute	Staff on Duty <i>Control Desk*</i>
2. Write in the logbook the necessary data (i.e., complete name, name of Institution, date and time in, and signature)	2. Forward the letter and ID to the staff on duty in the Circulation Desk for orientation or assistance.	None	2 minutes	
3. Proceed to the Circulation Desk.	3. Give orientation or assistance, as necessary.	None	5 minutes	Staff on Duty <i>Circulation Desk**</i>
4. Inform the staff after using the library resources and facilities.	4.1 Record the time-out in the logbook.	None	1 minute	
	4.2 Issue assessment slip for Research Fee, when appropriate. <b>End of transaction if no fee.</b>	<u>UP Alumni,</u> <u>Government</u> <u>Researchers:</u> Free - first	2 minutes	



		5 visits per semester, ₱20/day applies after the first 5 visits <u>Non-UP</u> <u>Private:</u> ₱50/Day		
5. Pay fee at Cash Office located at AS Grounds.	5. Issue the official receipt (OR).		25 minutes	Reymonte de May I. Balila <i>Collection Officer</i>
6. Proceed back to the library, present the OR and claim ID.	6. Check the OR if everything is in order, then return it to the client together with the ID	None	5 minutes	Staff on Duty <i>Circulation Desk</i>
	<b>TOTAL</b>	<b>As assessed</b>	<b>41 minutes</b>	

**\*Staff on duty (Control Desk):** Nick E. Acaso or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas or Asther O. Baranda or Ruel L. Sevillana or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope depending on the shift.

**\*\*Staff on duty (Circulation & Reserve Desk):** Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.



## 2. Borrowing of Books for Photocopying or Room Use

For external clients who visits the library, published library materials (i.e., books and periodicals) can be borrowed for photocopying or room use only. Borrowing for home reading is not allowed. The general reference and regular circulation books can be accessed in open shelves and borrowing is done at the Circulation Desk. Books in closed shelves located in Reserve Section and Graduate Studies Reading Room can be borrowed with assistance from the library staff on duty and can be borrowed in their appropriate sections.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Non-UP Users, UP Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Search in OPAC then	1.1 Listen and check the book on shelf.	None	1 minute	Staff on Duty <i>Circulation Desk, Reserve Desk*</i>
<ul style="list-style-type: none"> <li>proceed to get the book if in open shelves; or,</li> </ul>	1.2 For books in open shelves, proceed directly in processing the book to be borrowed.	None	1 minute	
<ul style="list-style-type: none"> <li>approach the appropriate Desk to inquire if a certain book in closed shelves is available.</li> </ul>	1.3 For books in closed shelves, retrieve the book from the shelves and give the book card to the client to fill in.	None	1 minute	
2. Accomplish the book card with the necessary data (i.e., complete name, name of institution, date and time) and give it to the staff.	2. Receive book card, check the entries and affix signature	None	3 minutes	Asther Mariz O. Baranda <i>Administrative Aide</i> 6 <i>Graduate Studies and Reading Room</i>



	2.1 Stamp the current date, writes "for photocopying" and signs on the book's date due slip.	None	1 minute	
3. Receive the book which should be returned after use within the day.	3. Release the book being borrowed to the client	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

*\*Staff on duty (Circulation & Reserve Desk): Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.*

### 3. Borrowing of Periodicals (Periodicals & Theses Desk)

For external clients who visits the library, periodicals can be borrowed for photocopying or room use only. Borrowing for home reading is not allowed. Periodicals are located in Periodicals and Theses Desks where these can be borrowed.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Non-UP Users			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Periodicals & Theses Desk to inquire if a certain periodical is available.	1.1 Listen and check if the periodical is available on shelf.	None	2 minutes	Staff on Duty* Or Emaylyn A. Villegas Administrative Aide 6
	1.2 Retrieve the periodical from the shelves and present it to the client for verification.	None	1 minute	
	1.3 Once verified, instruct the client to fill out either a Periodical Slip (for room use) or 2 copies of the Exit Pass (for photocopying).	None	1 minute	



2. Fill-out either a Periodical Slip (for room use) or 2 copies of the Exit Pass (for photocopying).	2. Receives the form, check the entries and retain a copy.	None	3 minutes	
3. Receives the periodical which s/he will return after use within the day.	3. Release the periodical to the client.	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

*\*Staff on duty (Circulation & Reserve Desk): Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.*

#### 4. Borrowing of Theses (Periodicals & Theses Desk)

Unpublished undergraduate and graduate theses can be borrowed for room use only.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	External clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check OPAC or the List for Theses, take note of the name of the author, give the name of the author to the staff on duty.	1.1 Retrieve the thesis from the shelves.	None	2 minutes	Staff on Duty* or Emaylyn A. Villegas Administrative Aide 6
	1.2 Verify the correctness the thesis.	None	1 minute	
2. Accomplish book card with the necessary data (i.e., complete name, name of institution, date and time) and give it to the staff.	2. Receive and retain the duly accomplished book card.	None	1 minute	



3. Receive the thesis which should be returned after use within the day.	3 Hand over the thesis to the client.	None	1 minute	
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

*\*Staff on duty (Circulation & Reserve Desk): Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.*

### 5. Use of Electricity for Charging of Personal Laptops, Smartphones, and Tablets

External clients may use electricity for charging laptops, smartphones and tablets while inside the library. Wi-Fi access in the library is free.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Non-UP users, Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		To be provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the staff of the intent to use the electricity for charging the laptop.	1. Record the Time In.	None	2 minutes	Staff on Duty* <i>Circulation Desk</i>
2. Informs the staff once charging is finished	2.1 Record the Time Out.	None	1 minute	
	2.2 Assess fee and issue assessment slip to the client and instructs the client to proceed to the Cash Office for payment after the use of the library.	₱50/ hour	3 minutes	



3. Pay fee at Cash Office located at AS Grounds.	3. Issue the official receipt (OR).	None	25 minutes	Reymonte de May I. Balila <i>Collection Officer</i>
4. Proceed back to the library, present the OR and claim ID.	4. Check the OR if everything is in order, then return it to the client together with the ID	None	5 minutes	Staff on Duty* <i>Circulation Desk</i>
<b>TOTAL</b>		<b>₱50/ hour</b>	<b>36 minutes</b>	

*\*Staff on duty (Circulation & Reserve Desk): Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.*

### 6. Computer Rental (Cybernook)

External clients may use, for research purposes, computers in Cybernook for a fee.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Non-UP Users, UP Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in in logbook.	1. Check the correctness of Time-In entered.	None	2 minutes	Staff on Duty* <i>Cybernook</i>
2. Notify staff after use.	2.1 Indicate Time-Out in logbook, computes the time used.	None	2 minutes	
	2.2 Assess fee and issue assessment slip.	₱50/ hour	2 minutes	
3. Pay fee at Cash Office located at AS Grounds.	3. Issue the official receipt (OR).	None	25 minutes	Reymonte de May I. Balila



				Collection Officer
4. Proceed back to the library, present the OR and claim ID.	4. Check the OR if everything is in order, then return it to the client together with the ID	None	5 minutes	Staff on Duty* Circulation Desk
	<b>TOTAL</b>	<b>₱50/hour</b>	<b>36 minutes</b>	

**\*Staff on duty (Circulation & Reserve Desk):** Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.

**7. Printing Services (Cybernook)**

This service allows clients to print documents in black and white, or color, on A4, letter-size or long bond paper.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Non-UP Users, UP Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Print file.	1.1 Assist the client in printing.	None	1 minute	Staff on Duty* Cybernook
	1.2 Assess fees and issue assessment slip.	Per page: <u>Black &amp; white:</u> Short - ₱1.75, Long – ₱2.00; Colored:	2 minutes	



		Text – ₱3.00 Picture - ₱5.00		
2. Pay fee at the library, or	2.1 If the amount is < ₱20, issue a Transaction Receipt to the client and a copy is kept for the library. Staff will collate the receipts until the collection reaches ₱20 and remit to the Cash Office. <b>End of Transaction.</b>	< ₱20	3 minutes	Staff on Duty* <i>Circulation Desk</i>
	2.2 If the amount is ≥ ₱20, instruct the client to pay at the Cash Office.	≥ ₱20	1 minute	
3. Pay fee at Cash Office located at AS Grounds.	3. Issue the official receipt (OR).	None	25 minutes	Reymonte de May I. Balila <i>Collection Officer</i>
4. Proceed back to the library, present the OR and claim ID.	4. Check the OR if everything is in order, then return it to the client together with the ID.	None	5 minutes	Staff on Duty* <i>Circulation Desk</i>
	<b>TOTAL</b>	<b>As assessed</b>	<b>34 minutes</b>	

**\*Staff on duty (Circulation & Reserve Desk):** Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.



### 8. Virtual Reference Service (VRS)

Virtual Reference Service (VRS) is one of the library services which allows the librarians and the clients to communicate with each other through online platforms, by email, chat or instant messaging format.

<b>Office or Division:</b>	UPTC Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Non-UP Users, UP Alumni, UP Students, and UP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the website or social media accounts of the library.	1. Librarian acts as YOLA (Your Online Librarian At-your-service), the virtual reference assistant of the UPTC Library chatbot.	None	30 seconds	
2. Click on the frequently-asked-questions.	2.1 YOLA replies immediately to the FAQs.	None	30 seconds	
	2.2 YOLA redirects the client to the different social media platforms or website of the library.	None	1 minute	
3. Ask questions not posted as an FAQ.	3. YOLA replies with the usual chat conversation with the client.	None	1 day	Melanie Lyn M. Calope <i>Online Librarian</i>
4. End conversation once satisfied with the replies.	4.1 Once the client is finished with his/her query, YOLA ends the conversation.	None	30 seconds	
	4.2 If YOLA is "away" (5:00 PM - 7:59 AM on weekdays, and 24 hours on Saturdays and Sundays), ready-made replies are also available.	None	30 seconds	



	TOTAL	None	1 day and 3 minutes	
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**COLLEGE LIBRARY  
INTERNAL SERVICES**



### 1. U.P. ID Validation

The U.P. ID (non-RFID) of UPTC students enrolled in the current semester is validated by the library upon request.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
U.P. ID (non-RFID)			Office of the College Secretary	
Form 5			CRS account (online)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for validation of U.P. ID	1. Receive the request and require the client to fill-in the library's "List for U.P. ID Validation"	None	1 minute	Staff on Duty* Circulation Desk
2. Fill-in the list and present U.P. ID and Form 5 (either printed or screenshot)	2.1 Receive U.P. ID and Form 5	None	1 minute	
	2.2 Verify U.P. ID and Form 5 against client's identity.	None	1 minute	
	2.3 Stamp Form 5 (printed) with date and affix signature.	None	1 minute	
	2.4 Sign at the back of the U.P. ID.	None	1 minute	
3. Receive back Form 5 and validated U.P. ID.	3. Return the Form 5 (printed) and validated U.P. ID	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>	

**\*Staff on duty (Circulation & Reserve Desk):** Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.



## 2. Borrowing of Books for Home Reading (Face-to-Face)

Borrowing of books for home reading or room use is available to UP employees and students who visit the library. Books may be re-borrowed provided there are no prior reservations.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UP Employees and UP Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
U.P. ID		To be provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present U.P. ID.	1.1 Receive the ID and verify the client's identity.	None	1 minute	Staff on Duty* Circulation Desk, Reserve Desk, Graduate Studies and Reading Room
	1.2 Scan the ID's barcode in Buklod to verify records.	None	1 minute	
2. Present book with signed book card.	2.1 Receive and check the book with the signed book card.	None	1 minute	
	2.2 Scan the book's barcode in Buklod for check out.	None	1 minute	
	2.3 Stamp the date due for return in the book's date due slip and book card and affix initials.	None	1 minute	
	2.4 Issue a printed Transaction Receipt or send a digital copy to the client's email.	None	1 minute	
3. Receive borrowed book, ID and printed Transaction Receipt.	3. Release borrowed book, ID and printed Transaction Receipt.	None	1 minute	



	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	
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**\*Staff on duty (Circulation & Reserve Desk):** Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.

### 3. Borrowing of Books for Photocopying or Room Use (Face-to-Face)

Published library materials (e.g., books and periodicals) can be borrowed for photocopying or room use only. The reference and regular circulation books can be accessed in open shelves and borrowing is done at the Circulation Desk. Books in closed shelves located in the Reserve Section, and the Graduate Studies Reading Room can be borrowed with assistance from the library staff on duty and can be borrowed in their appropriate sections.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UP Employees and UP Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For students- Official proof of enrollment (e.g. valid ID, Form-5) For UP Employees- Valid ID or copy of appointment documents			To be provided by client	
Exit Pass			Circulation Desk of the Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Search in OPAC. <ul style="list-style-type: none"> <li>If the book is in open shelves, proceed to get it on the shelves;</li> </ul>	1.1 For books in open shelves, proceed to Step 2.	None	1 minute	<u>For Open Shelves</u> Staff on Duty* Circulation Desk
<ul style="list-style-type: none"> <li>If it is in closed shelves, approach the appropriate desk.</li> </ul>	1.2 For books in closed shelves, retrieve the book from the shelves, and give it to the client to verify its correctness.	None	2 minutes	<u>For Closed Shelves</u> Staff on Duty* Reserve Desk



2. Hand in book, ID, and filled-out book card or Exit Pass (2 copies): <ul style="list-style-type: none"> <li>for General Reference Books, use the Exit Pass located at Circulation Desk;</li> <li>for Regular Circulation, Reserve, and GSRR books, use the book card located at the back of the book.</li> </ul>	2. Receive book, ID, book card or Exit Pass: <ul style="list-style-type: none"> <li>for General Reference Books, check the entries and affix signature in Exit Pass (2 copies);</li> <li>for Regular Circulation, Reserve, and GSRR books, stamp the current date, write "for photocopying" and sign on the book's date due slip.</li> </ul>	None	3 minutes	Asther Mariz O. Baranda <i>Administrative Aide 6, Graduate Studies and Reading Room</i>
3. Receive the book which should be returned within the day.	3. Release the book being borrowed, and/or 1 copy of Exit Pass.	None	1 minute	
<b>TOTAL</b>		<b>None</b>	<b>7 minutes</b>	

*\*Staff on duty (Circulation & Reserve Desk): Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.*

#### 4. Returning of Books Borrowed for Home Reading (Face-to-Face)

Returning of borrowed books on time is necessary to prevent incurring of book fines, and also ensures that the books will be available to other clients as well. Fines are charged when books are not returned on time.

<b>Office or Division:</b>	College Library	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	UP Employees and UP Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Book for return	To be provided by client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return book at the appropriate desk.	1.1 Receive book for return.	None	1 minute	Staff on Duty* <i>Circulation Desk, Reserve Desk</i>
	1.2 Retrieve the book's corresponding book card from the file and place it back in the book pocket.	None	2 minutes	
	1.3 Scan the book's barcode and clear it from the borrower's account in Buklod.	None	1 minute	
2. Receive the printed Transaction Receipt	2.1 Issue a printed Transaction Receipt or send a digital copy to the client's email. <b>End of transaction if not an overdue book.</b>	None	1 minute	
	2.2 If the book is overdue, inform the client of the amount of fines reflected in the Buklod and that he/she may opt to pay this immediately or at a later date; but unless fully paid, he/she will not be able to borrow books for home reading.	None	3 minutes	
If client prefers to pay, 3. Pay at the Circulation Desk	3.1 Receive the payment and issue a Transaction Receipt. <b>End of Transaction.</b>	< ₱20	5 minutes	Staff on Duty <i>Circulation Desk</i>
	3.2 If the amount is ₱20 or more, instruct the client to pay at the Cash Office and then to return to the library afterwards to clear his/her dues.	≥ ₱20	3 minutes	



4. Pay fee at Cash Office located at the AS Grounds.	4. Issue the official receipt (OR).	None	30 minutes	Reymonte de May I. Balila <i>Collection Officer</i>
5. Go back to the library and present the OR.	5.1 Receive and check the OR.	None	1 minute	Staff on Duty <i>Circulation Desk</i>
	5.2 Clear dues in Buklod and return OR to the client.	None	1 minute	
6. Receive the printed Transaction Receipt together with the OR.	6. Issue a printed Transaction Receipt or send a digital copy to the client's email.	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>44 minutes</b>	

<b>Table of Book Fines</b>			
	Regular Circulation	Reserved	General Reference
First Hour		₱1.00	
Succeeding Hours		₱5.00	
Whole Day	₱2.00 (Exclusive of Sundays and Holidays)	₱50.00 (Inclusive of Sundays and Holidays)	₱50.00

**\*Staff on duty (Circulation & Reserve Desk):** Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.



### 5. Returning of Books Borrowed for Home Reading through Book Drop Service

Book Drop Service is one of the library services which allows the borrowers to return their borrowed books by dropping them at the designated drop box located at the entrance of the library when the library is closed.

<b>Office or Division:</b>	UPTC Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UP Employees and UP Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book for return		To be provided by client		
Request Form for Returning Library Material (optional)		@UPTC Library website/Google drive		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the library about the borrowed book dropped in the Book Drop Box via email, or social media accounts, or accomplish Google Form, Request Form for Returning Materials.	1. Acknowledge email, or respond in social media	None	1 working day	Melanie Lyn M. Calope <i>College Librarian</i>
2. Place the borrowed book in the Book Drop Box.	2.1 Upon opening the library, check the Book Drop Box and retrieve the book.	None	1 minute	Staff on Duty* <i>Control Desk</i>
	2.2 Turn over the book to the Staff on Duty at Circulation Desk	None	1 minute	
	2.3 Scan the book's barcode in Buklod for check-in, retrieve its book card from the file and place it back in the book pocket.	None	3 minutes	Staff on Duty** <i>Circulation Desk</i>
	2.4 Inform the college librarian on the status of the returned book.	None	1 minute	



3. Wait for the status of the book in Buklod, or in email.	3. Communicate with the client on the status of the returned book.	None	10 minutes	Melanie Lyn M. Calope <i>College Librarian</i>
<b>TOTAL</b>		<b>None</b>	<b>1 working day and 16 minutes</b>	

**\*Staff on duty (Control Desk):** Nick E. Acaso or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas or Asther O. Baranda or Ruel L. Sevillana or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope depending on the shift.

**\*\*Staff on duty (Circulation & Reserve Desk):** Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.

### 6. Borrowing of Periodicals (Periodicals & Theses Desk)

Periodicals are located in the Periodicals and Theses Desks where these can be borrowed.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UP Employees and UP Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For students- Official proof of enrollment (e.g. valid ID, Form-5) For UP Employees- Valid ID or copy of appointment documents			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire if a certain periodical is available.	1. Check if the periodical is available on shelf. If available, retrieve it and present it to the client for verification.	None	3 minutes	Staff on Duty* <i>Periodicals and Theses Desk</i>
2. Fill out the appropriate form and hand in together with U.P. ID.	2. Receive U.P. ID and clip it with the filled-out form. The ID will be	None	3 minutes	Or



	given back to the client upon return of the borrowed thesis. <ul style="list-style-type: none"> <li>• For room use, 1 copy of Periodical Slip (for journal and magazines) or Newspaper Clippings Slip (for newspaper clippings).</li> <li>• For photocopying outside the library, (2 copies of the Exit Pass).</li> </ul>			Emaylyn A. Villegas <i>Administrative Aide 6</i>
3. Receive the periodical which should be returned after use within the day.	3. Release the periodical.	None	1 minute	
<b>TOTAL</b>		<b>None</b>	<b>7 minutes</b>	

*\*Staff on duty (Circulation & Reserve Desk): Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.*

### 7. Borrowing of Theses (Periodicals & Theses Desk)

Unpublished undergraduate and graduate theses can be borrowed for reading inside the library (i.e., room use) only.

<b>Office or Division:</b>	College Library		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	UP Employees and UP Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
For students- Official proof of enrollment (e.g. valid ID, Form-5) For UP Employees- Valid ID or copy of appointment documents		To be provided by client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check OPAC or the List for Theses, take note of the name of the author, give the name of the author to the staff on duty.	1.1 Retrieve the thesis from the shelves.	None	2 minutes	Staff on Duty* or Emaylyn A. Villegas Administrative Aide 6
	1.2 Verify the correctness of the thesis.	None	1 minute	
2. Accomplish the book card with the necessary data (i.e., complete name, name of institution, date and time) and give it to the staff together with the ID.	2. Receive and retain the duly accomplished book card and ID. The ID will be given back to the client upon return of the borrowed thesis	None	1 minute	
3. Receive the thesis which should be returned after use within the day.	3. Hand over the thesis to the client.	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	

*\*Staff on duty (Circulation & Reserve Desk): Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.*

### 8. Document Delivery Service (Online)

Document delivery service is an online library transaction which allows the internal clients to receive an electronic copy of some pages of the book (at most 10% of the total pages of the book). The document is delivered to the requestor to their UP email address. Requests should be made using their UP email address.

<b>Office or Division:</b>	UPTC Library		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Client		
<b>Who may avail:</b>	UP Employees and UP Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
UP email address		For UPTC: Office of the System Administrator	



Request Form for Scanning Library Material		@UPTC Library website/Google drive		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check TUKLAS* for the details of the book and send request by any of the following means: - via the library's email address using UP account - via the library's Facebook by chatting with YOLA - via Google Form	1.1 Replies the client about the inquiry.	None	1 working day	Melanie Lyn M. Calope <i>College Librarian</i>
	1.2 Process the details of the request.	None	15 minutes	
	1.3 Forward the request to the staff-in-charge of book scanning.	None	5 minutes	
	1.4 Retrieve the book from the shelves, scan the requested pages, and save as a PDF file.	None	4 hours	Asther Mariz O. Baranda <i>Administrative Aide VI</i>
	1.5 Send the PDF file to the college librarian through email.	None	5 minutes	
2. Receive the digitized copy of the book requested.	2.1 Check the contents of the PDF file and send it to the UP email of the client.	None	30 minutes	Melanie Lyn M. Calope <i>College Librarian</i>
	2.2 Confirm the completion of the request.	None	3 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>1 working day, 5 hours and 3 minutes</b>	

\*<https://tuklas.up.edu.ph>



### 9. Accessing Thesis Online

Clients can access a thesis through online viewing.

<b>Office or Division:</b>	UPTC Library			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	UP Employees and UP Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
UP email			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check OPAC* for the details of the thesis intended to borrow and send request by any of the following means: - via the library's email address using UP account - via the library's Facebook by chatting with YOLA - via Google Form	1.1 Reply the client about the inquiry	None	1 working day	Melanie Lyn M. Calope <i>College Librarian</i>
	1.2 Forward the request to the staff-in-charge of the Theses and Periodicals Section.	None	5 minutes	
	1.3 Retrieve the thesis from the shelves.	None	5 minutes	Emaylyn A. Villegas <i>Administrative Aide VI</i>
	1.4 Scan the thesis and save it as PDF file.	None	4 hours	
	1.5 Send the PDF file to the college librarian through email.	None	5 minutes	



2. Wait for the notification to view the PDF copy of the thesis online.	2. Check the contents of the PDF file, upload it in the library's Google Drive. It should be viewable but not downloadable and printable. Share the link to the client with temporary access for 7 days only.	None	30 minutes	Melanie Lyn M. Calope <i>College Librarian</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 working day, 4 hours and 45 minutes</b>	

\* <https://tuklas.up.edu.ph>

### 10. Access to Online eResources

Clients can access the online electronic resources through one-time login in OpenAthens.

<b>Office or Division:</b>	UPTC Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	UP Employees and UP Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UP email address		To be provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Open a web browser and type <a href="https://www.openathens.net">https://www.openathens.net</a> , clicks <b>Login to MyAthens</b> , under <b>Find your institution</b> , searches for and clicks <b>University of the Philippines Visayas</b> , logs in using his/her <b>UP email address</b> . If a problem arises,	1. Look into the problem and give feedback.	None	1 working day	Florabel M. Fumar-Bañares <i>College Librarian</i>



contact the librarian either in person or through email, or social accounts.				
	<b>TOTAL</b>	<b>None</b>	<b>1 working day</b>	

**11. Scanning of Documents or Photocopying of Book Chapters (Face to Face)**

The library assists the employees and offices in scanning their official documents and in scanning or photocopying book chapters.

<b>Office or Division:</b>	UPTC Library			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G - Government to Government			
<b>Who may avail:</b>	UPTC Employees and UPTC Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UP ID		Provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the library to request for scanning or photocopying of book chapter/s or office documents.	1. Accept the request and ask for the details of the book, or receive the documents.	None	5 minutes	Nick Acaso <i>Administrative Aide III</i>
2. Provide the details of the book or hands in the documents.	2.1 Retrieve the book from the shelf, or prepare the documents.	None	5 minutes	
	2.2 Photocopy/scan the book chapter/s or documents.	None	1 working day	
3. Receive the scanned book chapter/s or documents.	3. Hand over the scanned book/s or document/s to the client.	None	1 minute	Ruel L. Sevillana <i>Administrative Aide III</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 working day and 11 minutes</b>	



## 12. Computer Rental (Cybernook)

Computer rental is given for free for the first 20 hours every semester to UPTC undergraduate students enrolled for the semester. This is used by the students for encoding, and accessing of the e-resources and the Internet.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For students- Official proof of enrollment (e.g. valid ID, Form-5)		To be provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Hand in ID.	1.1 Receive ID and check client's identity.	None	1 minute	Staff on Duty* Cybernook
	1.2 Get the client's Cybernook index card from the files and gives it to the client to log in.	None	1 minute	
2. Log-in in index card.	2. Check the correctness of time-in entered in the index card and affix signature.	None	1 minute	
3. After use, indicate in the index card the time- out.	3. Check the correctness of the time-out indicated in the index card.	None	1 minute	
4. Receive ID.	4.1 Return the ID to the client.	None	1 minute	
	4.2 At the end of the semester, compute the total time consumed and the corresponding fee (if any). Assess the excess of the free 20	As assessed <b>Undergraduate:</b>	3 minutes	



	hours as outstanding balance to be paid by the client.	First 20 hours free, ₱20/hour thereafter <b>Graduate:</b> ₱20/hour		
5. Pay fee at the library, or	5.1 If the amount is < ₱20, issue a Transaction Receipt to the client and a copy is kept for the library. Staff will collate the receipts until the collection reaches ₱20 and remit to the Cash Office. <b>End of Transaction.</b>	< ₱20	3 minutes	Staff on Duty* <i>Circulation Desk</i>
	5.2 If the amount is ≥ ₱20, instruct the client to pay at the Cash Office.	≥ ₱20	1 minute	
6. Pay fee at Cash Office located at AS Grounds.	6. Issue the official receipt (OR).	None	30 minutes	Reymonte de May I. Balila <i>Collection Officer</i>
7. Proceed back to the library and present the OR.	7. Check the OR if everything is in order, and clear the client's outstanding balance.	None	5 minutes	Staff on Duty <i>Circulation Desk</i>
	<b>TOTAL</b>	<b>As assessed</b>	<b>44 minutes</b>	

**\*\*Staff on duty (Circulation & Reserve Desk):** Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyll D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.



### 13. Printing Services (Cybernook)

This service allows clients to print documents in black and white, or color, on A4, letter-size or long bond paper.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Print file.	1.1 Assist the client in printing.	None	1 minute	Staff on Duty* Cybernook
If client does not want to pay immediately, 2. Record in logbook name, student number, amount to be paid	2. Check the correctness of entry, then release the printout/s to the client.	None	3 minutes	
If client wishes to pay immediately, 3. Inform the staff on duty.	3.1 Assess fees and issue assessment slip.	Per page: <u>Black &amp; white:</u> A4/Short - ₱1.75, Long - ₱2; <u>Colored:</u> Text – ₱3 Picture – ₱5	2 minutes	
4. Pay fee at the library, or	4.1 If the amount is < ₱20, issue a Transaction Receipt to the client and a copy is kept for the library.	< ₱20	3 minutes	Staff on Duty* Circulation Desk



	Staff will collate the receipts until the collection reaches ₱20 and remit to the Cash Office. <b>End of Transaction.</b>			
	4.2 If the amount is $\geq$ ₱20, instruct the client to pay at the Cash Office.	$\geq$ ₱20	1 minute	
5. Pay fee at Cash Office located at AS Grounds.	5. Issue the official receipt (OR).	None	30 minutes	Reymonte de May I. Balila <i>Collection Officer</i>
6. Proceed back to the library, present the OR and claim the printouts.	6. Check the OR if everything is in order, then return it to the client together with the printouts.	None	5 minutes	Staff on Duty* <i>Circulation Desk</i>
	<b>TOTAL</b>	<b>As assessed</b>	<b>39 minutes</b>	

*\*Staff on duty (Circulation & Reserve Desk): Asther O. Baranda or Florabel M. Fumar-Bañares or Melanie Lyn M. Calope or Roshyl D. Montel or Angelica C. Roncales or Antonio A. Erandio, Jr. or Rowena Joy E. Rosare or Emaylyn A. Villegas depending on the shift.*

### 14. Request for the Use of Other Non-UP Libraries

The use of other Non-UP Libraries by requesting a letter from UPTC Library. A letter from the head librarian addressed to the university or head librarian asking for permission to use their libraries' information resources and facilities.

<b>Office or Division:</b>	College Library
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	UPTC Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students- Official proof of enrollment (e.g., valid ID, Form-5)		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a referral letter and present ID	1.1 Interview the client for specific subjects to research on in other libraries	None	3 minutes	Rowena Joy E. Rosare <i>Administrative Aide 6</i>
	1.2 Draft the letter using the template.	None	5 minutes	
2. Sign in logbook	2.1 Ask the client to sign in the logbook.	None	1 minute	
	2.2 Forward the letter to the Head Librarian for signature.	None	2 minutes	
	2.3 Sign the letter.	None	1 minute	Florabel M. Fumar-Bañares <i>Head Librarian</i>
3. Claim the referral letter	3. Release the letter to the client.	None	1 minute	Rowena Joy E. Rosare <i>Administrative Aide 6</i>
	<b>TOTAL</b>	<b>None</b>	<b>13 minutes</b>	



### 15. Book Request (Individual)

Requests for purchasing of book/s is accepted by the library primarily from UPTC faculty. Book requests from students and other employees are also entertained.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC faculty (primarily), UPTC employees and UPTC students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book Request Form		Google Form links available in UPTC Library website and Facebook page; print form is available in Technical Services, UPTC Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Notify the library of the request for book purchase. Notification can be sent: - Online, by email, Messenger, text messaging, or filling-out the Google form (link available in the library's website and Facebook page) - In person, by visiting the Technical Services Section of the Library	1.1 Send a soft copy of the Book Request Form (via email or Messenger), or the link to the Google Form, or hand in its printed copy to the requestor.	None	1 working day	Melanie Lyn M. Calope <i>College Librarian</i> or Angelica C. Roncales <i>Acquisition Officer, Technical Services</i>
	1.2 Inform the client to fill-out the book request form.	None	1 minute	



2. Fill-out the Book Request Form and send it back to the head librarian by email or Messenger, or in person.	2.1 Acknowledge receipt of the Book Request Form.	None	1 working day	
	2.2 Check the availability of the book in the library; if not, inform the head librarian.	None	5 minutes	
	2.3 Instruct the Acquisition Officer to initiate the acquisition process* of the book.	None	5 minutes	Angelica C. Roncales <i>Acquisition Officer, Technical Services</i>  Florabel M. Fumar-Bañares <i>Head Librarian</i>
	2.3 Inform the client that he/she will be kept posted once the book has been purchased, cataloged and is available for borrowing.	None	5 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>2 working days and 16 minutes</b>	

\*The acquisition process from pre-canvassing until the delivery of books could take about a month to more than 6 months.



## 16. Bindery Services

Bindery services is one of the Library services which performs the restoration and repair of damaged library materials, like books, theses and periodicals. The in-house bindery section is also responsible for binding documents associated with the college.

<b>Office or Division:</b>	UPTC Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	UPTC Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form (2 copies)			Bindery Section (Library)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Notify the staff request for the binding of a set of papers.	1. Accept the request for binding and give the request form to the client.	None	5 minutes	Antonio A. Erandio Jr. <i>Bookbinder IV</i>
2. Fill out the request form and hand over the papers for binding.	2.1 Receive the filled-out request form and the papers for binding.	None	5 minutes	
	2.2 Proceed with the binding of papers.	None	2 working days	
3. Claim the hardbound copy.	2.3 Confirm the completion of the request and give the hardbound copy to the client.	None	5 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>2 working days and 15 minutes</b>	



### 17. Signing of Clearance of Students

Clearance form of requesting UPTC student is signed by the Head Librarian upon clearing his/her library accountability.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance Form			Office of the College Secretary, UPTC	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email the library a scanned copy of the filled-out clearance form.	1. Forward the email to the clearing officer of the library.	NONE	Within the day	Florabel M. Fumar-Bañares <i>Head Librarian</i>
	1.1 Check the records of the library.	NONE	Within the day	Rowena Joy E. Rosare <i>Clearing Officer</i>
	1.2 Inform the Head Librarian if the student has accountability or not.	NONE		
	1.3 If no accountability, affix the signature to the clearance form and email it back to the client.	NONE		Florabel M. Fumar-Bañares <i>Head Librarian</i>
	1.4 If with accountability, email the client regarding the details of the accountability that he/she needs to settle first.	NONE	As needed	



2. Settle accountability.	2. Once settled, clears the record of the client in the library	NONE		Rowena Joy E. Rosare <i>Clearing Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day or as needed</b>	

### 18. Issuance of Office Clearance

Office clearance is issued by the library to the requesting UPTC employee who had cleared their outstanding obligation/accountability.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government			
<b>Who may avail:</b>	UPTC Employees facilitated by Human Resource Development Office			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certificate of Clearance Request Form			Human Resource Development Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Human Resource Development Officer emails to the head librarian the filled-out Certificate of Clearance Request Form of an employee of the college, and together with the other forms necessary for the processing of clearance.	1. Forward the email to the Clearing Officer to check the library records for possible outstanding obligation/accountability of the employee.	None	5 minutes	<i>Florabel M. Fumar-Bañares</i> Head Librarian
	1.1 Check library records.	None	30 minutes	<i>Rowena Joy E. Rosare</i> Clearing Officer
	1.2 <b>If no outstanding obligation/accountability</b> , fill-out the form,	None	10 minutes	



	College/Office Clearance from Money and Property Accountabilities for Faculty and Staff, print and affix signature as Clearing Officer.			
	1.3 Forward the form to the head librarian for signature.	None	5 minutes	
	1.4 Double check and once satisfied, affix signature to the form as unit head.	None	5 minutes	<i>Florabel M. Fumar-Bañares</i> Head Librarian
	1.5 Scan the form and email it to the Human Resource Development Office. Retain a file copy. <b>End of transaction if with no outstanding obligation/ accountability.</b>	None	5 minutes	<i>Rowena Joy E. Rosare</i> Clearing Officer
2. Employee settles accountability and presents OR (if applicable)	<b>2. If with outstanding obligation/ accountability</b> , the Head Librarian will fill-out the form, Statement of Remaining Obligation that Employee Must Settle, and email it to the requesting employee with pictures or screenshots of the record. <ul style="list-style-type: none"> <li>• If it is an outstanding balance, the employee is advised to pay at Cash Office.</li> </ul>	None	2 hours	<i>Florabel M. Fumar-Bañares</i> Head Librarian
	2.1 Refer to <i>Payment of Book Fines and Other Fees</i> process.			
	2.2 Once settled, update records in Buklod and Master list of Accountabilities for Faculty and Staff.	None	10 minutes	<i>Rowena Joy E. Rosare</i> Clearing Officer



	2.3 Refer to <i>step nos. 1.2 - 1.5</i>	None	25 minutes	
		<b>TOTAL</b>	<b>None</b>	<b>3 hours and 10 minutes</b>



**OFFICE OF STUDENT AFFAIRS (OSA)**  
**EXTERNAL SERVICES**



# 1. Psychological Testing and Evaluation for Other Government Agencies' Job Applicants

To conduct and provide psychological test evaluation for the requesting agency's job hiring and selection process.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Public/government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requesting Agency:				
1. Written Request from the Personnel Services Unit of requesting agency		To be provided by client agency		
2. Approved letter of request from the UPTC Office of the Dean		UPTC Office of the Dean		
3. Accomplished GCTS Form 2 and Agreement on the set of Guidelines in the conduct of the Psychological Testing		OSA GCTS Email: gcts.osa.uptacloban@up.edu.ph		
4. Official Receipt of payment of testing fees		UPTC Cash Office		
Examinees:				
1. Identification Card		To be provided by examinee		
2. Ballpen, Pencil and sharpener		To be provided by examinee		
3. Physical presence during the agreed schedule. Examinees who are 15 minutes late WILL NOT be allowed to enter the campus and take the examination.		Examinee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client submits written request for psychological testing to OSA GCTS.	1. The staff answers the written request of the client and directs the letter of request to the Office of the Dean	None	1 day	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	1.1 GCTS Staff follows up letter of request	None	1 day	



	1.2 Staff receives action (approval or disapproval) from the Office of the Dean	None	20 minutes	
	1.3 Staff informs the client action of the letter of request and directs the client to fill up the GCTS Form 2	None	1 day	
2. Client fills up GCTS Form 2	2. The staff receives the GCTS Form 2, schedules the Psychological Test, and informs the client.	None	1 day	
3. Client agrees with the schedule and agrees with the testing fees	3. The staff prepares the testing materials and the venue.	None	1 day	
3.1 Client informs the job applicants / examinees of the schedule		None		
4. Clients' job applicants/examinees takes the psychological tests	4. The staff/examiner conducts and evaluates the psychological tests	None	7 days	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
4.1 Job applicants accomplishes GCTS Form 4 and informed consent	4.1 Staff/examiner administers the psychological testing	None	5 hours	Rhea Lina J. Saavedra
	4.2 Staff/scorer scores and encodes the psychological tests scores	None	1 hour	Frances Billie Mariel Palomo
	4.3 GSS interprets and prepares psychological report	None	2 hours	
5. Client receives Psychological Test Result	5. GSS gives interpretation of the psychological test result	None	1 hour	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
6. Client receives billing statement	6. Staff prepares and gives billing statement to the client	₱600 to ₱2,000*	30 minutes	
7. Clients pays testing fees at the Cashier's Office	7. Staff receives a photocopy / screenshot of the OR	None	30 minutes	



	<b>TOTAL</b>	<b>₱600 to ₱2,000*</b>	<b>12 days, 10 hours, and 20 minutes</b>	
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*\*Depending on the battery of tests*

## 2. Psychological Testing and Evaluation for Private Agencies and Individual Clients

To conduct and provide psychological test evaluation for the requesting private agencies' job hiring purposes and an individual's job application requirement.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	G2C / G2B			
<b>Who may avail:</b>	Individual Clients / Private agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requesting Private Agency/Individual Client:				
1. Written Request from the Personnel Services Unit or requesting individual		Provided by requesting agency/individual		
2. Approved letter of request from the UPTC Office of the Dean		UPTC Office of the Dean		
3. Accomplished GCTS Form 2 and Agreement on the set of Guidelines in the conduct of the Psychological Testing		OSA GCTS Email <a href="mailto:gcts.osa.uptacloban@up.edu.ph">gcts.osa.uptacloban@up.edu.ph</a>		
4. Official Receipt of payment of testing fees		UPTC Cash Office		
Individual Client:				
1. Identification Card		Provided by client		
2. Personal ballpen, pencil and sharpener		Provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. The client submits written request for psychological testing to OSA GCTS.	1. The staff answers the written request of the client and directs the letter of request to the Office of the Dean	None	1 day	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	1.1 GCTS Staff follows up letter of request	None	1 day	
	1.2 Staff receives action (approval or disapproval) from the Office of the Dean	None	20 minutes	
	1.3 Staff informs the client action of the letter of request and directs the client to fill up the GCTS Form 2	None	1 day	
2. Client fills up GCTS Form 2	2. The staff receives the GCTS Form 2, schedules the Psychological Test, and directs the client to the Cashier's Office	None	1 day	
3. Clients pay testing fee at the Cahier's Office and submits OR	3. The staff receives the OR and informs the clients of the psychological testing schedule	₱600 – ₱2,000*	1 day	
4. Client agrees with the schedule	4. The staff prepares the testing materials and the venue.	None	1 day	
5. Clients' job applicants/examinees takes the psychological tests	5. The staff/examiner conducts and evaluates the psychological tests	None	5 days	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
5.1 Job applicants accomplishes GCTS Form 4 and informed consent	5.1 Staff/examiner administers the psychological testing	None	5 hours	
	5.2 Staff/scorer scores and encodes the psychological tests scores	None	1 hour	



	5.3 GSS interprets and prepares psychological report	None	2 hours	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
6. Client receives Psychological Test Result	6. GSS gives interpretation of the psychological test result	None	1 hour	
	<b>TOTAL</b>	<b>₱600 – ₱2,000*</b>	<b>10 days, 9 hours, and 20 minutes</b>	

\*Depending on the battery of tests

### 3. Career Placement Program

To create a directory and provide career-related information to graduating students through seminars, orientation, workshops, bulletins.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Guidance Placement Form and Exit Questionnaire (GPFEQ)		UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph		
2. Registration Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client answers and submit GPFEQ with informed consent	1. The staff receives and checks the GPFEQ	None	2 days	Rhea Lina J. Saavedra
	1.1 Staff records information details given by the students	None	30 minutes	Frances Billie Mariel Palomo



	(Note: Information becomes part of the database of the directory of the graduating students per year)			
	1.2 Staff analyzes and reports summary of the information and makes an proposal  (Note: information will be used to develop and organized Career Placement/development activities)	None	1-3 days	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
2. Clients receives information	2. Staff informs the students of the Career Placement Program and activities (e.g., CPOES, career counseling, Job Fair, Bulletins) and directs to the registration form	None	1 day	Rhea Lina J. Saavedra
3. Client registers to the Career Placement Program	3. Staff receives the registration form and records the information details.	None	30 mins.	Frances Billie Mariel Palomo
	3.1 Staff informs the clients of the Career Program Activities details (e.g., topic, schedule, venue/cites)  (Note: Seminar, workshops, and bulletin are approved activities with necessary permits)	None	1 day	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
4. Client attends the Career Placement Program activities	4. GCTS organizes and conducts Career Placement Program activities	None	3 days	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
5. Client answers the Feedback Form	5. Staff evaluates the feedback form	None	1 hour	<i>Specialist</i>



	<b>TOTAL</b>	<b>None</b>	<b>10 days and 2 hours</b>	
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#### 4. Job Vacancies Bulletin

This is to provide government agencies and private employers the opportunity to disseminate information to UPTC graduates and students about available job vacancies

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Government agencies and private employers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request			Provided by client	
2. GCTS Form 2			UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submits letter of request, accomplished GCTS Form 2, and pertinent materials such as, but not limited to, announcement, publication materials and other documents.	1. The staff receives and checks the GCTS Form 2 and pertinent materials	None	1 day	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	1.1 Staff shares announcement and publication materials to OSA Official Page, Alumni Relations Officer and Division Chair	None	1 day	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo



	1.2 Alumni Relations Officer and Division Chair acknowledges the shared materials	None	10 mins.	Alumni Relations Officer and Division Chair
	<b>TOTAL</b>	<b>None</b>	<b>2 days</b>	

### 5. Recommendation for Possible Employment

This is to provide basic information (name, course, and contact details) of the recommended alumni to legitimate employers for job placement purposes.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Government agencies and private employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request		Provided by requesting employee, agency or company		
2. Business Permit/SEC Registration/BIR Certificate of Registration or whichever is applicable.		Provided by requesting employee, agency or company		
3. Notice from DOLE or equivalent agency of the availability of position		DOLE or equivalent agency		
4. GCTS Form 2		UPTC OSA GCTS Email <a href="mailto:gcts.osa.uptacloban@up.edu.ph">gcts.osa.uptacloban@up.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits letter of request, accomplished GCTS Form 2, and pertinent documents.	1. The staff receives and checks the GCTS Form 2 and pertinent documents.	None	1 day	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	1.1 Staff forwards the letter of request and documents to the Office of the Dean for Action	None	1 day	



	1.2 Receives Action from the Office of the Dean	None	20 minutes	
	1.3 Checks Guidance Placement Form and Exit Questionnaire (GPFES) Database, student's informed consent, and University Data Privacy Act guidelines	None	1 day	
	1.4 Prepares basic information of the recommended alumni	None	1 hour	
2. Client receives the names of the recommended alumni	2. Staff gives the names of the recommended alumni to the requesting client (e., employer, agency, and company)	None	30 minutes	
3. Client submits feedback form	3. Staff gives feedback form	None	30 minutes	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	3.1 Staff evaluates the feedback form	None	30 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>3 days, 1 hour and 50 minutes</b>	



## 6. Referral

To refer students needing specialized support and intervention to professionals, and/or outside agencies or institution.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Referral Form			UPTC OSA GCTS Email <a href="mailto:gcts.osa.uptacloban@up.edu.ph">gcts.osa.uptacloban@up.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submits Referral Form or written request for a referral	1. The staff receives the referral form or written request for referral.	None	2 days	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	1.1. GSS/Staff conducts an intake interview.	None	1 hour	
	1.2 GSS/Staff secures informed consent from the client.	None	30 minutes	
	1.3 GSS/Staff prepares Referral Form (External) and provides client a directory of professionals, and/or outside agencies or institutions based on the assessment results.	None	1 day	
2. When necessary and appropriate, client is invited to a follow-up session/s	2.1 Staff/GCTS invites the client for a follow-up session via email, including in the communication the schedule of the follow-up session.	None	30 minutes	



	2.2 Staff/GCTS secures informed consent and conducts a follow-up session with the client.	None	1.5 hours	
3. Client is given feedback and submits evaluation form	3. Staff gives feedback to the client and requests the client to accomplish evaluation for the services rendered.	None	30 mins.	
	<b>TOTAL</b>	<b>None</b>	<b>3 days, 4 hours</b>	

### 7. Extension Service

To provide extension services and/or coordinate/partner with the UPTC Extension Office and other units, agencies, and institutions for extension programs and activities.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Public/private agencies and NGOs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request			Provided by client	
2. Approved Letter of Request			Office of the Dean	
3. GCTS Form 2			UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submits letter of request, accomplished GCTS Form 2, and pertinent documents.	1. The staff receives and checks the GCTS Form 2 of the nature of the request for action.	None	1 day	Rhea Lina J. Saavedra



	1.1 Staff forwards the letter of request and documents to the Office of the Dean for Action	None	1 day	<i>Guidance Specialist</i>
	1.2 Staff receives Action from the Office of the Dean	None	20 minutes	
	1.3 Coordinates with the concerned individuals, offices, agencies, organization and/or institutions	None	2 days	
	1.4 Plans and prepares for the extension activity	None	5 days	
2. Client receives the requested extension activity	2. Conducts the extension activity: lecture, training workshop, team building, community emersion psychological testing, and other activities related to the services of the Guidance Counseling and Testing	None	2 days	<i>Rhea Lina J. Saavedra Guidance Specialist</i>
3. Client submits feedback form	3. Staff gives feedback form	None	30 mins.	
	3.1 Staff evaluates the feedback form	None	30 mins.	
	<b>TOTAL</b>	<b>None</b>	<b>11 days, 1 hour and 20 minutes</b>	



### 8. Iskolar ng Bayan (INB) Program Application and Evaluation

To support the objective of the Iskolar ng Bayan Act (RA 10648) to democratize access to higher education for deserving public high school graduates.

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Citizens must be: <ul style="list-style-type: none"> <li>• Filipino</li> <li>• Must have graduated from a Public High School in the Philippines within two (2) years before the beginning of an AY</li> <li>• Must belong to the top ten graduating (Grade 12) class students</li> <li>• Must be enrolling for the first time in college and has no credited previous college work</li> <li>• Must have obtained a rating (UPG) designated by UPTC as the minimum for a student to qualify for the College, in the region where the student filed an INB application</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Computers and internet connectivity for DIWA website		Online		
2. A certification that the applicant belongs to the top ten graduation class students.		The public high school where the applicant graduated		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Application</b>				
1. Applicant logs in at diwa.up.edu.ph website using UPCAT application username and password.	1. SFA personnel checks application eligibility, conducts verification interview, and provides additional instructions on the requirement to be uploaded in the portal.	None	2 days	Lorna N. Rodrigo <i>Scholarship Affairs Officer</i>



	1.1 Staff acknowledges receipt of application.	None	1 day	
	1.2 Scholarship officer ranks applicants based on criteria	None	3 days	
	<b>TOTAL</b>	<b>None</b>	<b>6 working days</b>	
<b>Evaluation</b>				
	1. SFA endorses shortlisted applicants for deliberation to UPTC SSFAC	None	5 days	Kimberly Mae E. Tañola <i>OSA Coordinator</i>
	2. UPTC SSFAC endorses list of qualified recipients to UCSA.	None	2 day	UPTC SSFAC
	3. Office of the College Secretary assigns degree programs & releases results to applicants	None	5 days	OCS
	<b>TOTAL</b>	<b>None</b>	<b>12 working days</b>	

### 9. Releasing of Certificate of Good Moral Character to External Clients

Releasing of Certificate of Good Moral Character to current and former students of UP Tacloban College.

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	External (Alumni)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Accomplished Request for Certificate of Good Moral Character		<a href="https://docs.google.com/forms/d/e/1FAIpQLSfUIh3Sdi-PzgpqiN1DvIIPraWmbZ2hlzzty5CmcuKIGujdQ/viewform">https://docs.google.com/forms/d/e/1FAIpQLSfUIh3Sdi-PzgpqiN1DvIIPraWmbZ2hlzzty5CmcuKIGujdQ/viewform</a>



Deposit Slip or Proof of Online Payment		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sends a Request for Certificate of Good Moral Character to soa.osa.uptacloban@up.edu.ph	1. The staff in-charge receives the Request for Good Moral Certification and sends the instructions to the client.	None	5 mins.	Frances Billie Mariel Palomo SOA staff in-charge
2. The client pays for the certification fee and submits the deposit slip or the proof of online payment to soa.osa.uptacloban@up.edu.ph	2. The staff in-charge receives the proof of payment submitted by the client.	₱40 per copy	1 day	
3. The client accomplishes the Request for Certificate of Good Moral Character Google Form	3. The staff in-charge reviews the inputs on the Google Form for Request for Certificate of Good Moral Character.	None	5 mins.	
4. The client claims the Certificate of Good Moral Character	4. The staff in-charge prepares the Certificate of Good Moral Character for release.	None	1 day	
	<b>TOTAL</b>	<b>₱40 per copy</b>	<b>2 days &amp; 10 mins.</b>	



**OFFICE OF STUDENT AFFAIRS (OSA)**  
**INTERNAL SERVICES**



## GUIDANCE COUNSELING AND TESTING SERVICES

### 1. Counseling

To assist the unique needs of the students through a person-to-person helping relationship designed to facilitate self-understanding and self-development for better decision-making and resolution of personal and emotional problems and concerns.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students and employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written or verbal request from the client			Provided by client	
2. KaOSA MHPSS Form			OSA GCTS Email <a href="mailto:gcts.osa.uptacloban@up.edu.ph">gcts.osa.uptacloban@up.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits or sends written or verbal request for counseling to OSA GCTS	1. Answers the verbal or written request of and directs the client to the KaOSA MHPSS form: informed consent, initial intake, brief assessment and schedule of appointment.	None	1 day	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
2. Client fills up KaOSA MHPSS Intake Form	2. The staff receives the KaOSA Form	None	2 days	
	2.1 The GSS assesses the responses in the KaOSA MHPSS	None	1 hour	
	2.2 The staff schedules the counseling session	None	20 minutes	



	2.3 The staff informs the client of the schedule.	None	20 minutes	
3. Client agrees with the counseling schedule	3. The staff prepares the materials/documents for counseling	None	30 minutes	
4. Client answers counseling call or meeting.	4. The GSS conducts counseling session (e.g., in person, phone call or online) - The GSS terminates the counseling session / schedules follow-up / recommends referral - The staff gives evaluation form	None	2 hours	
	4.1 The GSS prepares counseling notes for documentation and safekeeping	None	1 hour	
5. Client answers online Feedback Form	5. Evaluates the feedback form	None	30 mins.	
	<b>TOTAL</b>	<b>None</b>	<b>3 days, 4 hours and 10 minutes</b>	

## 2. Psychological Testing and Evaluation for UPTC Students

To facilitate understanding of the self, personality traits and behaviors, concerns/needs, academic aptitude and occupational interests through the use of standardized and validated applicable psychological tests. Results can be used for counseling and application for shifting to another course.

<b>Office or Division:</b>	Office of Student Affairs
<b>Classification:</b>	Highly technical application
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written or verbal request from the client		Provided by client		
2. GCTS Form 2		OSA GCTS Email gcts.osa.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits or sends written or verbal request for psychological testing to OSA GCTS.	1. The staff answers the verbal or written request of the client and directs the client to answer the GCTS Form 2.	None	1 day	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
2. Client fills up GCTS Form 2	2. The staff receives the GCTS Form 2, schedules the Psychological Test, and informs the client.	None	4 hours	
3. Client agrees with the schedule and gives inform consent	3. The staff prepares the testing materials and the venue.	None	1 day	
4. Client takes the psychological tests	4. The staff/examiner conducts and evaluates the psychological tests	None	5 days	
	4.1 staff/examiner administers the psychological testing	None	5 hours	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	4.2 Staff/scorer scores and encodes the psychological test result	None	1 hour	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	4.3 GSS interprets and prepares psychological report	None	4 hours	Rhea Lina J. Saavedra



5. Client receives Psychological Test Result	5. GSS gives interpretation of the psychological test result	None	1 hour	<i>Guidance Specialist</i>
6. Client answers online Feedback Form	6. The staff evaluates the feedback form	None	30 min	
	<b>TOTAL</b>	<b>None</b>	<b>7 days, 14 hours and 30 minutes</b>	

### 3. Psychological Testing and Evaluation for UPTC Job Applicants

Psychological test evaluation for UPTC’s employee hiring and selection process.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	UPTC Human Resource & Development Office (HRDO)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written request from the Personnel Services Office			Provided by client	
2. Informed Consent from the Job Applicants			Provided by client	
3. GCTS Form			OSA GCTS Email <a href="mailto:gcts.osa.uptacloban@up.edu.ph">gcts.osa.uptacloban@up.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client submits written request for psychological testing to OSA GCTS.	1. The staff answers the written request of the client and directs the client to answer the GCTS Form 2.	None	1 day	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
2. Client fills up GCTS Form 2	2. The staff receives the GCTS Form 2, schedules the Psychological Test, and informs the client.	None	4 hours	



3. Client agrees with the schedule and agrees with the testing fees	3. The staff prepares the testing materials and the venue.	None	1 day	
3.1 Client informs the job applicants / examinees of the schedule		None		HRDO
4. Clients' job applicants/examinees takes the psychological tests	4. The staff/examiner conducts and evaluates the psychological tests	None	4 days	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
4.1 Job applicants accomplishes GCTS Form 4 and informed consent	4.1 staff/examiner administers the psychological testing	None	5 hours	Rhea Lina J. Saavedra
	4.2 Staff/scorer scores and encodes the psychological tests scores	None	1 hour	Frances Billie Mariel Palomo
	4.3 GSS interprets and prepares psychological report	None	2 hours	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
5. Client receives Psychological Test Result	5. GSS gives interpretation of the psychological test result	None	1 hour	
6. Client receives billing statement	6. Staff prepares and gives billing statement to the client	₱100/test	30 min	
7. Clients pays testing fees at the Cashier's Office	7. Staff receives a photocopy / screenshot of the OR	None	30 min	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	<b>TOTAL</b>	<b>₱100/test</b>	<b>6 days 14 hours</b>	



### 4. Individual Inventory for First Year Students

To collect, update and safeguard students' information.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
First Year Students				
1. Student's Personal Information Sheet (Form 1: SPIS)		UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph		
2. Letter from UP Admissions Office / Office of College Secretary (photocopy)		UPTC Office of College Secretary		
3. Original Certificate of Good Moral Character from High School or previous school/college;		Provide by client (from previous school)		
4. PSA/NSO Life Birth Certificate (photocopy)		Provide by client		
5. Two (2) pcs. 2x2 ID Picture;		Provide by client		
7. One (1) long expanded folder.		Provide by client		
Continuing Students				
1. Updating SPIS Form		UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits requirements to OSA GCTS	1. The staff receives and checks the requirements	None	1 hour	Rhea Lina J. Saavedra
	1.1 Staff checks completeness of requirement and entries in the SPIS	None	30 minutes	Frances Billie Mariel Palomo



	Note: With informed consent, data can be used in developing programs and activities for the students (e.g., group guidance)			
	1.2 Staff encodes and files the student's portfolio - hardcopy and electronic  Note: end transaction for continuing students	None	30 minutes	Rhea Lina J. Saavedra Frances Billie Mariel Palomo
2. First year students receive certification	2. Staff issues Certification on submission of requirements to the first year students and directs them to the Office of the College Secretary for enrolment.	None	1 day	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day and 2 hours</b>	

### 5. Information Service – Group Guidance and Psychoeducation Program for UPTC Students

To provide information to students through orientation, seminar, workshops, and trainings on topics such as mental health, personality development, decision-making and other psychoeducation activities. This may be coordinated or collaborated with other organizations and offices. Examples are: Orientation Program, PEP sessions, OSA Talk Series.

<b>Office or Division:</b>	Office of Student Affairs
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Registration Form		UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client registers to the group guidance and psychoeducation activities	1. The staff disseminates group guidance activities and receives Registration Forms	None	30 minutes	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	1.1 Staff records information details given by the students	None	20 minutes	
	1.2 Staff informs the student details of the activities (schedule and venue)  (Note: This are approved activities with necessary permits)	None	10 minutes	
2. Client attends the group guidance and psychoeducation activities	2. GSCTS conducts the group guidance and psychoeducation activities	None	3 days	Rhea Lina J. Saavedra
3. Client answers the Feedback Form	3. Staff evaluates the feedback form	None	1 hour	<i>Guidance Specialist</i>
	<b>TOTAL</b>	None	<b>3 days and 2 hours</b>	



## 6. Information Service – Guidance Nook

To provide a space for students where they can share their thoughts and ideas, read and relax.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Registration in the Logbook			UPTC OSA GCTS Email <a href="mailto:gcts.osa.uptacloban@up.edu.ph">gcts.osa.uptacloban@up.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client registers in the logbook	1. Staff/PF checks the logbook and directs the client to the guidance nook	None	5 minutes	Rhea Lina J. Saavedra Frances Billie Mariel Palomo Peer Facilitators
2. Client enters the nook and receives available services	2. Staff provides reading materials, indoor games, and safe space to share and relax	None	2 hours	Peer Facilitators
3. Client answers the Feedback Form	3. Staff evaluates the feedback form	None	1 hour	Rhea Lina J. Saavedra Frances Billie Mariel Palomo Peer Facilitators



	<b>TOTAL</b>	<b>None</b>	<b>3 hours and 5 minutes</b>	
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### 7. Career Placement Program

To create directory and provide career-related information to graduating students through seminars, orientation, workshops, bulletins.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Graduating students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Guidance Placement Form and Exit Questionnaire (GPFEQ)		UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph		
2. Registration Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client answers and submit GPFEQ with informed consent	1. The staff receives and checks the GPFEQ	None	2 days	Rhea Lina J. Saavedra
	1.1 Staff records information details given by the students  (Note: Information becomes part of the database of the directory of the graduating students per year)	None	30 minutes	
	1.2 Staff analyzes and reports summary of the information and makes a proposal	None	3 days	Rhea Lina J. Saavedra <i>Guidance Specialist</i>



	(Note: information will be used to develop and organized Career Placement/development activities)			
2. Clients receives information	2. Staff informs the students of the Career Placement Program and activities (e.g., CPOES, career counseling, Job Fair, Bulletins) and directs to the registration form	None	1 day	Rhea Lina J. Saavedra Frances Billie Mariel Palomo
3. Client registers to the Career Placement Program	3. Staff receives the registration form and records the information details.	None	30 minutes	Rhea Lina J. Saavedra Frances Billie Mariel Palomo
	3.1 Staff informs the clients of the Career Program Activities details (e.g., topic, schedule, venue/cites)  (Note: Seminar, workshops, and bulletin are approved activities with necessary permits)	None	1 day	Rhea Lina J. Saavedra Frances Billie Mariel Palomo
4. Client attends the Career Placement Program activities	4. GCTS organizes and conducts Career Placement Program activities	None	3 days	Rhea Lina J. Saavedra
5. Client answers the Feedback Form	5. Staff evaluates the feedback form	None	1 hour	<i>Guidance Specialist</i>
	<b>TOTAL</b>	<b>None</b>	<b>10 days and 2 hours</b>	



**8. Peer Facilitating Program**

Train students with sense of volunteerism and commitment to facilitate fellow students to receive applicable GCTS programs and activities (e.g., PEP Sessions, intake interviews).

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Peer Facilitating student applicants			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
GCTS PF Application Form			UPTC OSA GCTS Email <a href="mailto:gcts.osa.uptacloban@up.edu.ph">gcts.osa.uptacloban@up.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submits accomplished GCTS PF Application Form	1. The staff receives and checks the GCTS PF Application Form from the client.	None	1 day	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	1.1 Staff schedules psychological test and interview of the client.	None	1 day	
	1.2 Staff gives clients informed consent, schedule of psychological test and interview.	None	20 minutes	
2. Clients provides informed consent and answers psychological test	2. GSS/examiner conducts psychological test and scores/evaluates the tests	None	1 day	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	2.1 GSS/examiner administers the test to the client	None	1 hour	
	2.2 GSS/staff scores the test	None	1 hour	
	2.3 GSS interprets the test	None	2 hours	



3. Clients provides informed consent and attends the interview	3. GSS/staff/PF conducts interview with the client	None	30 minutes	
	3.1 Staff/PF prepares documents for interview.	None	30 minutes	
	3.2 Staff scores and prepares summary of results of the applicants	None	2 hours	
	3.3 Staff prepares the list of qualified applicants	None	1 hour	
	3.4 Staff informs qualified applicants	None	30 minutes	Rhea Lina J. Saavedra
4. Client receives result of their application	4. GSS/Staff informs qualified applicants of the Peer Facilitating Seminar-Workshop	None	30 minutes	Frances Billie Mariel Palomo
5. Client attends PF Training Workshop	5. GSS organizes and conducts PF Training Workshop	None	3 days	Rhea Lina J. Saavedra
5.1 Client submits feedback form	5.1 Staff gives feedback form	None	30 minutes	<i>Guidance Specialist</i>
6. Clients gives informed to post their names as qualified PF at the OSA Bulletin and Page	6. Staff seeks informed consent and posts the names of qualified PF at the OSA Bulletin and Page	None	30 minutes	Rhea Lina J. Saavedra
				Frances Billie Mariel Palomo
7. PFs assist in the different activities of the OSA and GCTS	7. GSS supervises and mentors the different activities of the PF (e.g., PEP Sessions, Orientation Program, intake-interviews, etc.)	None	3 days	Rhea Lina J. Saavedra
				<i>Guidance Specialist</i>
	<b>TOTAL</b>	<b>None</b>	<b>9 days, 10 hours and 20 minutes</b>	



### 9. Referral (Internal)

To refer students needing specialized support and intervention to professionals, and/or outside agencies or institution.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	UPTC offices and individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral Form or written referral			UPTC OSA GCTS Email <a href="mailto:gcts.osa.uptacloban@up.edu.ph">gcts.osa.uptacloban@up.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submits Referral Form or written referral	1. The staff receives the referral form and checks on the need services of the referred client	None	2 days	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
	1.1. Checks on the University Data Privacy Act guidelines	None	1 day	
	1.2 GSS/Staff reaches out to the referred client and seeks informed consent.	None	3 days	
	1.3 If informed consent is secured, GSS/Staff provide services to the referred client.	None	3 days	
	1.4 Staff/GSS prepares reports	None	1 day	
2. When necessary, client receives appropriate feedback on the action taken of the office subject to the	2. Staff/GCTS provides feedback on the action taken only if necessary and subject to the Data	None	1 hour	



Data Privacy Act, RA 9258, and PGCA Code of Ethics	Privacy Act, RA 9258, and PGCA Code of Ethics			
	<b>TOTAL</b>	<b>None</b>	<b>10 days and 1 hour</b>	

### 10. Extension Service

Coordinate/partner with students and student organizations for the implementation and conduct of public service programs, programs, and activities.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students/Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request			Provided by client	
2. GCTS Form 2			UPTC OSA GCTS Email <a href="mailto:gcts.osa.uptacloban@up.edu.ph">gcts.osa.uptacloban@up.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submits letter of request, accomplished GCTS Form 2, and pertinent documents.	1. The staff receives and checks the GCTS Form 2 of the nature of the request for action.	None	1 day	<i>Rhea Lina J. Saavedra</i> Guidance Specialist
	1.1 Staff forwards the letter of request and documents to the Office of the Dean for action	None	1 day	
	1.2 Staff receives Action from the Office of the Dean	None	20 minutes	
	1.3 Coordinates with the concerned individuals, offices,	None	2 days	



	agencies, organization and/or institutions			
	1.4 Plans and prepares for the extension activity	None	5 days	OSA
2. Client receives the requested extension activity	2. Conducts the extension activity: lecture, training workshop, team building, community emersion psychological testing, and other activities related to the services of the Guidance Counseling and Testing	None	2 days	Rhea Lina J. Saavedra <i>Guidance Specialist</i>
3. Client submits feedback form	3. Staff gives feedback form	None	30 min	
	3.1 Staff evaluates the feedback form	None	30 min	
	<b>TOTAL</b>	<b>None</b>	<b>11 days, 1 hour and 20 minutes</b>	



**OSA SCHOLARSHIP AND FINANCIAL ASSISTANCE (SFA) UNIT**

**11. Application for Grants-in-Aid (Socialized Tuition) Program**

To facilitate student applications for GIAP processing

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Citizens must be: <ul style="list-style-type: none"> <li>• Filipino</li> <li>• Bonafide UPTC students (newly admitted, enrolled, or continuing)</li> <li>• Must not be serving more than 30 days suspension upon application.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Computers and internet connectivity for SLAS Online application			Online ( <a href="https://slasonline.up.edu.ph/">https://slasonline.up.edu.ph/</a> )	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. New applicant submits written request for UP mail registration on SLAS online via email.	1. Receiving staff registers student’s UP mail address on SLAS online.	None	1 hour	Lorna N. Rodrigo <i>Scholarship Affairs Officer</i>
2. Old and new applicant logs in at Grants-in-Aid Program website ( <a href="https://slasonline.up.edu.ph/">https://slasonline.up.edu.ph/</a> ) using UP mail account.	2. (For Special Cases) Staff updates student’s basic information and submits data to database.	None	1 hour	
3. Applicant submits application online and waits for results.	3. A team processes submitted GIAP applications and releases results via website.	None	Subject to System’s posted schedules	UP ITDC Team



4. Student applicant checks results via email inquiry or logging on to slasonline website or CRS account.	4. Staff encodes GIAP bracket results in the student's slasonline and CRS account	None	1 hour	Lorna N. Rodrigo <i>Scholarship Affairs Officer</i>
<b>TOTAL</b>		<b>None</b>	<b>3 hours</b>	

## 12. Appeal for Grants-in-Aid (Socialized Tuition) Program

To facilitate appeal cases of GIAP grantees

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	GIAP grantees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ITR / Proof of Income / BIR Certificate of Exemption		Provided by client (get from BIR)		
2. Medical Certificate / Medical Abstract – if appeal is based on illness		Provided by client		
3. Utility Bills for the last 3 months from the date of appeal application		Provided by client		
4. Photos of the house facilities (facade, living room, kitchen, comfort room/s and bedroom) with certification from Barangay Chairman		Provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant logs in at slasonline@up.edu.ph, fills out online appeal application form, and submits application.	1. Scholarship personnel through slasonline@up.edu.ph, generates/extracts appeal application form.	None	Not Applicable	Lorna N. Rodrigo <i>Scholarship Affairs Officer</i>
	1.1 Personnel reviews appeals generated/extracted.	None	Not applicable	



	1.2 Scholarship personnel sets interview.	None	Not Applicable	
2. Applicant appears for the online/ phone interview.	2. Personnel conducts interview.	None	Not Applicable	
	2.1 Staff informs students to submit the required documents.	None	Not applicable	
3. Student applicant submits complete required documents via email.	3. Scholarship staff checks for completeness of documents	None	Not Applicable	
	3.1 Staff acknowledges receipt of email.	None	Not Applicable	
	3.2 UPTC SSFAC sets deliberation meeting.	None	1 day	UPTC SSFAC
	3.3 Staff acknowledges appeals (email/text message) a day before the UPTC SSFAC meeting.	None	1 day	Lorna N. Rodrigo <i>Scholarship Affairs Officer</i>
	3.4 Scholarship personnel prepares results.	None	3 days	
	3.5 Staff encodes results to SLAS online and CRS.	None	3 days	
	3.6 Scholarship personnel releases decision and informs students of the decision/result.	None	5 days	Scholarship Personnel
	<b>TOTAL</b>	<b>None</b>	<b>13 working days</b>	



## System Scholarship

### 13. System Scholarship Application and Evaluation

Facilitates application and evaluation of students about system scholarships.

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit			
<b>Classification:</b>	Simple to Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Citizens must be: <ul style="list-style-type: none"> <li>• a Filipino</li> <li>• Bonafide UPTC student (enrolled, continuing, except first year)</li> <li>• Must not be serving more than 30 days suspension upon application.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>New Applicants:</b>				
1. Completely filled-out application form	OSA			
2. Registration Form5	OCS			
3. Copy of grades/TCG	OCS			
4. Certification of Good Moral Character	OSA - Guidance and Counseling Services Unit			
5. ITR/Certificate of BIR Exemption/Affidavit of Source of Income	Provided by client			
<b>Continuing recipients:</b>				
1. Registration Form5	OCS			
2. Copy of grades/TCG	OCS			
3. Certification of Good Moral Character	OSA - Guidance and Counseling Services Unit			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Application</b>				
	Scholarship personnel announces the opening of Presidential	None	1 day	Lorna N. Rodrigo



	Scholarship Grant via online posting.			<i>Scholarship Affairs Officer</i>
1. Applicant submits Letter of Intent through email.	1. Personnel checks application eligibility, conducts interview, provides additional instructions, and sends documentary requirements through email.	None	2 days	
	1.1 Staff acknowledges receipt if documents are complete. If not, ask the applicants to submit the lacking documents.	None	2 days	
	1.2 Scholarship officer ranks applicants based on criteria.	None	5 days	
	<b>TOTAL</b>	None	<b>10 working days</b>	
<b>Evaluation</b>				
	1. OSA endorses shortlisted applicants for deliberation to UPTC SSFAC	None	5 days	Kimberly Mae E. Tañola <i>OSA Coordinator</i>
	2. UPTC SSFAC endorses list of qualified recipients to OSDS.	None	5 days	UPTC SSFAC
	<b>TOTAL</b>	<b>None</b>	<b>10 working days</b>	



**14. Facilitating Release of Entitlements for System Scholarship**

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	System Scholarship Beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DV Payroll			OSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Scholarship personnel follows up FCM from SOVPPF.	None	1 day	<i>Scholarship Personnel</i>
	2. Personnel receives FCM.	None	5 days	
1. Recipients will open LBP account and send details via email.	3. Staff prepares DV/Payroll and attachments.	None	5 days	
	4. Submission of signed DV/Payroll to Accounting Office.	None	1 day	
	<b>TOTAL</b>	<b>None</b>	<b>12 working days</b>	



## Donor-funded (Private) Scholarship

### 15. Donor-funded (Private) Scholarship: Program Creation

To assist individuals or corporations who have the intention to donate to the university.

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Private Donors to UP System			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent			OSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prospective donor sends Letter of Intent sent via SFA email.	1. Scholarship staff receives LOI.	None	3 days	Lorna N. Rodrigo/ <i>Scholarship Affairs Officer</i>
	1.1 OSA drafts MOA.	None	3 days	Kimberly Mae E. Tañola <i>OSA Coordinator</i>
2. Donor reviews Draft MOA	2. College’s legal officer evaluates MOA.	None	7 days	UPTC Legal Officer
3. Donor comments and approves Draft MOA.	3. OSA forwards Draft MOA	None	Not applicable	Prospective Donor
4. Donor sends final draft	4. Staff forwards final Draft to Legal Office for recommendation to the President for signature	None	5 working days	UPTC Legal Officer



5. Final MOA for signing	5. For signature/approval of President	None	5 working days	UP President
	<b>TOTAL</b>	<b>None</b>	<b>23 working days</b>	

### 16. Donor-funded (Private) Scholarship: Application and Screening

Facilitate student application and screening for private funded scholarships.

<b>Office or Division:</b>	Office of Student Affairs – Student Financial Assistance Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Citizens must be: <ul style="list-style-type: none"> <li>• a Filipino</li> <li>• Bonafide UPTC student (enrolled, continuing)</li> <li>• Must not be serving more than 30 days suspension upon application.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>				
1. Scholarship Application Form	OSA			
2. Data Privacy Consent Form	OSA			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Scholarship announcement of opening of available scholarships via online posting.	None	Not Applicable	Lorna N. Rodrigo <i>Scholarship Affairs Officer</i>
1. Scholarship applicant submits Letter of Intent through email.	1. Personnel checks application eligibility, conducts interview, provides additional instructions, and sends application requirements through email.	None	2 days	



2. Applicant submits scholarship application requirements through email.	2. Staff acknowledges receipt if requirements are complete. If not, ask applicants to submit lacking requirement/s.	None	2 days	
3. Applicant receives acknowledgement receipt of application.	3. Scholarships officer reviews and ranks applicants based on criteria.	None	5 days	
	3.1 Scholarship officer prepares summary report/matrix for presentation, and endorses qualified applicants to donor	None	3 days	
4. Receive Notice of Scholarship Award	4. Request the scholar to submit the following: a. Thank you Letter to the donor; b. Landbank ATM Account Number c. Signed conforme Notice of Scholarship Award.	None	5 days	Scholarship Personnel
	<b>TOTAL</b>	<b>None</b>	<b>17 working days</b>	

### 17. Donor-funded (Private) Scholarship: Evaluation of Applicants

Facilitates evaluation and finalization of ranked scholarship applicants.

<b>Office or Division:</b>	Office of Student Affairs - Student Financial Assistance Unit
<b>Classification:</b>	Simple to Complex
<b>Type of Transaction:</b>	G2C (Private Donors to UP System)



<b>Who may avail:</b>	Citizens must be: <ul style="list-style-type: none"> <li>● a Filipino</li> <li>● Bonafide UPTC student (enrolled, continuing)</li> <li>● Must not be serving more than 30 days suspension upon application.</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
List of Ranked Applicants			OSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	SFA prepares List of Ranked Applicants for Dean's approval.	None	1 day	Kimberly Mae E. Tañola/ <i>OSA Coordinator</i>
1. Reviews and approves List of Ranked Applicants.	1. Dean approves List of Ranked Applicants.	None	1 day	Patricia B. Arinto <i>Dean</i>
	1.1 Scholarship officer notify donor and emails, calls, texts shortlisted applicants	None	1 day	Lorna N. Rodrigo/ <i>Scholarship Affairs Officer</i>
2. Donor issues check.	2. OSA deposits & acknowledge donor's deposit.	None	2 days	Kimberly Mae E. Tañola/ <i>OSA Coordinator</i>
3. Student submits bank details and form5 via email.	3. Staff receives students' bank details and form5.	None	1 day	Scholarship Personnel
	3.1 Prepares vouchers for payment of benefits.	None	1 day	
	<b>TOTAL</b>	<b>None</b>	<b>7 working days</b>	



## STUDENT ORGANIZATIONS AND ACTIVITIES

### 18. Online Releasing of Certificate of Good Moral Character to Internal Clients

Releasing of Certificate of Good Moral Character to current and former students of UP Tacloban College.

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Students of UP Tacloban College)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Request for Certificate of Good Moral Character Google Form			OSA-Student Organizations and Activities soa.osa.uptacloban@up.edu.ph	
2. Deposit Slip or Proof of Online Payment			Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client sends a Request for Certificate of Good Moral Character to soa.osa.uptacloban@up.edu.ph	1. The staff in-charge receives the Request for Certificate of Good Moral Character and sends the payment instructions to the client.	None	5 minutes	Frances Billie Mariel Palomo SOA staff in-charge
2. The client pays for the certification fee submits the deposit slip or proof of online payment to soa.osa.uptacloban@up.edu.ph	2. The staff in-charge receives the proof of payment submitted by the client.	₱50.00 per copy	1 day	
4. The client accomplishes the Google Form for Request for Certificate of Good Moral Character	3. The staff in-charge reviews the inputs on the Google Form for	None	5 minutes	



	Request for Certificate of Good Moral Character			
5. The client claims the Certificate of Good Moral Character	5. The staff in-charge prepares the Certificate of Good Moral Character for release.	None	1 day	
	<b>TOTAL</b>	<b>₱50 per copy</b>	<b>2 days &amp; 10 mins.</b>	

**19. Releasing of Certificate of Good Moral Character to Internal Walk-in Clients**

Releasing of Certificate of Good Moral Character to current and former students of UP Tacloban College.

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Students of UP Tacloban College)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Receipt		Cash Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client pays for good moral certification fee	1. The staff in-charge receives the proof of payment submitted by the client.	₱50.00 per copy	10 minutes	Frances Billie Mariel Palomo SOA staff in-charge
2. The client presents proof of payment to the staff in-charge and	2. The staff in-charge reviews and verifies the receipt	none	3 hours	
3. The client accomplishes the Log Book for Requests for Good Moral Certificates	3. The staff in-charge prepares the document for release and forwards the document to the signatories	none	1 day	



4.The client claims the Certificate of Good Moral Character	4. The staff in-charge prepares the Certificate of Good Moral Character for release.	None	10 minutes	
	<b>TOTAL</b>	<b>₱50 per copy</b>	<b>1 day, 3 hours &amp; 20 mins.</b>	

## 20. Posting of Publication Materials of Student Organizations

Processing and Facilitating of Activity Proposals submitted by Recognized Student Organizations

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Student Organizations)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>NA</b>		<b>NA</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The organization sends the publication material to soa.osa.uptacloban@up.edu.ph	1. The staff in-charge receives the publication material and reviews the content.	None	5 minutes	Frances Billie Mariel Palomo SOA staff in-charge
2. The organization posts the publication material on their Official Facebook page.	2. The staff in-charge approves monitors the Facebook page of the student organization for updates	None	5 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>10 mins.</b>	



## 21. Releasing of Certificate of Acknowledgement to Recognized Student Organizations

Processing and Releasing of Certificate of Acknowledgement to Recognized Student Organizations

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Students of UP Tacloban College)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Request for Certificate of Acknowledgement			OSA-Student Organizations and Activities soa.osa.uptacloban@up.edu.ph	
2. Deposit Slip or Proof of Online Payment			Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client sends a Request for Certificate of Acknowledgement to soa.osa.uptacloban@up.edu.ph	1. The staff in-charge receives the Request for Acknowledgement and sends the payment instructions to the client.	None	5 minutes	Frances Billie Mariel Palomo SOA staff in-charge
2. The client pays for the certification fee and submits the deposit slip or proof of online payment to soa.osa.uptacloban@up.edu.ph	2. The staff in-charge receives and reviews the proof of payment submitted by the client.	₱50 per copy	1 day	
3. The client accomplishes the Google Form for the Request for Certificate of Acknowledgement	3. The staff in-charge reviews the inputs in the Google Form for the Request for Certificate of Acknowledgement	None	5 minutes	



4. The client claims the Certificate of Acknowledgement	4. The staff in-charge prepares the Certificate of Acknowledgement for release.	None	1 day	
	<b>TOTAL</b>	<b>₱50 per copy</b>	<b>2 days &amp; 10 mins.</b>	

**22. Releasing of Certificate of Advisorship to Advisers and Co-advisers of Student Organizations**

Processing and Releasing of Certificate of Advisorship to Advisers and Co-Advisers of Recognized Student Organizations

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Students of UP Tacloban College)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			OSA-Student Organizations and Activities <a href="mailto:soa.osa.uptacloban@up.edu.ph">soa.osa.uptacloban@up.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client sends a Request for Certificate of Advisorship to <a href="mailto:soa.osa.uptacloban@up.edu.ph">soa.osa.uptacloban@up.edu.ph</a>	1. The staff in-charge receives the Request for Acknowledgement	None	5 minutes	Frances Billie Mariel Palomo SOA staff in-charge
2. The client provides the following details: <ul style="list-style-type: none"><li>● Name</li></ul>	2. The staff in-charge prepares certification	None	10 minutes	



<ul style="list-style-type: none"> <li>Name of Advisee Organization</li> <li>Academic Year when he/she served as adviser/co-adviser</li> </ul>				
3. The client receives the certificate	3. The staff in-charge prepares the certificate for release	None	10 minutes	
<b>TOTAL</b>		<b>None</b>	<b>25 mins</b>	

### 23. Application for Recognition of Student Organization

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Students of UP Tacloban College)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Application for Recognition Forms		OSA-Student Organizations and Activities soa.osa.uptacloban@up.edu.ph		
Complete Application for Recognition Requirements				
Accomplished Form for Student Organization Directory				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The student organization accomplishes the Form for the Application for Recognition	1. The staff in-charge reviews the inputs in the Form for Application for Recognition and sends the List of Requirements for Recognition to the client.	None	5 minutes	Frances Billie Mariel Palomo SOA staff in-charge
2. The student organization submits the requirements for recognition	2. The staff in-charge reviews the requirements for recognition submitted by the client and forwards it to the Committee for Student Organization Recognition for screening and approval	None	1 week	Frances Billie Mariel Palomo SOA staff in-charge, members of Committee for Student Organization Recognition



3. The student organization checks the status of their application for recognition	3. The staff in-charge releases the Official List of Recognized Organizations and emails newly recognized student organizations the link for the Student Organization Directory	None	1 day	
4. The student organization accomplishes the Form for Student Organization Directory	4 The staff in-charge verifies the response of the student organization on the Google Form for Student Organization Directory.	None	5 minutes	Frances Billie Mariel Palomo SOA staff in-charge
	<b>TOTAL</b>	<b>None</b>	<b>1 week, 1 day &amp; 10 mins.</b>	

### 24. Processing of Activity Proposals of Student Organizations

Facilitation of Activity Proposals submitted by recognized student organizations.

<b>Office or Division:</b>	OFFICE OF STUDENT AFFAIRS			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Student Organizations)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Activity Proposal		OSA-Student Organizations and Activities soa.osa.uptacloban@up.edu.ph		
2. Accomplished Use of Facility Permit Form				
3. Accomplished Approved Student Organization Activity Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The organization sends an accomplished Activity Proposal to soa.osa.uptacloban@edu.ph	1. The staff in-charge receives and reviews the activity proposal and forwards it to the OSA Coordinator for approval.	None	1 day	Frances Billie Mariel Palomo SOA staff in-charge



2. If the proposal is approved, the organization submits the final activity proposal and the needed attachments to soa.osa.uptacloban@up.edu.ph	2. The staff in-charge checks the requirements submitted by the student organization. If complete and approved, the staff coordinates with the facility in-charge to reserve the proposed venue and schedule of the organization.	None	1 day	
3. The student organization accomplishes the Approved Student Organization Activity Google Form	3. The staff in-charge informs the organization about the final details of their reservation and instructs the organization to accomplish the Approved Student Organization Activity Google Form.	None	1 day	
	<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	

### 25. Processing of Venue Reservations for Student Organization Activities

Reservation of venues of approved student organization activities.

<b>Office or Division:</b>	OFFICE OF STUDENT AFFAIRS	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Internal (Student Organizations)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Approved Activity Proposal	OSA-Student Organizations and Activities	
Accomplished Use of Facility Permit	soa.osa.uptacloban@up.edu.ph	



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student organization submits the hardcopy of the approved proposal and attachments and the accomplished Use of Facility Permit	1. The staff in charge receives and reviews the activity proposal and forwards it to the OSA Coordinator for approval and signature.	None	1 day	Frances Billie Mariel Palomo SOA staff in-charge
2. Once approved, the student organization will claim the signed use of Facility permit at the Facility In-charge	2. Once signed, the staff in charge forwards the hardcopy of the approved proposal and attachments, and the accomplished Use of Facility Permit to the Facility In-Charge for approval and signature	None	1 day	
<b>TOTAL</b>		<b>None</b>	<b>2 days</b>	

**DORMITORIES**

**24. Application and Selection of incoming UP Women’s and Men’s Dormers**

Facilitate application of student dormer applicants.

<b>Office or Division:</b>	Office of Student Affairs: UP Women’s and Men’s Dormitory			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Dormitory application form		Women’s and Men’s dorm dormitory.osa.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client inquires from the Dormitories through face to face inquiry/ email.	1. Staff/ Dorm manager entertains the queries through face to face or vis email response	None	10 minutes	Ms. Luz Garado/ Mr. Reynaldo Flores Jr./ Prof. Nelfa Glova/Mr. Ricfer Gacita
2. Fill-out the Dormitory application form	2. Staff/ Dorm manager accepts the duly accomplished dormitory application form, checks the completeness of the entries and signature (Place in the folder together with the other dormitory application form)	None	2 minutes	
3. Applicant answers the interviewer honestly.	3. Dorm manager interviews each student based on her entry on the application form.	None	20 minutes	Mr. Reynaldo Flores Jr./ Prof. Nelfa Glova
4. Waits for the result of application. (from the day of application up to the 1st week of July)	4. Dorm personnel selects qualified students based on the qualification of the applicant.	None	1 week	
	4.1 Staff/ dorm manager encodes and print the list of names of qualified applicants	None	1 hour	Ms. Luz Garado/ Mr. Reynaldo Flores Jr./ Prof. Nelfa Glova/Mr. Ricfer Gacita
	3.2 Staff/ dorm manager files and keep application form for record purposes	None	30 minutes	
5. Applicant goes through the list of accepted dormers in the posted list in the posting area/ email	Dorm personnel announces/ posts names of qualified applicants on the posting area and through email.	None	3 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>1 week, 2 hours and 5 mins.</b>	



## 25. Orientation and Accommodation of Incoming Dormers

Orientation and accommodation of students to the UP Women’s and Men’s dormitory

<b>Office or Division:</b>	Office of Student Affairs: UP Ladies and Men’s Dormitory			
<b>Classification:</b>	Complex transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly accomplished PDS with 1 pc. 2X2 I.D picture			Women’s and Men’s dorm dormitory.osa.uptacloban@up.edu.ph	
Appliance Declaration Form				
Waiver form				
Photo copy of form 5				
Official receipt on cash deposit				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicants & parents attend the orientation on dormitory policies and guidelines.	1. Dorm personnel schedules the orientation for the applicants and their parents and informs them through text, phone or email.	None	Announcement will be made after the posting of the qualified applicant	Mr. Reynaldo Flores Jr./ Prof. Nelfa Glova
	1.1 Dorm personnel orients the parents and applicants about the policies and guidelines of the dormitory.	None	2 hrs.	
	1.2 Dorm personnel gives the PDS form for the applicants to fill-out.	None	5 minutes	Ms. Luz Garado/



2. Applicant fills out the PDS form, appliance declaration form, waiver form & complete the requirements needed.	2. Dorm personnel receives the duly accomplished PDS form, together with the other requirements and place this in a folder (this will serve as the student individual portfolio).	Deposit fee equivalent to one-month rental (₱550)	5 minutes	Mr. Reynaldo Flores Jr./ Prof. Nelfa Glova/Mr. Ricfer Gacita
	2.1 Dorm personnel checks the completeness of the requirements, the entries and signatures.	None	5 minutes	
	2.2 Dorm personnel pastes the 2x2 ID picture in her PDS form and return the requirements to her folder.	None	5 minutes	
3. Applicant gets the room assignment	Staff/ dorm manager assigns room to each dormer/ applicant	None	10 minutes	
	<b>TOTAL</b>	<b>₱550 deposit</b>	<b>2 hrs. and 20 mins.</b>	



**OFFICE OF THE SYSTEM ADMINISTRATOR**  
**INTERNAL SERVICES**



## 1. Online IT Help Desk and Support Services

Help desk and support request from employees and students on UP's online services such as UP email, UIS apps, Zoom, etc. and other IT-related issues.

<b>Office or Division:</b>	Systems Administrator's Office			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UP Tacloban Employees, UPTC Students, UPTC Faculty, UPTC Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Details of assistance requested.		Provide by client		
2. Additional requirement as applicable <ul style="list-style-type: none"> <li>• If student, copy of latest Certificate of Registration Form-5.</li> <li>• If new employee, copy of Notice of Appointment or similar document.</li> </ul>				
The SysAd office will require additional information from the client on a case-to-case basis				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends details of assistance requested to the email address of the Systems Administrator's Office at <a href="mailto:sysad.uptacloban@up.edu.ph">sysad.uptacloban@up.edu.ph</a>	1.1. Request of the client is acknowledged by sending an acknowledgement email.	None	1 min	<i>Prof. John Paul Yusiong Sys Ad</i>
	1.2. Client request is evaluated and assigned to appropriate personnel for action	None	5 min	
	1.3. Assigned personnel handles client's request	None	1 day	<i>Prof. John Paul Yusiong/ Denzel Breian Tajo/</i>
	1.4 Assigned personnel sends an email to client updating on the status	None	1 min	



*Edween Manaog*

	of the request or a resolution of the assistance requested.			
2. Client acknowledges the response	2. SysAd office will close the support ticket request	None	1 min	
<b>Total</b>		<b>None</b>	<b>1 day &amp; 8 minutes</b>	

## 2. Offline IT Help Desk and Support Services

Help Desk Support for hardware and software-related issues and problems including the maintenance of computer networks within the organization and extending support to users, staff, and clients for any problems related to network connectivity.

<b>Office or Division:</b>	Systems Administrator's Office			
<b>Classification:</b>	High Technical Application			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UP Tacloban Employees, UPTC Students, UPTC Faculty, UPTC Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly Accomplished Job Order Form			SysAd Office, SAO Office, or a digital copy can be requested via email from <a href="mailto:sysad.uptacloban@up.edu.ph">sysad.uptacloban@up.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly accomplished Job Order Form requesting technical assistance	1.1. Responsible person receives and records the JO Form	None	2 min	<i>Prof. John Paul Yusiong/ Denzel Breian Tajo/ Edween Manaog</i>
	1.2. Responsible person acts on the JO request	None	1 day	<i>Prof. John Paul Yusiong Sys Ad</i>



	1.3. Responsible person provides a report (verbal/written, as applicable) to the status or resolution of the request.	None	5 min	<i>Prof. John Paul Yusiong/ Denzel Breian Tajo/ Edween Manaog</i>
2. Client gives satisfaction rating of the work done on the JO Form.	2. Responsible person files the JO Form with the satisfaction rating.	None	1 min	
<b>TOTAL</b>		<b>None</b>	<b>1 day &amp; 8 minutes</b>	

### 3. UPTC LMS Help Desk and Support Services

Online helpdesk and support services for employees and students on UPTC's Learning Management System (LMS)

<b>Office or Division:</b>	Systems Administrator's Office			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UP Tacloban Employees, UPTC Students, UPTC Faculty, UPTC Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Details of assistance requested.		Provided by client		
2. Copy of latest certificate of registration Form 5 (for students)				
3. Screenshot of the issue/concern/error encountered, if applicable.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send details of assistance requested to the email address of the VLE Helpdesk email address at <a href="mailto:lms.uptacloban@up.edu.ph">lms.uptacloban@up.edu.ph</a>	1.1. Request of the client is acknowledged by sending an acknowledgement email.	None	1 min	<i>Prof. John Paul Yusiong Sys Ad</i>
	1.2. Responsible personnel acts on the assistance requested by the client	None	1 hour	



	1.3. Person responsible sends an email to client updating on the status of the request or a resolution of the assistance requested.	None	1 min
2. Client acknowledges the response	2. Person responsible will close the support ticket request	None	1 min
<b>TOTAL</b>		<b>None</b>	<b>1 hour &amp; 3 minutes</b>



**TEACHING & LEARNING RESOURCE CENTER (TLRC)**  
**INTERNAL SERVICES**



### 1. Account Creation/Activation for Access to Computer and Internet

An account is created for every student who wants to avail of the free 20-hour computer and internet use per semester. An additional 10 hours of computer and internet use if given for free to students who are doing their thesis or special problem. A fee of P15.00/hour is charged in excess of the privilege. Payment of fee (if any) is at the Cashier's Office.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Client's U.P. ID</li> <li>Client's Form 5 (original or photocopy)</li> </ul>		To be provided by the client To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client informs the staff that he/she wants to avail of the service.	1. The TLRC staff asks from the client the required documents.	None	10 minutes	Bernadeth Tingson, <i>Admin. Aide TLRC</i>
2. The client presents the required document/s (U.P. ID, original copy of his/her Form 5, and a photocopy of his/her Form 5).	2. The TLRC staff receives the documents and encodes the needed information in the database.  2.1 The TLRC staff informs the client of his TLRC booth account details and returns the client's UP ID and the original copy of his/her Form 5.			Bernadeth Tingson, <i>Admin. Aide TLRC</i>



3. The client proceeds to the computer booth to login in to an available computer.	3. The TLRC staff assists the client, when needed.			Bernadeth Tingson, Admin. Aide TLRC
<b>Note:</b> The account creation and activation of the TLRC computer booth access is done in-person and happens only once per semester.				
		<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>

## 2. Printing

Printing has a corresponding fee that ranges from P1.00 to P3.00 per page, depending on the color and quality of the documents to be printed. The paying of fees is done at the Cashier’s Office. Printing of official documents by UPTC faculty and staff is free of charge.

### In-person Transaction

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC students; UPTC Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For student clients: <ul style="list-style-type: none"> <li>• LRC Printing Request Form</li> <li>• storage media that contains the file(s) to be printed</li> </ul>		Teaching and Learning Resource Center To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client presents a filled-out request form and the storage media that contains the file(s) to be printed.	1. The TLRC staff receives the request form and the storage media.	₱1.00/page – black and white ₱2.00/page	minimum of 10 minutes	Bernadeth Tingson Admin. Aide TLRC



	1.1 The TLRC staff prints the requested document(s) based on the specifications indicated on the request form.	e – colored ₱3.00/page e – colored, heavy	(depending on the number of pages to be printed and the number of requests that the office is receiving during the day)	Bernadeth Tingson <i>Admin. Aide</i> TLRC
2.To claim the printed documents, the client may wait until printing is done or he/she leaves the TLRC and comes back within the day to pick up the printed documents.	2. The TLRC staff computes amount payable and fills out payment order form and attach it to the printed documents.  2.1 The TLRC staff releases the documents, storage media, and the payment order form.		5 minutes	Bernadeth Tingson <i>Admin. Aide</i> TLRC
	<b>TOTAL</b>	<b>₱1.00-3.00/page</b>	<b>minimum of 15 minutes (depending on the number of pages to printed)</b>	



**Combination of In-person and Online Transactions**

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC students; UPTC Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Email from the client with specific instructions		Provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client sends an email request to the TLRC ( <a href="mailto:tlrc.uptacloban@up.edu.ph">tlrc.uptacloban@up.edu.ph</a> ). The email must contain the instructions and the file/s to be printed.	1. The TLRC staff checks and responds to the email to inform the client that the email was received and to clarify some details when necessary.	None	minimum of 5 minutes (depending on the email exchange between the client and the TLRC staff, and the number of requests that the office is receiving during the day)	Bernadeth Tingson <i>Admin. Aide</i> TLRC
2. The client receives a reply from the TLRC staff and responds to questions that seek to clarify details in the printing specifications when necessary.	2.1 Once the printing specifications are settled, the TLRC staff computes the amount payable.  2.2. The TLRC staff sends an email to the client to confirm that	₱1.00/page – black and white ₱2.00/page – colored ₱3.00/page –	10 minutes	Bernadeth Tingson <i>Admin. Aide</i> TLRC



	<p>the printing process will proceed. The email will also include the following details:</p> <ul style="list-style-type: none"> <li>● amount to be paid</li> <li>● schedule for pick-up of the printed documents</li> </ul>	colored, heavy		
<p>3. The client waits for an email notification from the TLRC staff to confirm that the printed documents are ready for pick-up.</p>	<p>3.1. The TLRC staff prints the requested documents.</p> <p>3.2. The TLRC staff fills out and attaches the payment order form to the printed documents.</p> <p>3.3. The TLRC staff sends an email to the client informing him/her that the documents have been printed and are now ready for pick-up.</p>	None	<p>minimum of 10 minutes (depending on the number of pages and the number of requests that the office is receiving during the day)</p>	<p>Bernadeth Tingson Admin. Aide TLRC</p>
<p>4. The client drops by the TLRC to pick up the printed documents and the Payment Order Form.</p>	<p>4. The TLRC staff releases the documents and the payment order form to the client.</p>	None	<p>2 minutes</p>	<p>Bernadeth Tingson Admin. Aide TLRC</p>
	<p><b>TOTAL</b></p>	<p><b>₱1.00-3.00/page</b></p>	<p><b>minimum of 27 minutes (depending on the number of pages and the number of requests that the office is receiving during the day)</b></p>	



### 3. Photocopying and Scanning

Photocopying and scanning services have corresponding fees.

- Photocopying: P1.00/page,
- Scanning: P1.00/page.

The payment of fees is done at the Cashier’s Office. Official documents of faculty and staff are free of charge.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC students; UPTC Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
TLRC Photocopying/Scanning Request Form (students) Storage media if the request is for scanning of documents		Teaching and Learning Resource Center  To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client presents a filled out request form, documents and storage media(if scanning)	1.1. The TLRC staff receives the request form, documents, and storage media	None	2 minutes	Bernadeth Tingson Admin. Aide TLRC
	1.2 The TLRC staff checks specifications on the request form.	None		
2. The client waits until photocopying or scanning is complete.	2.1 The TLRC staff proceeds with the photocopying or scanning.	₱1.00/ page	minimum of 12 minutes (depending on the number of pages to be	
	2.2 Computes the amount payable and fills out the payment order form.	None		



			scanned or photocopied)	
3. The client claims the documents and/or storage media.	3. The TLRC staff releases the documents and/or storage media, and issues the payment order form.	None	1 minute	
	<b>TOTAL</b>	<b>₱1.00/ page</b>	<b>minimum of 15 minutes (depending on the number of pages to be photocopied or scanned)</b>	



#### 4. Reservation for the Use of Discussion Room

Discussion rooms are available for meetings, classes, and fora.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reservation Form		Teaching and Learning Resource Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. The client fills out a reservation form and submits it to the TLRC staff a day before the activity.</p> <p>The activity proposal must also be attached for student meetings/planning of student activities.</p>	<p>1.1. The TLRC staff receives the reservation form and checks the availability of the room.</p> <p>1.2. If the room is available on the requested date, the TLRC staff confirms by affixing his/her signature on the reservation form and recording the request on the TLRC calendar. Otherwise, the TLRC staff informs the client about the unavailability of the room.</p>	None	5 minutes	<p>Bernadeth Tingson <i>Admin. Aide</i> <i>TLRC</i></p> <p>Prof. Annie Lyn O. Yusiong <i>TLRC</i> <i>Coordinator</i></p>
2. The client claims the copy of the reservation form.	2. The TLRC staff releases the form that indicates whether the request is approved or not.	None		<p>Bernadeth Tingson <i>Admin. Aide</i> <i>TLRC</i></p>



				Prof. Annie Lyn O. Yusing TLRC Coordinator
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	

### 5. Payment of Fees

Starting February 9, 2018, the TLRC no longer accepts cash payments. Fees must be paid at the Cashier’s Office. Unpaid fees at the end of every semester becomes an accountability and posted in the student’s Computerized Registration System (CRS) account.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Payment Order Form Official Receipt			Teaching and Learning Resource Center Cashier’s Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client requests an assessment of his/her amount payable.	1.1 The TLRC staff checks the record records and fills out the payment order form.  1.2. The TLRC staff releases the payment order form and informs the client to proceed to the Cashier’s Office for payment, if the amount payable is P20.00 or	None	3 minutes	Bernadeth Tingson Admin. Aide TLRC



	<p>more. Otherwise, the client is told to wait for the accumulated fees to be greater than P20.00.</p>			
<p>2. The client claims the payment order form.</p> <p><b>Note:</b>  <i>-if the payment order form is already at hand, proceed to the Cashier's Office to pay</i>  <i>-minimum of P20.00 for issuance of Official Receipt</i>  <i>-accumulate if less than P20.00</i></p>		<p>None</p>		<p>Bernadeth Tingson  <i>Admin. Aide</i>  <i>TLRC</i></p>
<p>3. After payment is done, the client returns to the TLRC and presents the official receipt (OR) of payment to the TLRC staff or sends a copy of the (OR) through email to <a href="mailto:tlrc.uptacloban@up.edu.ph">tlrc.uptacloban@up.edu.ph</a>.</p>	<p>3. The TLRC staff receives the OR in person or via email.</p> <p>If the OR is received in-person, the TLRC staff:</p> <ul style="list-style-type: none"> <li>● records the payment details in the logbook to clear the client of the accountability.</li> <li>● affixes his/her signature at the lower portion of the OR as proof of clearance from the accountability.</li> <li>● returns the OR to the client.</li> </ul> <p>If the OR is received online, the TLRC staff:</p> <ul style="list-style-type: none"> <li>● confirms receipt by replying to the email.</li> </ul>	<p>None</p>	<p>5 minutes</p>	<p>Bernadeth Tingson  <i>Admin. Aide</i>  <i>TLRC</i></p>



	<ul style="list-style-type: none"> <li>records the payment details in the logbook to clear the client of the accountability.</li> </ul>			
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

### 6. Clearing of Accountability

Accountability must be cleared before or during the enrollment period. Promissory letter indicating the promised date of payment within the semester is allowed for enrollment purposes only. The student must clear the accountability on or before the date indicated in the promissory letter.

<b>Office or Division:</b>	Teaching and Learning Resource Center		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	UPTC students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Details of amount payable sent through email by the TLRC staff including bank details of UP Tacloban  Proof of payment: <ul style="list-style-type: none"> <li>Official Receipt (<i>original or scanned/image</i>) or</li> <li>Bank deposit slip/fund transfer receipt (<i>screenshot/image</i>)</li> </ul> If the client is unable to pay the accountability, a promissory letter is allowed for enrollment purposes only. The promissory letter must indicate a targeted date of payment within the semester. Only one promissory letter is allowed for a given accountability.		Email sent by the TLRC Staff View the Computerized Registration System (CRS) account  Cashier's Office To be provided by the client  To be provided by the client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>The client presents proof of payment or promissory letter to the TLRC staff or email to <a href="mailto:tlrc.uptacloban@up.edu.ph">tlrc.uptacloban@up.edu.ph</a>.</p>	<p>The TLRC staff receives the proof of payment or promissory letter.</p> <p>If a hard copy of the proof of payment is received, the TLRC staff:</p> <ul style="list-style-type: none"> <li>● records the payment details in the logbook to clear the client of the accountability.</li> <li>● affixes his/her signature at the lower portion of the presented document as proof of clearance of the accountability.</li> </ul> <p>If the proof of payment is received online, the TLRC staff:</p> <ul style="list-style-type: none"> <li>● records the payment details in the logbook to clear the accountability.</li> <li>● confirms receipt and clearance of the accountability by replying to the email.</li> </ul> <p>If a promissory letter is received, the TLRC staff will check the record of accountabilities.</p> <ul style="list-style-type: none"> <li>● If the accountability is incurred within the semester, the promissory</li> </ul>	<p>None</p>	<p>5 minutes</p>	<p><i>Bernadeth Tingson</i> Admin. Aide TLRC</p>



	letter is accepted and the client is marked as temporarily cleared in the CRS. <ul style="list-style-type: none"> <li>• If the accountability was incurred during the past semester(s), the client is informed that the promissory letter is not accepted and that he/she is required to settle the accountability before the enrollment period.</li> </ul>			
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	

**7. Signing of Clearance**

The TLRC coordinator is the person in authority to sign a student’s clearance. Signing can be done in-person or online.

**In-person transaction**

<b>Office or Division:</b>	Teaching and Learning Resource Center		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	UPTC students, Alumni		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Clearance Form		Office of the College Secretary and Registrar	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents a filled out clearance form.	1.1. The TLRC staff receives the clearance form and checks the list of accountabilities.	None	1 working day (the coordinator might be in a meeting or in class)	Bernadeth Tingson Admin. Aide TLRC
	1.2. <i>If the client has no accountabilities</i> , the TLRC staff countersigns the form.  <i>If the client has accountabilities</i> , the TLRC staff informs the client to settle the accountability.	None		
	1.3 The TLRC staff forwards clearance to the TLRC coordinator for signature, if the client has no accountability.	None		
	1.4 The TLRC coordinator signs the clearance.	None		Prof. Annie Lyn Yusiong Coordinator TLRC
2. The client claims the clearance.	2. The TLRC staff releases the clearance.	None		Bernadeth Tingson Admin. Aide TLRC
	<b>TOTAL</b>	<b>None</b>	<b>1 work day</b>	



Online transaction

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC students, Alumni Office of the College Secretary and Registrar			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance Form			Office of the College Secretary and Registrar	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client sends a soft copy of his/her clearance form through email to <a href="mailto:tlrc.uptacloban@up.edu.ph">tlrc.uptacloban@up.edu.ph</a> .	1.1. The TLRC staff receives the email and checks the list of accountabilities.	None	1 working day (the coordinator might be in a meeting or in class)	Bernadeth Tingson Admin. Aide TLRC
	1.2. The TLRC staff replies to the email to confirm receipt of the clearance form.  <i>If the client has no accountability, the TLRC staff forwards the clearance to the email of the TLRC coordinator. He/she will also indicate in her reply to the client that the clearance has been forwarded to the coordinator.</i>  <i>If the client has accountabilities, the TLRC staff informs the client to settle accountability.</i>	None		Bernadeth Tingson Admin. Aide TLRC



	1.3 The TLRC coordinator signs the clearance and emails it back to the TLRC staff.	None		Prof. Annie Lyn O. Yusiong <i>Coordinator TLRC</i>
	1.3 Returns signed clearance to client	None		Bernadeth Tingson <i>Admin. Aide TLRC</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 work day</b>	

**8. Confirmation of Attendance to the Bridge Program**

Bridge Program is composed of preparatory courses in mathematics and English to help incoming first year students be prepared for the demands of a UP education. It also aims to help students transition from high school to college.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Incoming freshmen students of UP Tacloban College			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Email/notice Confirmation Form (google forms)			Email sent by the Teaching and Learning Resource Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client receives email about the bridge program and fills out an online confirmation form.	1. The TLRC through the online confirmation form sends displays a message to the client that his/her response has been recorded.	None	5 minutes	Prof. Annie Lyn O. Yusiong <i>Coordinator TLRC with</i>



	2. After the confirmation period, the TLRC staff sends an email to the client about the details of the bridge program (online orientation, online course sites, residence hall arrangements, and other matters).		7 working days (confirmation period is one week)	TLRC Staff
	<b>TOTAL</b>	<b>None</b>	<b>7 work days and 5 minutes</b>	

### 9. Registration for the Peer Tutorial Program

The Tutorial Program is designed for students who need learning assistance in subjects where they find difficulty.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Registration Form (google forms)			Online – provided by the Teaching and Learning Resource Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The client signs up to a tutorial session by filling out the online registration form.	The TLRC staff sends an email to the client to acknowledge receipt of the registration and to remind the client of the schedule of the tutorial session.	None	1 work day (the email will be sent to all registrants at the end of each working day)	Prof. Annie Lyn O. Yusiong <i>Coordinator</i> TLRC with TLRC Staff
<b>TOTAL</b>		<b>None</b>	<b>1 work day</b>	



### 10. Borrowing of Equipment

Borrowing of equipment is for official and academic purposes only. Borrowing of equipment for academic purposes must be requested by the course instructor. A request must be made at least a day before the schedule of use of the equipment.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC Faculty, Staff, U.P. Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of request			To be provided by client To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client submits a letter of request to borrow an equipment. The letter must contain the specifications and the purpose/use of the equipment.	1.1. The TLRC staff receives the letter of request.	None	1 work day	Prof. Annie Lyn O. Yusiong <i>Coordinator TLRC</i>  Bernadeth Tingson <i>Admin. Aide TLRC</i>
	1.2. Forwards letter request to TLRC coordinator for approval.	None		
	1.3. The coordinator checks and acts on the request.	None		
	1.4 If approved, the staff prepares the items to be borrowed.	None		
2. The client writes the request details in the logbook and affixes his/her signature.	2.1. The TLRC staff checks the logbook entries.	None		



	2.2. The TLRC staff turns over the borrowed items to the client.	None		
	<b>TOTAL</b>	<b>None</b>	<b>1 work day</b>	

**11.A. LMS (Adding and removing a single user to their respective course sites)**

The TLRC, through the LMS help desk, receives requests from students for their enrollment or removal from an LMS course site(s).

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Form 5 with adviser signature and confirmation from the OCS, if the client is a student. Email request, if the client is a faculty.			CRS site Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client submits a request through the LMS Helpdesk or personally visits the TLRC office.	1. The LMS staff receives the request.	None	5 minutes during regular school days 2 hours during peak time/ enrollment period	Heniekyle Adena <i>LMS Admin. Assistant</i>
	1.1 The LMS staff checks the submitted Form 5 to verify the client’s enrollment in the indicated course.	None		
	1.2 The LMS staff acts on the request once the data is verified. Otherwise, he/she informs the	None		



	client to submit his/her Form 5 that is signed by his/her adviser.			
	1.3 The LMS staff sends an email to the client informing him/her that his/her request has been acted upon.			
	<b>TOTAL</b>	<b>None</b>	<b>2 hours</b>	

**11.B. LMS (Adding students in bulk in their course sites)**

The TLRC, through the LMS email, receives requests from the faculty for students to be added to their course site(s).

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of enrolled students		Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client submits a request through email or personally visits the TLRC office.	1. The LMS staff receives the request.	None	15 minute during regular school days	Annie Lyn O. Yusiong <i>LMS Administrator</i>
	1.2 The TLRC staff checks the list of students and creates a CSV form that contains the necessary student data.	None		
	1.3 The LMS staff uploads the CSV file to the LMS.	None	2 hours during enrollment period	Heniekyle Adena <i>LMS Admin. Assistant</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 hours</b>	



### 11.C. LMS (Resetting of LMS Log-in Credentials)

The TLRC, through the LMS help desk and email, receives requests from UP Tacloban faculty and students for the resetting of forgotten LMS log-in credentials.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC Faculty, Staff, U.P Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely filled up information sheet in the LMS Helpdesk site		LMS Helpdesk Site		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client submits request through email, the LMS help desk, or personally visits the TLRC office.	1. The LMS staff receives the request and checks the client’s information to verify the legitimacy of the request.	None	3 minutes	Heniekyle Adena <i>LMS Admin. Assistant</i>
	1.1 Once client information is verified, the LMS staff resets the log-in credentials of the client.	None	1 minute	
	1.2 The LMS staff sends an email to the client containing the updated log-in credentials.	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	



**LEYTE SAMAR HERITAGE CENTER (LSHC)**  
**INTERNAL SERVICES**



### 1. Use of Standees (e.g., roller, foldable, etc.), Books, References and Other Items

The Leyte-Samar Heritage Center (LSHC) allows internal clients to borrow and use its standees, books, references, and other items within the UP Tacloban College campus for free.

<b>Office or Division:</b>	Leyte Samar Heritage Center (LSHC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UP Tacloban College Faculty Members, REPS, Administrative Staff & Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		As provided by client		
2. Accomplished Borrower's slip		Leyte Samar Heritage Center (LSHC)		
3. Valid ID		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in the request letter and valid ID to the Person in-charge (URA or the administrative assistant) who are on duty	1. Receive, record, and asses the letter of request and validate the borrower's identity using the presented valid ID (e.g., Student ID, company ID)	None	2 minutes	<i>John de La Cruz</i> URA or <i>John Laurence Laurente</i> Staff
	1.1 Check the availability and state of the requested materials. If available, proceed to step number 3. If not, END OF TRANSACTION.	None	2 minutes	
2. Accomplish the borrower's slip and fill in the borrower's record book	2. Receive and recommend for the approval of the borrower's slip	None	3 minutes	
3. Wait for the approval of the borrowed items	3. Approve the borrowing of items	None	1 minute	<i>Prof. Antonino De Veyra</i> Director



4. Receive the borrowed materials/items	4. Record the state of the requested item(s) and turn over the requested item(s) to the borrower/requestor	None	1 minute	John de La Cruz URA or John Laurence Laurent Staff
<b>TOTAL</b>		<b>None</b>	<b>9 minutes</b>	

## 2. Return of Standees (e.g., roller, foldable, etc.), Books, References and Other Items

This service ensures that all the borrowed items such as standees, books, and references are in good condition before such items are returned to the LSHC office.

<b>Office or Division:</b>	Leyte Samar Heritage Center (LSHC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UP Tacloban College Faculty Members, REPS, Administrative Staff & Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the approved borrower's slip		As provided by client		
2. Valid ID		As provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Hand in the borrowed item/s, and valid ID along with the copy of the approved borrower's slip to the Person in-charge (URA or the administrative assistant) who are on duty	1. Assess the condition or state of the borrowed item(s). If in GOOD CONDITION, proceed immediately to Step 2. If in BAD CONDITION*, the borrower or requestor must repair the damaged item(s) and/or restore it to its original condition upon	None	2 minutes	John de La Cruz URA or John Laurence Laurent Staff



	borrowing. In case the damages sustained by the borrowed item(s) are beyond repair, the requestor must replace the borrowed item(s) with exactly the same specifications or brand, among others.			
	1.1 Return the borrowed items to its proper storage area.	None	2 minutes	
2. Fill in the borrower's receipt/return record book	2. Recommend the clearance of the borrower from accountability by stamping the borrower's slip with date of return and condition of the borrowed items.	None	1 minute	
	2.1 Approve the clearance from accountability	None	1 minute	<i>Prof. Antonino De Veyra Director</i>
3. Receive the stamped borrower's slip	3. Hand in the stamped/cleared borrower's slip	None	1 minute	<i>John de La Cruz URA or John Laurence Laurente Staff</i>
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	

*\*Repair or replacement of damaged item(s) must be made within 15 days after the original date of return indicated in the borrower's record book and borrower's slip. If the repair or replacement of damaged item(s) will take more than the prescribed period, a letter requesting for extension beyond the prescribed period shall be submitted to the LSHC Director subject to his/her approval. In case the borrower/requestor fails to repair or replace the damaged item(s) within the approved allowable period, the borrower/requestor shall be temporarily banned from borrowing items from the Center until he/she has returned the borrowed item(s).*



### 3. Use of the LSHC Main Hall (Facilities)

The Leyte-Samar Heritage Center allows students, faculty members, REPS, and staff of the College to use the LSHC Main Hall as a venue for conducting various academic-related, research extension, and public service activities for free.

<b>Office or Division:</b>	Leyte Samar Heritage Center (LSHC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government			
<b>Who may avail:</b>	UP Tacloban College Faculty Members, REPS, Administrative Staff & Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Activity Proposal Approved by the Dean		As provided by the client		
2. Activity Permit		LSHC Director's Office		
3. UP ID		As provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Hand in the approved activity proposal to the person in-charge of the facility (URA or the administrative assistant) who are on duty	1. Receive, record, and asses the activity proposal and validate the requester's identity using the presented UP ID	None	2 minutes	<i>John de La Cruz</i> URA or <i>John Laurence Laurente</i> Staff
	1.1 Check for the availability of the facility	None	1 minute	
2.Fill-up the Activity Permit and hand it to the Person in-charge of the facility	2. Reserve and recommend for the approval of the Activity Permit	None	1 minute	
3. Present Activity Permit for final approval	3. Approve the Activity permit	None	1 minute	<i>Prof. Antonino De Veyra</i> Director
4. Receive copy of approved Activity Permit	4. Provide copies of the approved permit to the Security office, and the person in-charge of the facility	None	1 minute	<i>Staff</i> Administrative Division
	<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>	



**GENDER & DEVELOPMENT PROGRAM (GDP)**  
**EXTERNAL SERVICES**



### 1. Request for Technical Assistance (Gender Sensitivity Training (GST))

UPTC through the Gender and Development Program (GDP) can extend technical assistance to requesting external parties on matters related to the conduct of Gender Sensitivity Training (GST).

<b>Office or Division:</b>	Gender and Development Program (GDP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request			As provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter	1. Receive Request Letter and discuss with client the details of the request	None	5 minutes	<i>Donabel Tumandao</i> Coordinator
	1.1 Endorse & forward to the Dean's Office for approval	None	1 minute	
	1. 2 Evaluate & approve the request	None	5 minutes	<i>Dr. Patricia B, Arinto</i> Dean's Office
2. Receive copy of approved Request Letter	2. Give a copy of the approved Request Letter to the client and another copy to the GDP Coordinator	None	1 minute	<i>Edna Sevilla</i> Staff
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	



**GENDER & DEVELOPMENT PROGRAM (GDP)**  
**INTERNAL SERVICES**



### 1. Request for Conduct of Gender Sensitivity Training (GST) & Related Trainings

The Gender and Development Program (GDP), as part of its primary mandate, organizes and conducts Gender Sensitivity Training and other forms of gender-related activities for faculty members, REPS, administrative staff and students.

<b>Office or Division:</b>	Gender and Development Program (GDP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members, REPS, Administrative Staff & Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request			As provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter	1. Receive Request Letter and discuss with client the details of the request	None	5 minutes	<i>Donabel Tumandao</i> Coordinator
	1.1 Endorse & forward to the Dean's Office for approval	None	1 minute	
	1. 2 Evaluate & approve the request	None	5 minutes	<i>Dr. Patricia B, Arinto</i> Dean's Office
2. Receive copy of approved Request Letter	2. Give a copy of the approved Request Letter to the client and another copy to the GDP Coordinator	None	1 minute	<i>Edna Sevilla</i> Dean's Office Staff
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	



## 2. Consultation

Provide advice/opinions on gender and development (GAD) matters, such as gender sensitivity, gender mainstreaming, and Harmonized Gender and Development Guidelines (HGDG).

<b>Office or Division:</b>	Gender and Development Program Office			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	UP constituents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Verbal request for consultation			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit GDP office to set an appointment for GAD consultation	1. Calendar the consultation date. Inform GDP Coordinator.	None	4 hours	<i>Administrative Assistant</i>
	2. GDP Coordinator gives advice/opinion of GAD matter presented by client during the scheduled consultation.	None	2 hours	<i>Donabel Tumandao GDP Coordinator</i>
	3. If the office is unable to provide technical assistance, GDP Coordinator writes a letter of request and coordinates with a specialist/expert on the subject matter of the GAD concern and await for response.	None	2 days	<i>Donabel Tumandao GDP Coordinator</i>
	4. The office follow-up letter of request to specialist/expert, and	None	5 days	<i>Administrative Assistant</i>



	upon approval coordinate schedule of consultation with client.			
	5. If the GAD specialist/expert initially requested is unavailable, the office shall coordinate with another GAD specialist/expert. (Steps 4 and 5 shall be repeated)	None	7 days	<i>Donabel Tumandao</i> GDP Coordinator
	<b>TOTAL</b>	<b>None</b>	14 days & 6 hours	
<b>A. If online consultation is preferred, the client may directly send the GDP Coordinator an email or a text message.</b>	1) Upon receipt of email or text message, the GDP Coordinator shall respond to query on GAD concern of the client.	None	2 days	<i>Donabel Tumandao</i> GDP Coordinator
	2) If query cannot be answered by the office, the GDP Coordinator shall consult with expert/specialist within the University or GAD committees or offices outside the University.	None	5 days	<i>Donabel Tumandao</i> GDP Coordinator
	3) After consultation with expert/specialist, the GDP Coordinator respond to GAD query of client.	None	8 hours	<i>Donabel Tumandao</i> GDP Coordinator
	<b>TOTAL</b>	<b>None</b>	<b>7 days &amp; 8 hours</b>	



**ANTI-SEXUAL HARASSMENT OFFICE (ASHO)**  
**EXTERNAL SERVICES**



### 1. Request for Technical Assistance (Orientation/Training)

UPTC through the Office of Anti-Sexual Harassment Office (OASH) can extend technical assistance by providing resource persons to requesting external parties in relation to the conduct of anti-sexual harassment education or information activities.

<b>Office or Division:</b>	Office of Anti-Sexual Harassment (OASH)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request			As provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter	1. Receive Request Letter and discuss with client the details of the request	None	5 minutes	<i>Rylle Sadian-Cercado</i> Coordinator
	1.1 Endorse & forward to the Dean's Office for approval	None	1 minute	
	1. 2 Evaluate & approve the request	None	5 minutes	<i>Dr. Patricia B. Arinto</i> Dean
2. Receive copy of approved Request Letter	2. Give a copy of the approved Request Letter to the client and another copy to the GDP Coordinator	None	1 minute	<i>Jare Cadiante</i> Dean's Office Staff
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	



**ANTI-SEXUAL HARASSMENT OFFICE (ASHO)**  
**INTERNAL SERVICE**



**1. UP Anti-Sexual Harassment Code Orientation**

All members of the UP community are required to undergo UP ASH Code Orientation every three years.

<b>Office or Division:</b>	Office of Anti-Sexual Harassment			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC enrolled undergraduate students, Faculty and Non-faculty Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Must be affiliated with the College			--	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits a letter requesting for the orientation	1.1. The Faculty-in-Charge will coordinate with the PSO and/or (client) office concerned of the said activity for scheduling.	None	1 day	<i>Rylle Sadian-Cercado</i> Coordinator
	1.2. The staff coordinates with the PSO, Systems Administrator, and Supply Office for the needed facilities.	None	2 days	ASHO Administrative Staff
2. The client confirms attendance to the activity.	1.3 The Faculty-In-Charge informs the client of the final schedule of the activity.  (If virtual activity) The Faculty-In-Charge requests for a Zoom link from the Office of the Systems Administrator and sends the link to client to register for confirmation.	None	1 day	<i>Rylle Sadian-Cercado</i> Coordinator



	(If face to face activity) The Faculty-In-Charge informs the client through email or a written communication of the final schedule of the activity.			
3. The client attends the activity.	3. The Office-in-Charge conducts the activity.	None	1 day	<i>Rylle Sadian-Cercado</i> Coordinator
4. The client answers the post evaluation form.	4.1. The staff encodes and prints the certificates of attendance.	None	1 day	ASHO Administrative Staff
	4.2. The staff forwards the certificates to the Faculty-In-Charge for signature.	None	1 day	<i>Rylle Sadian-Cercado</i> Coordinator  ASHO Administrative Staff
	4.3. The staff forwards the certificates to the Dean for signature.	None	1 day	ASHO Administrative Staff  <i>Dr. Patricia B. Arinto</i> Dean
5. The client claims/receives his/her certificate of attendance and signs the receiving copy.	5. The staff issues/releases the certificates and files the receiving copy.	None	1 day	ASHO Administrative Staff
	<b>TOTAL</b>	<b>None</b>	<b>9 days</b>	



**2. Filing a Sexual Harassment Complaint**

<b>Office or Division:</b>	Office of Anti-Sexual Harassment			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPTC enrolled undergraduate students, Faculty and Non-faculty Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Must be affiliated to the college.			---	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Aggrieved party files a complaint/reports an incident of sexual harassment (may be done in written, oral, through text, or other non-written means).	1. Staff conduct an intake interview and case documentation.	None	1 day	Rylle Sadian-Cercado Coordinator  ASHO Administrative Staff
	1.1 The ASHO person-in-charge reduces into writing the report that is done orally, through a text message, or through other non-written means.	None	3 days	Rylle Sadian-Cercado Coordinator  ASHO Administrative Staff
2. Aggrieved party signs the documents related to the complaint (case-in-take form for non-written reports)	2. The ASHO person-in-charge asks the aggrieved party to sign the report.	None	1 day	Rylle Sadian-Cercado Coordinator ASHO Administrative Staff



	2.1 The staff serves notice to the person complained of.	None	5 days after aggrieved party signs the report	<i>Rylle Sadian-Cercado</i> Coordinator  ASHO Administrative Staff
	2.2. The office receives the notarized response of person complained of.	None	5 days	
	2.3. The office forwards the documents to the ASH Council.	None	1 day	
3. The aggrieved party and the complained party waits for the action from the ASH Council.	3.1. The office follows up with the ASH council regularly on the status of the case, until resolution.	None	-	
	<b>TOTAL</b>	<b>None</b>	<b>21 days</b>	



**OFFICE OF CONTINUING EDUCATION (OCE) / PAHINUNGOD  
EXTERNAL SERVICES**



### 1. Request and Application for an Extension Program (External Clients)

The Office of the Continuing Education processes and facilitates the processing of requests for an extension program submitted to the Dean’s Office by government, private institutions, and other external clients. The office also reviews and evaluates the request letters and program proposals.

<b>Office or Division:</b>	Office of Continuing Education			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C/ G2G			
<b>Who may avail:</b>	Stakeholders, government and non-government institutions, and other external clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Request signed by the Requisitioner and Head of Organization/Office</li> </ul>		<ul style="list-style-type: none"> <li>From client</li> </ul>		
<ul style="list-style-type: none"> <li>Project Proposal</li> </ul>		<ul style="list-style-type: none"> <li>From client</li> </ul>		
<ul style="list-style-type: none"> <li>MOU/MOA</li> </ul>		<ul style="list-style-type: none"> <li>From client</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Request and/or project proposal to the Dean’s Office	1. Staff receives the documents for the Dean’s review and approval	None	1 day	<i>Ms. Edna Sevilla</i> Dean’s Office Staff
	1.1 The receiving staff forwards the documents, in person or through email, to the office for filing	None	6 mins.	
	1.2 OCEP staff receives, scans, and reproduces 2 copies of the documents.	None	6 mins.	<i>Ms. Marvie Villones</i> OCE Staff
	1.3 OCEP staff submits one of the copies to the Faculty-in-Charge.	None	3 mins.	



	1.4 OCEP staff gives a copy of the approved letter of request and proposal in person or through email, to the clients.	None	5 mins.	
2. Submission of Memorandum of Agreement/Understanding (MOA or MOU)	2. OCEP staff receives the documents.	None	10 mins.	
	2.1 OCEP staff forwards the documents to the Faculty-in-Charge and the Dean for review	None	10 mins.	<i>Ms. Marvie Villones</i> OCE Staff
	2.2 The Dean's office forwards the documents, with their desired terms and revisions, to the legal counsel for evaluation	None	30 mins.	<i>Ms. Edna Sevilla</i> Dean's Office Staff
	2.3 The legal counsel reviews and revises the documents.	None	1 day	UPTC Legal Counsel
	2.4 The legal counsel returns the revised documents to the Dean's office for approval.	None	30 mins.	UPTC Legal Counsel
	2.5 The Dean's office staff receives the documents.	None	10 mins.	<i>Ms. Edna Sevilla</i> Dean's Office Staff
	2.6 The Dean's office staff forwards the documents to OCEP	None	10 mins.	<i>Ms. Edna Sevilla</i> Dean's Office Staff
	2.7 The OCEP receives the documents then sends them to the client for review.	None	30 mins.	
3. Submission of revised MOA or MOU	3. OCEP staff receives the documents.	None	10 mins.	<i>Ms. Marvie Villones</i> OCE Staff
	3.1 OCEP staff forwards the documents to the Faculty-in-Charge and the Dean for final review.	None	10 mins.	



	3.2 Faculty-in-Charge and the Dean reviews the documents.	None	1 day	Faculty-in-Charge and the Dean
	3.3 Faculty-in-Charge and the Dean returns the document to the OCEP staff for encoding, printing, and reproduction.	None	30 mins.	Faculty-in-Charge and the Dean
	3.4 OCEP staff encodes, prints, and reproduces the documents	None	1 hour	<i>Ms. Marvie Villones</i> OCE Staff
	3.5 OCEP staff sends the documents to signatories for their signatures.	None	1 day	
	3.6 Signatories sign the documents	None	2 days	Faculty-in-Charge, Dean, partners
	3.7 OCEP staff files a copy of the signed MOU/MOA	None	10 mins.	<i>Ms. Marvie Villones</i> OCE Staff
	<b>TOTAL</b>	<b>None</b>	<b>149 hrs.</b>	



**OFFICE OF CONTINUING EDUCATION (OCE) / PAHINUNGOD  
INTERNAL SERVICES**



### 1. Request and Application for an Extension Program (Internal Clients)

The Office of Extension/ Office of the Continuing Education and Pahinungod processes and facilitates all requests for an extension program submitted by faculty members, admin staff, and REPS. The office also reviews and evaluates the letters of request and program proposals. The office will then forward the application (PS Grant Application Form 2 with the Letter of Request) to the Dean’s Office for approval.

*\*Clients are advised to submit the required documents 30 days before the implementation of the program.*

<b>Office or Division:</b>	Office of Continuing Education			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C/ G2G			
<b>Who may avail:</b>	UPTC faculty members, admin staff, and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of Request signed by the Requisitioner and Head of Organization/Office</li> </ul>			<ul style="list-style-type: none"> <li>From client</li> </ul>	
<ul style="list-style-type: none"> <li>Project Proposal</li> </ul>			<ul style="list-style-type: none"> <li>From client</li> </ul>	
<ul style="list-style-type: none"> <li>PS Grant Application Form 2</li> </ul>			<ul style="list-style-type: none"> <li>From OCEP</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter of Request and/or project proposal to the Dean’s Office	1. Staff receives the documents for the Dean’s review and approval	None	1 day	Ms. Edna Sevilla Dean’s Office Staff
	1.1 The receiving staff forwards the documents, in person or through email, to the office for filling	None	6 mins.	
	1.2 OCEP staff receives, scans, and reproduces 2 copies of the documents.	None	6 mins.	Ms. Marvie Villones OCE Staff



	1.3 OCEP staff submits one of the copies to the Faculty-in-Charge.	None	3 mins.	
	1.4 OCEP staff gives a copy of the approved letter of request and proposal in person or through email, with the Extension Program Proposal (PS Grant Application Form 2) to the client.	None	5 mins.	
2. Submission of Extension Program Proposal (PS Grant Application Form 2) With the approved Letter of Request to the Office of the Continuing Education and Pahinungod	2. OCEP staff receives the documents.	None	3 mins.	Ms. Marvie Villones OCE Staff
	2.1 OCEP staff reviews whether the document has been fully accomplished	None	10 mins.	
	2.1.1 If the application form entries need revision, the OCEP staff returns the form via email.	None	30 mins.	
3. Submission of revised Extension Program Proposal (PS Grant Application Form 2)	3. OCEP staff receives the documents.	None	3 mins.	
	3.1 OCEP staff reviews whether the document has been revised and fully accomplished.	None	10 mins.	
	3.2 OCEP staff submits all the documents to the Faculty-in-Charge for signature.	None	5 mins.	OCEP Faculty-in-Charge
	3.3 Faculty-in-Charge signs the form.	None	10 mins.	



	3.4 OCEP staff forwards the documents to the Dean’s Office for the Dean’s signature.	None	10 mins.	Ms. Marvie Villones OCE Staff
	3.5 The Dean signs the application form.	None	1 day	Dr. Patricia Arinto Dean
	3.6 OCEP staff files a copy of the signed application forms.	None	5 mins.	Ms. Marvie Villones OCE Staff
	<b>TOTAL</b>	<b>None</b>	<b>49 hours &amp; 30 minutes</b>	

## 2. Processing of Accomplishment Report for an Extension Program

The Office of Extension/ Office of the Continuing Education and Pahinungod processes and facilitates all accomplishment reports for an extension program submitted by faculty members, admin staff, and REPS. The office also reviews and evaluates the accomplishment form and the required attached documents. The office will then forward the application (PS Grant Application Form 3 with the attachments) to the Dean’s Office for approval.

*\*Clients are advised to submit the required documents 2 to 3 days after the implementation of the program.*

<b>Office or Division:</b>	Office of Continuing Education		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2C/ G2G		
<b>Who may avail:</b>	UPTC faculty members, admin staff, and REPS		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>PS Grant Application Form 3</li> </ul>		<ul style="list-style-type: none"> <li>From OCEP</li> </ul>	
<ul style="list-style-type: none"> <li>Narrative report with photo documentation</li> </ul>		<ul style="list-style-type: none"> <li>From client</li> </ul>	



<ul style="list-style-type: none"> <li>Liquidation report</li> </ul>		<ul style="list-style-type: none"> <li>From client</li> </ul>		
<ul style="list-style-type: none"> <li>Summary of Post Activity Evaluation</li> </ul>		<ul style="list-style-type: none"> <li>From client</li> </ul>		
<ul style="list-style-type: none"> <li>Fully accomplished registration and attendance sheets of participants</li> </ul>		<ul style="list-style-type: none"> <li>From client</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of PS Grant Accomplishment Form 3 with attachments	1. OCEP staff receives the documents.	None	5 mins.	Ms. Marvie Villones OCE Staff
	1.1 OCEP staff reviews the documents.	None	10 mins.	
	1.1.1 For revisions, the OCEP staff returns the documents to the client.	None	10 mins.	
2. Submission of revised PS Grant Accomplishment Form 3 with attachments	2. OCEP staff receives the documents.	None	5 mins.	
	2.1 OCEP staff reviews the documents.	None	10 mins.	
	2.2 OCEP staff forwards the documents to the Faculty-in-Charge for signature.	None	30 mins.	
	2.3 Faculty-in-Charge signs the documents.	None	10 mins.	
	2.4 OCEP staff forwards the documents to the Dean for signature	None	10 mins.	Ms. Marvie Villones OCE Staff
	2.5 The Dean signs the documents	None	1 day	Dr. Patricia Arinto Dean



	2.6 OCEP staff files a copy of the signed accomplishment forms.	None	10 mins.	Ms. Marvie Villones OCE Staff
	<b>TOTAL</b>	<b>None</b>	<b>25 hours &amp; 30 minutes</b>	

### 3. Processing of Application for CPD Units for Extension Programs to PRC

The Office of Extension/ Office of the Continuing Education and Pahinungod processes and facilitates all applications for Continuing Professional Development (CPD) units for the extension programs by the different offices and units to the Professional Regulation Commission (PRC). The office guides the offices and units in fulfilling all the necessary requirements for the application. The office then communicates and submits all requirements to PRC.

*\*Clients are advised to submit the required documents 50 days before the implementation of the program.*

<b>Office or Division:</b>	Office of Continuing Education	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C/ G2G	
<b>Who may avail:</b>	UPTC offices and units, faculty members, admin staff, and REPS	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
● PRC Application form for Accreditation of CPD Program		● From OCEP/ PRC
● Instructional Design form		● From OCEP/ PRC
● Evaluation tool		● From client
● Program of activities with timeline		● From client
● CV/ Resume of Resource person with photocopy of PRC License/ Government ID		● From client/ OCEP/ PRC
● Breakdown of expenses		● From OCEP/ PRC



<ul style="list-style-type: none"> <li>For online learning, the Declaration of Minimum Technical Requirements</li> </ul>		<ul style="list-style-type: none"> <li>From SysAd</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of PRC Application form with attachments	1. OCEP staff receives the documents (printed and electronic copy)	None	1 day	Ms. Edna Sevilla Dean's Office Staff
	1.1 OCEP staff reviews the application form and the required attachments	None	6 mins.	
	1.1.1 If revisions are needed or there are lacking documents, the OCEP staff returns the document via email with the comments	None	6 mins.	Ms. Marvie Villones OCE Staff
1. Submission of revised PRC Application form with attachments	2. OCEP staff receives the documents	None	5 mins.	Ms. Marvie Villones OCE Staff
	2.1 OCEP staff reviews the application form and attachments	None	30 mins.	
	2.2 OCEP staff scans all documents for uploading to the CPDAS, PRCs online platform	None	20 mins.	
	2.3 OCEP staff submits all hard copies of the application and attachments (3 copies each) to the PRC regional office.	None (if the program does not have any registration fee) 1,000/ Council (if the participants	1 hr.	



		need to pay a registration fee)		
	2.4 OCEP staff completes the application by encoding all details and uploading all documents to the CPDAS.	None	30 mins.	
	2.5 OCEP staff sends the soft copies of the documents via email to PRC Central office.	None	10 mins.	
	2.6 OCEP staff files all documents	None	5 mins.	
	<b>TOTAL</b>	<b>None or ₱1,000</b>	<b>26 hrs.</b>	

#### 4. Processing of Accomplishment Report for CPD Units for Extension Programs to PRC

The Office of Extension/ Office of the Continuing Education and Pahinungod processes and facilitates all accomplishment reports for Continuing Professional Development (CPD) units for the extension programs by the different offices and units to the Professional Regulation Commission (PRC). The office guides the offices and units in fulfilling all the necessary requirements for the application. The office then communicates and submits all requirements to PRC.

*\*Clients are advised to submit the required documents 2 to 3 days after the implementation of the program.*

<b>Office or Division:</b>	Office of Continuing Education
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C/ G2G



<b>Who may avail:</b>	UPTC offices and units, faculty members, admin staff, and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• PRC Completion Report form for Accredited CPD Program		• From OCEP/ PRC		
• Hard and electronic copy of registration and attendance sheets		• From OCEP/ PRC		
• Actual program of activities		• From client		
• Lecture materials		• From client		
• Summary of evaluation of the Resource Person		• From client		
• Summary of evaluation of learning of the participants		• From client		
• Financial report		• From client		
• Photo documentation		• From client		
• Publication materials and other supporting documents		• From client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of PRC Accomplishment report with attachments	1. OCEP staff receives the documents (printed and electronic copy)	None	1 day	<i>Ms. Marvie Villones OCE Staff</i>
	1.1 OCEP staff reviews the accomplishment form and the required attachments	None	6 mins.	
	1.1.1 If revisions are needed or there are lacking documents, the OCEP staff returns the document via email with the comments	None	6 mins.	
2. Submission of revised PRC Accomplishment report with attachments	2. OCEP staff receives the documents	None	5 mins.	<i>Ms. Marvie Villones OCE Staff</i>
	2.1 OCEP staff reviews the accomplishment report and attachments	None	30 mins.	



	2.2 OCEP staff scans all documents for uploading to the CPDAS, PRCs online platform	None	20 mins.	
	2.3 OCEP staff completes the accomplishment report by encoding all details and uploading all documents to the CPDAS.	None	30 mins.	
	2.4 OCEP staff sends the soft copies of the documents via email to PRC Central office.	None	10 mins.	
	2.7 OCEP staff files all documents	None	5 mins.	
	<b>TOTAL</b>	<b>None</b>	<b>26 hrs.</b>	



**ACCOUNTING OFFICE**  
**EXTERNAL SERVICES**



### 1. Disbursement Voucher (DV) Processing: Pre-audit

The Accounting Office pre-audits Disbursement Voucher prior to the approval of payment by the Head of Agency and issuance of check or ADA.

<b>Office or Division:</b>	Accounting Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B-Government to Business; G2C-Government to Citizen; G2G-Government to Government	
<b>Who may avail:</b>	Suppliers (External Clients)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. DV entry in UIS		To be done by SPSO/CDMO/Accounting
2. Printed DV as approved by unit head/supervisor		To be done by SPSO/CDMO/Accounting
3. Obligation Request & Status signed by unit head/supervisor		To be done by SPSO/CDMO/Accounting
4. The following attachments, respectively:		
<b>Payments to Suppliers (Purchase of Common Use Supplies &amp; Materials Paid After Delivery)</b>		
1. Approved Purchase Order (PO)		Supply & Property Services Office
2. Abstract of Quotations (AOQ)		Supply & Property Services Office
3. Canvas (Quotations)		Supply & Property Services Office
4. Approved & budget-cleared Purchase Request (PR)		Supply & Property Services Office
5. Inspection & Acceptance Report (IAS)		Supply & Property Services Office
6. Property Acknowledgment Receipt (PAR) / Inventory Custodian Slip (ICS), if applicable		Supply & Property Services Office
7. Certificate of Warranty, if applicable		Supply & Property Services Office
8. Photos/Clear Pictures of Items/Goods Procured		Supply & Property Services Office
9. BAC Resolution if Items/Goods were procured using Alternative Mode		Supply & Property Services Office



10. Other Documents that may be required		Supply & Property Services Office		
11. Supplier's Invoice		From supplier		
<b>Payments to Suppliers (Purchase of Common Use Supplies &amp; Materials COD [Cash on Delivery])</b>				
1. Approved Purchase Order (PO)		Supply & Property Services Office		
2. Abstract of Quotations (AOQ)		Supply & Property Services Office		
3. Canvas (Quotations)		Supply & Property Services Office		
4. Approved & budget-cleared Purchase Request (PR)		Supply & Property Services Office		
5. Inspection & Acceptance Report (IAS)		Supply & Property Services Office		
6. Property Acknowledgment Receipt (PAR) / Inventory Custodian Slip (ICS), when applicable		Supply & Property Services Office		
7. Certificate of Warranty, when applicable		Supply & Property Services Office		
8. Photos/Clear Pictures of Items/Goods Procured		Supply & Property Services Office		
9. BAC Resolution if Items/Goods are procured using Alternative Mode		Supply & Property Services Office		
10. Other Documents that may be required		Supply & Property Services Office		
11. Supplier's Invoice		Supply & Property Services Office		
<b>Payments to Suppliers (Payment of Utilities)</b>				
1. Billing Statement		Administrative Office		
2. Official Receipt		From supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV and attachments	1. Receive DV and attachments	None	.5 hour	<i>Mr. Rey Espanto or Ms. Eden Cabigon Accounting Staff</i>
	2. Check completeness of attachments, and correctness of amount and withholding tax (when applicable)	None	6 hours	



	3. Pre-audit, assign account codes, fund code, validate and initiate approval in the UIS	None	4 hours	
	4. Print BIR Form 2306 & 2307, when applicable	None	1 hour	
	5. Record in the logbook the date, DV Number, amount of DV, name of Creditor/Payee and particulars. Retain one (1) copy of DV & other supporting documents as Accounting File	None	0.25 hour	
	6. Forward DV and attachments to Budget Office	None	.25 hour	
	DV From the Budget Office:			
	7. Certify as to cash availability, subject to Authority to Debit Account (when applicable), completeness of supporting documents and propriety of amount claimed	None	2 hours	<i>Ms. Karen Reyes</i> Accountant
	8. Cross checking of DV entries and amounts with the entries in the UIS	None	1 hour	
	9. Approval of payment in the UIS	None	.5 hour	
	10. Forward the DV to the Dean's Office	None	.5 hour	<i>Mr. Rey Espanto or</i> <i>Ms. Eden Cabigon</i> Accounting Staff
	<b>TOTAL</b>	<b>None</b>	<b>16 hours or 2 working days</b>	



**ACCOUNTING OFFICE**  
**INTERNAL SERVICES**



## 1. Disbursement Voucher (DV) Processing: Pre-audit

The Accounting Office pre-audits Disbursement Voucher prior to the approval of payment by the Head of Agency and issuance of check or ADA.

<b>Office or Division:</b>	Accounting Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government
<b>Who may avail:</b>	Faculty members, administrative staff and students (Internal Clients)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. DV entry in UIS	To be done by client online
2. Printed DV as approved by unit head/supervisor	Prepared by client
3. Obligation Request & Status signed by unit head/supervisor	Prepared by client
4. The following attachments, respectively:	
<b>Cash Advance for Activities</b>	
1. Approved Purchase Request (PR)	All units
2. Approved Line Item Budget (LIB)	Prepared by client
3. Approval of Activity	Dean's Office
<b>Cash Advance for Travel</b>	
1. Travel Order	All units
2. Approved Itinerary of Travel	All units
3. Invitation Letter	Provided by client
<b>Claims for First Salary</b>	
1. Duly filled up U.P. Form No. 65-A (Certificate of Service)/Electronic Time Card/CSC Form No. 48 (Daily Time Record)	All units
2. Notice of Appointment	Personnel Services Office



3. Certificate of Assumption for Duty	Personnel Services Office
4. Oath of Office	Personnel Services Office
5. Statement of Assets, Liabilities, and Net Worth (SALN)	Personnel Services Office, prepared by client
6. BIR Form 2316 from Former Employer <i>(if the employee is a transferee from other government agency)</i>	Provided by client
<b>Claims for Last Salary</b>	
1. Duly filled up U.P. Form No. 65-A (Certificate of Service)/Electronic Time Card/CSC Form No. 48 (Daily Time Record)	All units
2. Approved College and University Clearance	Personnel Services Office
<b>Claims for Service Recognition Pay (SRP)</b>	
1. Approved Computation of Service Recognition	Personnel Services Office
2. Approved College and University Clearance	Personnel Services Office
<b>Claims for Other Benefits</b>	
1. Approved Guidelines and/or Listing	Provided by client or home unit or Dean's Office
2. Approved College and University Clearance (for Outgoing Employees)	Personnel Services Office
<b>Claims for Terminal Leave</b>	
1. Certified photocopy of employee's leave card as of last date of service duly audited by the Personnel Services Office (PSO) and COA;	Personnel Services Office (PSO)
2. Complete Service Record	Personnel Services Office (PSO)
3. University and College Clearance	Personnel Services Office (PSO)
4. Statement of Assets, Liabilities, and Net worth (SALN)	Personnel Services Office (PSO)
5. Certified photocopy of Appointment/NOSA showing the highest salary received if the last appointment is not the highest	Personnel Services Office (PSO)
6. Computation of Terminal Leave Benefits duly signed/certified by the Accountant	Accounting Office
7. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency	Prepared by client



8. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her with reference to RA No. 3019		Provided by client		
<b>Refunds of Tuition and Other Fees</b>				
1. Approved Request for Refund		Office of the College Secretary		
2. Form 5		Office of the College Secretary		
3. Official Receipt		Office of the College Secretary		
<b>Reimbursement of Travel Expenses</b>				
1. Travel Order		Dean's Office		
2. Itinerary of Travel		All units		
3. Invitation Letter		Provided by client		
4. Certificate of Travel Completed		Dean's Office		
5. Certificate of Appearance		Provided by client		
6. Tickets		Provided by client		
7. Receipts		Provided by client		
8. Certificate of Expenses Not Requiring Receipts (if applicable)		All units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV and attachments	1. Receive DV and attachments	None	.5 hour	Mr. Rey Espanto or Ms. Eden Cabigon Accounting Staff
	2. Check completeness of attachments, and correctness of amount and withholding tax (when applicable)	None	6 hours	
	3. Pre-audit, assign account codes, fund code, validate and initiate approval in the UIS	None	4 hours	
	4. Print BIR Form 2306 & 2307, when applicable	None	1 hour	



	5. Record in the logbook the date, DV Number, amount of DV, name of Creditor/Payee and particulars. Retain one (1) copy of DV & other supporting documents as Accounting File	None	.25 hour	
	6. Forward DV and attachments to Budget Office	None	.25 hour	
	DV From the Budget Office:			
	7. Certify as to cash availability, subject to Authority to Debit Account (when applicable), completeness of supporting documents and propriety of amount claimed	None	2 hours	<i>Ms. Karen Reyes</i> Accountant
	8. Cross checking of DV entries and amounts with the entries in the UIS	None	1 hour	
	9. Approval of payment in the UIS	None	.5 hour	
	10. Forward the DV to the Dean's Office	None	.5 hour	<i>Mr. Rey Espanto</i> or <i>Ms. Eden Cabigon</i> Accounting Staff
	<b>TOTAL</b>	<b>None</b>	<b>16 hours or 2 working days</b>	



## 2. Processing of Liquidation Vouchers

The Accounting Office process the liquidation of cash advances made by Faculty members, Reps and Administrative Staff

<b>Office or Division:</b>	Accounting Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government	
<b>Who may avail:</b>	Faculty, Reps and Administrative Staff (Internal Clients)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Cash Advance for Activities</b>		
1. Approved Purchase Request (PR)	All units	
2. Approved Line Item Budget (LIB)	Prepared by client	
3. Approval of Activity	Dean's Office	
4. Summary of Expenses	Provided by client	
5. Official Receipts, Certification of Expenses not requiring Receipts, Pass Slip (when applicable)	Provided by client	
6. Canvas (Quotations), when applicable	Provided by client	
7. Attendance Sheet	Prepared by client	
8. Program of Activities	Provided by client	
9. Photos/Clear Pictures of the Activity	Provided by client	
10. Other documents that may be required	Provided by client	
<b>Cash Advance for Travel</b>		
1. Travel Order	All units	
2. Approved Itinerary of Travel	All units	
3. Invitation Letter	Provided by client	
4. Certificate of Attendance	Provided by client	



5. Appendix B: Certificate of Travel Completed		Provided by client		
6. Plane/Bus/Van Tickets		Provided by client		
7. Revised Itinerary of Travel, when applicable		Provided by client		
8. Official receipts		Provided by client		
9. Other documents that may be required		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Submit Liquidation Voucher</b>	1. Receive the liquidation voucher	None	.5 hour	<i>Mr. Rey Espanto or Ms. Eden Cabigon Accounting Staff</i>
	2. Check completeness of attachments and signatures and correctness of amount	None	6 hours	
	3. Record and assign liquidation voucher number	None	.5 hour	
	4. Assign accounting entry in the UIS and initiate approval	None	1 hour	
	5. Accountant check and approve the liquidation voucher	None	6 hours	<i>Ms. Karen Reyes Accountant</i>
	6. Prepare JEV for recording in the books	None	2 hours	<i>Ms. Karen Reyes Accountant</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>16 hours or 2 working days</b>	



**BUDGET OFFICE**  
**INTERNAL SERVICES**



### 1. Approval of Purchase Request

Purchase Request is filled and submitted to make a request for the purchase of a certain item. The specification about the product and the reason why it is needed is also specified.

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Faculty, Staff, Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled-out Purchase Request Form 2. Job Order Form			Administrative Division Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the PR Form	1. Receives Purchase Request Form and forwards PR Form to the Budget Officer	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	2. Checks Attachment (Request for Repairs/Job Order Form) and if within APP	None	2 minutes	<i>Rosanna S. Burre</i> Budget Officer
	3. Identifies fund source, assigned PR number and Counter-signs the Form	None	8 minutes	
	4. Records assigned PR No. to the Log Book and forward to the Budget staff	None	2 minutes	
	5. Input to the RBAU and ledger and forward to the Office of the Dean	None	2 minutes	<i>Romylyn V. Ruña</i> Admin. Assistant
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



## 2. Approval of Budget Clearance

Approval of Budget Clearance for Program of work, Line-Item budget of activities and request for travel.

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out Program of Work/Line-Item Budget/Request for Travel Order		Respective office/unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the duly filled-out Program of Work/Line-Item Budget/Request for Travel Order	1. Receives Purchase Request Form and forwards PR Form to the Budget Officer and forwards to the Budget Officer	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	2. Checks attachments (Letter requesting for funding with Line-item Budget)	None	2 minutes	<i>Rosanna S. Burre</i> Budget Officer
	3. Signs, approves Budget Clearance and forward to Budget Staff	None	8 minutes	
	4. Input to RBAU and to the corresponding ledger	None	2 minutes	
	5. Forwards Budget Clearance to the Office of the Dean	None	2 minutes	<i>Romylyn V. Ruña</i> Admin. Assistant
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	



### 3. Processing of Obligation Request for Cash Advance of Travel Expenses

Manual and online processing of obligation request for cash advance of travel expenses

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Obligation Request and Status Form 2. Disbursement Voucher 3. Travel Order 4. Itinerary of Travel			Respective unit/office Generated online (UIS) Respective unit/office Respective unit/office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	2. Identifies ORS Form's classification of funds according to Travel Order	None	2 minutes	
	3. Obligates to UIS and generate ORS number	None	5 minutes	
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	None	5 minutes	
	5. Forwards ORS Form with complete supporting documents to Budget Officer	None	2 minutes	
	6. Signs ORS Form for approval	None	1 minute	<i>Rosanna S.</i>



	7. Approves ORS on UIS and forward to Budget Staff	None	1 minute	<i>Burre</i> Budget Officer
	8. Detaches Budget's file copy of the ORS Form	None	1 minute	
	9. Forwards ORS Form with complete supporting documents to Accounting Office	None	2 minutes	<i>Romylyn V. Ruña</i> Admin. Assistant
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	

#### 4. Processing of Obligation Request for Reimbursement of Travel Expenses

Manual and online processing of obligation request for reimbursement of travel expenses

<b>Office or Division:</b>	Budget Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	Faculty, Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Obligation Request and Status Form		Respective unit/office	
2. Disbursement Voucher		Generated online (UIS)	
3. Travel Order		Respective unit/office	
4. Itinerary of Travel		Respective unit/office	
5. Certificate of Travel Completed		Respective unit/office	
6. Certificate of Appearance		Respective unit/office	
7. Tickets		Plane/bus/van company	
8. Receipts		Plane/bus/van company	
9. Certificate of Expenses Not Requiring Receipts (if applicable)		Respective unit/office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	2. Identifies ORS Form's classification of funds according to Travel Order	None	2 minutes	
	3. Obligates to UIS and generate ORS number	None	5 minutes	
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	None	5 minutes	
	5. Forwards ORS Form with complete supporting documents to Budget Officer	None	2 minutes	
	6. Signs ORS Form for approval	None	1 minute	<i>Rosanna S. Burre</i> Budget Officer
	7. Approves ORS on UIS and forward to Budget Staff	None	1 minute	
	8. Detaches Budget's file copy of the ORS Form	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	9. Forwards ORS Form with complete supporting documents to Accounting Office	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	



### 5. Processing of Obligation Request for Purchase of Supplies and Materials

Manual and online processing of obligation request for purchase of supplies and materials

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Obligation Request and Status Form</li> <li>2. Disbursement Voucher</li> <li>3. Purchase Request</li> <li>4. Request for Quotations (at least 3)</li> <li>5. Abstract of Quotation</li> <li>6. Purchase Order</li> <li>7. Delivery Receipt</li> <li>8. Inspection and Acceptance Report</li> <li>9. Sales/Credit Invoice)</li> </ol>		Respective unit/office Generated online (UIS) Respective unit/office Supply Office Supply Office Supply Office Supplier Supply Office Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	2. Identifies ORS Form's classification of funds according to Purchase Request	None	2 minutes	
	3. Obligates to UIS and generate ORS number	None	5 minutes	



	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	None	5 minutes	
	5. Forwards ORS Form with complete supporting documents to Budget Officer	None	2 minutes	
	6. Signs ORS Form for approval	None	1 minute	<i>Rosanna S. Burre</i> Budget Officer
	7. Approves ORS on UIS and forward to Budget Staff	None	1 minute	
	8. Detaches Budget's file copy of the ORS Form	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	9. Forwards ORS Form with complete supporting documents to Accounting Office	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	



## 6. Processing of Obligation Request for Catering Services

Manual and online processing of obligation request for catering services

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Obligation Request and Status Form</li> <li>2. Disbursement Voucher</li> <li>3. Purchase Request</li> <li>4. Request for Quotations (at least 3)</li> <li>5. Abstract of Quotation</li> <li>6. Purchase Order</li> <li>7. Inspection and Acceptance Report</li> <li>8. Attendance</li> <li>9. Pictures</li> <li>10. Sales/Credit Invoice)</li> </ol>			Respective unit/office Generated online (UIS) Respective unit/office Supply Office Supply Office Supply Office Supply Office Supply Office Supply Office Supplier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	2. Identifies ORS Form's classification of funds according to Purchase Request	None	2 minutes	
	3. Obligates to UIS and generate ORS number	None	5 minutes	



	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	None	5 minutes	
	5. Forwards ORS Form with complete supporting documents to Budget Officer	None	2 minutes	
	6. Signs ORS Form for approval	None	1 minute	<i>Rosanna S. Burre</i> Budget Officer
	7. Approves ORS on UIS and forward to Budget Staff	None	1 minute	
	8. Detaches Budget's file copy of the ORS Form	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	9. Forwards ORS Form with complete supporting documents to Accounting Office	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	

### 7. Processing of Obligation Request for Payment of Bills

Manual and online processing of obligation request for payment of bills

<b>Office or Division:</b>	Budget Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	Faculty, Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Obligation Request and Status Form</li> <li>2. Disbursement Voucher</li> <li>3. Statement of Bill</li> </ol>		Respective unit/office Generated online (UIS) Supplier	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	2. Identifies ORS Form's classification of funds	None	2 minutes	
	3. Obligates to UIS and generate ORS number	None	5 minutes	
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	None	5 minutes	
	5. Forwards ORS Form with complete supporting documents to Budget Officer	None	2 minutes	
	6. Signs ORS Form for approval	None	1 minute	<i>Rosanna S. Burre</i> Budget Officer
	7. Approves ORS on UIS and forward to Budget Staff	None	1 minute	
	8. Detaches Budget's file copy of the ORS Form	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	9. Forwards ORS Form with complete supporting documents to Accounting Office	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	



### 8. Processing of Obligation Request for General Payroll

Manual and online processing of obligation request for general payroll

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff, students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request and Status Form 2. Disbursement Voucher 3. Statement of Bill		Respective unit/office Generated online (UIS) Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	None	1 minute	Romylyn V. Ruña Admin. Assistant
	2. Identifies ORS Form's classification of funds	None	2 minutes	
	3. Obligates to UIS and generate ORS number	None	5 minutes	
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	None	5 minutes	
	5. Forwards ORS Form with complete supporting documents to Budget Officer	None	2 minutes	
	6. Signs ORS Form for approval	None	1 minute	Rosanna S. Burre



	7. Approves ORS on UIS and forward to Budget Staff	None	1 minute	Budget Officer
	8. Detaches Budget's file copy of the ORS Form and Database Report	None	1 minute	<i>Romylyn V. Ruña</i> Admin. Assistant
	9. Forwards ORS Form with complete supporting documents to Accounting Office	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	



**CAMPUS DEVELOPMENT & MAINTENANCE OFFICE (CDMO)**  
**INTERNAL SERVICES**



### 1. Job Order Request (Repairs & Maintenance)

Basic repair and maintenance services (Electrical and mechanical, plumbing, carpentry painting) and personnel assistance

<b>Office or Division:</b>	Campus Development and Maintenance Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	All UP units and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form and Activity Permits		Office of the Supervising Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Job Order Requests and identify the services needed <i>(Provide all the data needed in the request form such as; Contact No., Date needed and location)</i>	1.1. Receives and records the Job Order request then submits to the CDMO Head for work assignment	None	5 minutes	<i>Cherry May Paclibare</i> Staff
	1.2. Evaluates the nature of work to be done and work assignment	None	10 minutes	<i>Telesforo Sales</i> Head
	1.3. Assigned personnel receives Job Order Request	None	10 minutes	<i>Cesar B. Castillo Jr.</i> (Electrical Work) <i>Rizalde P. Bañares</i> (Plumbing Work) Roan Abrajano (Carpentry, Steel and Masonry Work)



				<i>Francis Orbanija</i> (Painting) <i>Angel Abiabi</i> (Sound system operation)
	1.4. Site inspection and work execution	None	3 days	Assigned personnel
2. Acknowledges the completed requests	2. Acknowledge work completion	None	5 minutes	Client
	<b>TOTAL</b>	<b>None</b>	<b>3 days and 30 minutes</b>	

## 2. Job Order Request (Plan and Drawings Preparation)

Preparation of design and budget cost estimate for new construction, fabrication and improvement works.

<b>Office or Division:</b>	Campus Development and Maintenance Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	All UP units and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Request Form and Activity Permits		Office of the Supervising Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up Job Order Requests and identify the services needed <i>(Provide all the data needed in the request form such as; Contact No., Date needed and location)</i>	1.1. Receives and records the Job Order request then submits to the CDMO Head for work assignment.	None	5 minutes	<i>Cherry May Paclibare</i> Staff
	1.2. Evaluates the nature of work to be done and work assignment	None	15 minutes	<i>Telesforo Sales</i>



				Head
	1.3. Assigned personnel receives Job Order Request	None	10 minutes	<i>Cesar B. Castillo Jr.</i> (Electrical Work) <i>Rizalde P. Bañares</i> (Plumbing Work) <i>Joel A. Alegro</i> (Carpentry, Steel and Masonry Work) <i>Francis Orbanija</i> (Painting) <i>Angel Abiabi</i> (Sound system operation)
	1.4. Personnel assigned conducts site inspection	None	1 day	Assigned personnel
	1.5. Prepares plan and workings drawings	None	20 days	<i>Michael Abalos/Roan Jane Abrajano</i> Draftsman/Architect
2. Client receives the working drawing and program of work	2. Submits working drawings and program of work for approval to the client for approval	None	30 minutes	<i>Michael Abalos/Roan Jane Abrajano</i> Draftsman/Architect
	<b>TOTAL</b>	<b>None</b>	<b>21 days and 1 hour</b>	



**CASH OFFICE**  
**EXTERNAL SERVICES**



### 1. Disbursement of Payments to External Clients (In-Person)

Payments to external clients refer to payments to various suppliers of the College.

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Suppliers and Other Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			To be provided by client	
Authorization (if the claimant is a family member of the payee)			To be provided by client	
Special Power of Attorney (if not the payee's immediate family member)			To be provided by client	
Official Receipt (for suppliers)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents valid ID to the Disbursing Officer.	1.1. Disbursing Officer lets the client sign on the Warrant Register, Disbursement Voucher, and in the BIR forms (if applicable)	None	10 minutes	Maria Regina Shane Malaca <i>Disbursing Officer</i>
	1.2. Disbursing Officer releases the check to the client in exchange of the Official Receipt	None		
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	



## 2. Disbursement of Payments to External Clients (Online)

Payments to external clients refer to the payments to various suppliers and to the regular remittances of the College to other government agencies.

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Suppliers and Other Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Bank Account Number (sent via email)			To be provided by client	
Original Official Receipt (initially sent via courier)			To be provided by client	
Signed Disbursement Voucher and BIR 2307 form (sent via email)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client sends via courier the original Official Receipt and the signed Disbursement Voucher and the BIR forms to the Cash Office.	1.1. Unit Head receives the Official Receipt and other documents sent via courier, along with the other requirements sent via email.	None	3 banking days	Catherine Moreno <i>Unit Head</i>
	1.2. Disbursing Officer deposits the check to the client's depository bank.	None		Maria Regina Shane Malaca <i>Disbursing Officer</i>
	1.3. Disbursing Officer emails the proof of deposit to the client.	None		Maria Regina Shane Malaca <i>Disbursing Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>3 banking days</b>	



### 3. Collection of Fees from External Clients (In-person)

Fees from external clients include payments for student verification, sale of bid documents and psychological testing fees.

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (for payments from student verification and from sale of bid documents) G2G (for psychological testing fees from other agencies)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Assessment form/Payment Order Form			Office of the College Secretary (for student verifications) Office of Student Affairs (for Psychological Testing Fees) Supply and Property Services Office (for purchase of bid documents)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client gives the assessment form and the equivalent cash.	1. Collecting Officer receives the assessment form or payment order form and the cash	None	15 minutes	Reymonte de May I. Balila <i>Collecting Officer</i>
	2. Collecting Officer issues the corresponding official receipt.	None	15 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	



#### 4. Collection of Fees from External Clients (Online)

Fees from external clients include payments for student verification, sale of bid documents and psychological testing fees.

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B (for payments from student verification and from sale of bid documents) G2G (for Psychological Testing Fees from other agencies)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Assessment form/Payment Order Form			Office of the College Secretary (for student verifications) Office of Student Affairs (for Psychological Testing Fees) Supply and Property Services Office (for purchase of bid documents)	
Screenshot of proof of payment (Deposit slip or online fund transfer confirmation)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client emails the assessment form and the supporting proof of payment.	1.1 Collecting Officer prints the email with the assessment form and the supporting proof of payment.	None	5 minutes	Reymonte de May I. Balila <i>Collecting Officer</i>
	1.2 Collecting Officer verifies the name and the total amount to be paid by the client through the concerned Office.	None	5 minutes	



	1.3 Collecting Officer forwards the documents to the Unit Head for validation.	None	5 minutes	
	1.4 Unit Head validates the payment, prints the bank validation and forwards back to the Collecting Officer.	None	2 banking days	Catherine C. Moreno <i>Unit Head</i>
2.Client acknowledges receipt of the email with the attached Official Receipt.	2.Collecting Officer issues the corresponding Official Receipt, scans it and emails a copy to the client.	None	15 minutes	Reymonte de May I. Balila <i>Collecting Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 banking days and 30 minutes</b>	



**CASH OFFICE**  
**INTERNAL SERVICES**



### 1. Disbursement of Payments to Internal Clients (In-Person)

Payments to internal clients refer payments for students, employees, and project staff.

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Employees and Project Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			To be provided by client	
Authorization (if the claimant is a family member of the payee)			To be provided by client	
Special Power of Attorney (if not the payee's immediate family member)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents valid ID to the Disbursing Officer.	1.1. Disbursing Officer lets the client sign in the Warrant Register, Disbursement Voucher, and in the BIR form 2307 (if applicable)	None	15 minutes	Maria Regina Shane Malaca <i>Disbursing Officer</i>
	1.2. Disbursing Officer releases the check to the client in exchange of the Official Receipt	None		
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



## 2. Disbursement of Payments to Internal Clients (Online)

Payments to internal clients refer to payments for students, employees, and project staff.

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Employees and Project Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Bank Account Number			To be provided by client	
Valid ID			To be provided by client	
Signed Disbursement Voucher and BIR 2307 form (if applicable)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client gives the bank sends via courier the original Official Receipt and the signs the Disbursement Voucher and the BIR forms	1.1. Unit Head receives the Official Receipt and other documents sent via courier, along with the other requirements sent via email.	None	3 banking days	Catherine Moreno <i>Unit Head</i>
	1.2. Disbursing Officer deposits the check to the client's depository bank.	None		Maria Regina Shane Malaca <i>Disbursing Officer</i>
	1.3. Disbursing Officer emails the proof of deposit to the client.	None		
	<b>TOTAL</b>	<b>None</b>	<b>3 banking days</b>	



### 3. Collection of Fees from Internal Clients (In-person)

Fees from internal clients include tuition fees from graduate students, TLRC printing fees, Library fees (book fines, researcher’s fee, cybernook fees), return of cash advances, dental fees, OCS-related fees (completion of incomplete grade fees, change matriculation fees, etc.), rentals (use of laboratory equipment, dormitories, guest house and other college facilities), REIS fees, OSA-related fees (Certification of Good Moral Character fees).

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Employees and Project Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Assessment form/Payment Order Form/Notice of Admission		Division of Management and Division of Natural Sciences and Mathematics  The Office where the client has the accountability		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client gives the assessment form/payment order form/notice of admission and the equivalent cash.	1. Collecting Officer receives the assessment form/payment order form/notice of admission and the cash	None	5 minutes	Reymonte de May I. Balila <i>Collecting Officer</i>
	2. Collecting Officer issues the corresponding official receipt.	None	10 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



#### 4. Collection of Fees From Internal Clients (Online)

Fees from internal clients include tuition fees from graduate students, TLRC printing fees, Library fees (book fines, researcher’s fee, cybernook fees), return of cash advances, dental fees, OCS-related fees (completion of incomplete grade fees, change matriculation fees, etc.), rentals (use of laboratory equipment, dormitories, guest house and other college facilities), REIS fees, OSA-related fees (Certification of Good Moral Character fees).

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Employees and Project Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Assessment form/Payment Order Form/Notice of Admission			Division of Management and Division of Natural Sciences and Mathematics  The Office where the client has the accountability	
Proof of payment (Deposit slip/Online fund transfer confirmation)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client emails the assessment form/payment Order form/notice of admission and the proof of payment.	1.1 Collecting Officer prints the email with the assessment form and the supporting proof of payment.	None	5 minutes	Reymonte de May I. Balila <i>Collecting Officer</i>
	1.2 Collecting Officer verifies the name and the total amount to be paid by the client through the concerned Office.	None	5 minutes	
	1.3 Collecting Officer forwards the documents to the Unit Head for validation.	None	5 minutes	



	1.4 Unit Head validates the payment, prints the bank validation and forwards back to the Collecting Officer.	None	2 banking days	Catherine C. Moreno <i>Unit Head</i>
2.Client acknowledges receipt of the email with the attached Official Receipt.	2.Collecting Officer issues the corresponding Official Receipt, scans it and emails a copy to the client.	None	15 minutes	Reymonte de May I. Balila <i>Collecting Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 banking days and 30 minutes</b>	



**HEALTH SERVICES UNIT (HSU)**  
**EXTERNAL (ALSO INTERNAL) SERVICES**



## 1. Blood Pressure Measurement

UPTC students, employees and their dependents can have their blood pressure measurement and/or monitoring at the Health Services Unit.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC students, employees and their dependents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to HSU and present student or employee ID.	2. Look for patient's medical record (if none, provide form to fill up data)	None	5 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
3. Rest for 15 minutes before the procedure; proceed to blood pressure taking	3. Take blood pressure and inform client of result	None	18 minutes	
3. Sign in the log-book	3. Record result in the medical form and file	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	



## 2. Medical Consultation

UPTC students, employees and their dependents can go to the Health Services Unit for medical consultation.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC students, employees and their dependents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to HSU and present student or employee ID	1.1. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
	1.2. Take vital signs. Assess and prioritize patient's immediate medical concern	None	5 minutes	
	1.3. Endorse to the school physician for consultation and further medical treatment	None	2 minutes	
2. Proceed to see the physician	2. Take medical history and conduct physical examination; inform client of findings	None	20 minutes	Dr. Kwenmae Mansanade-Tajarros <i>College Physician</i>
3. Sign in the logbook	3. Record findings in medical form and file	None	3 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
<b>TOTAL</b>		<b>None</b>	<b>33 minutes</b>	



### 3. Medicine Prescription and Dispensing

UPTC students, employees and their dependents can go to the Health Services Unit to ask for renewal of medical prescription.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC students, employees and their dependents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Old prescription			Provided by client (from previous physician or medical facility)	
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to HSU and present student or employee ID	1.1. Review old prescription	None	2 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
	1.2. Endorse to the school physician for prescription renewal	None	1 minute	
2. Proceed to see the physician	2. Review prescription and prescribe medication/s.	None	5 minutes	Dr. Kwenmae Mansanade-Tajarros <i>College Physician</i>
3. Receive medicines	3. Dispense prescribed medications if available	None	5 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
4. Sign in the logbook	4. Record transaction in medical form and file	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



#### 4. Dental Consultation and/or Procedure

UPTC students, employees and their dependents can go to the Health Services Unit for dental consultation. Dental services available include oral prophylaxis, dental filling, extraction and other minor procedures.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC students, employees and their dependents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to HSU and present student or employee ID	1.1. Look for patient's dental record (if none, provide form to fill-up data)	None	3 minutes	Ms. Diane Ruth Daanton <i>Nurse</i> or Dr. Rulfin Macaya <i>Dentist</i>
	1.2. Take vital signs.	None	3 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
	1.3. Endorse to the school dentist for consultation and further dental treatment	None	3 minutes	
3. Proceed to see the dentist	3. Conduct dental examination/ procedure	None	60 minutes	Dr. Rulfin Macaya <i>Dentist</i>
	3.1. Give payment slip to client	None	2 minutes	
4. Sign in the logbook	4. Record findings in dental form and file	None	3 minutes	



5. Proceed to Cashier for payment		For procedure: Oral prophylaxis – ₱60  Extraction and other minor procedure – ₱100  Filling – ₱60	5 minutes	Reymonte de May I. Balila <i>Collecting Officer</i>
6. Show receipt to dentist	6. Note OR number in logbook	None	3 minutes	Dr. Rulfin Macaya <i>Dentist</i>
	<b>TOTAL</b>	<i>Depends on procedures performed</i>	<b>1 hour and 22 minutes</b>	

**5. Nebulization**

UPTC students, employees and their dependents who need to use a nebulizer while in school can go to the Health Services Unit (HSU) for nebulization.

<b>Office or Division:</b>	Health Services Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	UPTC students, employees and their dependents
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)	To be provided by client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HSU and present student or employee ID	1.1. Look for patient's medical record (if none, provide form to fill up data)	None	3 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
	1.2. Conduct medical checkup and issue physician's order	None	10 minutes	Dr. Kwenmae Mansanade-Tajarros <i>College Physician</i>
2. Submit self for nebulization	2. Perform nebulization	None	45 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
3. Submit self for reassessment	3. Conduct reassessment of patient status after nebulization.	None	3 minutes	Dr. Kwenmae Mansanade-Tajarros <i>College Physician</i>
3. Sign in the logbook	3. Record results in medical form and file	None	2 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
	<b>TOTAL</b>	<b>None</b>	<b>63 minutes</b>	



## 6. Request for Medical Certificate

Upon request and after a medical examination, the Health Services Unit (HSU) can issue a medical certificate to UPTC students, employees and their dependents.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC students, employees and their dependents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Diagnostic Test Results			Provided by client (from hospital or any outside medical laboratory facility)	
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Proceed to HSU and present student or employee ID	1.1. Look for patient's medical record (if none, provide form to fill-up data).	None	5 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
1.2 Comply with required diagnostic tests, if any, and bring results upon check-up.	1.2. Takes the patient's vital signs and anthropometric measurements.			
	1.3. Endorse to the school physician for medical certificate			
3. Submit self for medical check-up.	2. Conduct medical check-up and interpretation of diagnostic tests results.	None	10 minutes	Dr. Kwenmae Mansanade-Tajarros <i>College Physician</i>
	3.1 Prepare Medical Certificate	None	5 minutes	
4. Receive Medical Certificate	4. Issue Medical Certificate	None	1 minute	



5. Sign in the log-book	5. Record transaction in medical form and file	None	2 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
<b>TOTAL</b>		<b>None</b>	<b>23 minutes</b>	

### 7. Wound Dressing

In cases of accidents, the Health Services Unit can perform basic first aid and wound dressing.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPTC students, employees and their dependents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)			To be provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to HSU and present student or employee ID	1.1 Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
	1.2 Conduct medical checkup and issue physician's order	None	5 minutes	Dr. Kwenmae Mansanade-Tajarros <i>College Physician</i>
	1.3 Perform wound dressing procedure	None	5 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
2. Sign in the log-book	2. Record results in medical form and file	None	2 minutes	
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	



**HEALTH SERVICES UNIT (HSU)**  
**INTERNAL SERVICES**



### 1. Pre-enrollment Health Assessment (PEHA) for Incoming First Year & Transferee Students

All incoming First Year students (graduate and undergraduate) and transferees, as a requisite for enrollment, are required to report to the Health Services Unit for medical and physical examination.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Incoming first year & transferee students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
PEHA Form and Dental Form			Link provided through Enrollment Guide Document. Health Services Unit	
Diagnostic Test Results			Provided by client (from hospital or any outside medical laboratory facility)	
PEHA Appointment			Link provided through Enrollment Guide Document.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Book an in-person consultation appointment through online scheduling service.	1. Checks schedule of students for the medical and physical examination.	None	3 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
2. Proceed to HSU and present Medical (PEHA) Form and diagnostic test results on the scheduled appointment.	2.1 Receive and check PEHA form if properly filled up and for the completeness of required documents	None	2 minutes	
	2.2 Take vital signs, height, and weight of the student	None	5 minutes	
	2.3. Endorse to the school physician.	None	1 minute	
3. Proceed to Doctor's Consultation Area for medical and physical examination	3. Conduct medical and physical examination. Records assessment on the PEHA form and Fit-to-enroll Slip.	None	10 minutes	Dr. Kwenmae Mansanade-Tajarros



				<i>College Physician</i>
4. Proceed to dental clinic and fill out Dental Form.	4.1. Provide Dental Form to be filled out by the student.	None	3 minutes	Dr. Rulfin Macaya <i>Dentist</i>
	4.2 Perform dental examination and records assessment on the Dental record and Fit-to-enroll Slip.	None	10 minutes	
5. Proceed back to HSU for the final disposition on Fit-to-enroll Slip.	5. Give final disposition and issues signed Fit-to enroll Slip.	None	2 minutes	Dr. Kwenmae Mansanade-Tajarros <i>College Physician</i>
6. Sign in the logbook	6. Record result in medical form and file	None	1 minute	Ms. Diane Ruth Daanton <i>Nurse</i>
	<b>TOTAL</b>	<b>None</b>	<b>37 minutes</b>	



## 2. Online Pre-enrollment Health Assessment for Incoming Freshmen and Transferees

All incoming First Year students (graduate and undergraduate) and transferees, as a requisite for enrollment, are required to report to the Health Services Unit for medical and physical examination. However, for students coming from far places and cannot come to the university within the scheduled PEHA period may avail of online or virtual Pre-enrollment Health Assessment.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Incoming first year & transferee students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PEHA Form and Dental Form		Link provided through Enrollment Guide Document sent to the student. Health Services Unit		
Diagnostic Test Results		Provided by client (from hospital or any outside medical laboratory facility)		
Booking appointment		Link sent through email by Health Services Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Book an online consultation appointment through online scheduling service.	1.1 Check schedule of students for the online medical examination.	None	3 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
	1.2 Send zoom link to the student via email.	None	2 minutes	
2. Send scanned copy of filled-out PEHA form and diagnostic tests results to the official email address of the HSU at least 1 day before scheduled appointment.	2. Check completeness of requirements	None	3 minutes	



3. Attend virtual consultation by connecting through the zoom link given.	3. Conduct teleconsult; inform client of findings	None	20 minutes	Dr. Kwenmae Mansanade-Tajarros <i>College Physician</i>
	3.1 Record findings in medical form and file	None	4 minutes	Ms. Diane Ruth Daanton <i>Nurse</i>
4. Receive provisional Fit-to-Enroll Slip.	4. Issue provisional Fit-to-Enroll Slip	None	3 minutes	Dr. Kwenmae Mansanade-Tajarros <i>College Physician</i>
5. Undergo face-to-face physical examination and dental examination upon arrival at the campus or as scheduled by the Health Services Unit.	5. Schedule for face-to-face physical examination and dental examination.	None	-	Ms. Diane Ruth Daanton <i>Nurse</i>
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	



**HUMAN RESOURCE & DEVELOPMENT OFFICE (HRDO)**  
**INTERNAL SERVICES**



### 1. Request for PDS and PDF Forms

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Human Resource & Development Office (HRDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty members and administrative staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			NA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client emails/calls/visits the Office to secure/request for the desired form.	1. PSO staff accommodates the request and immediately hands in/emails the specific form requested and advice the client to properly fill-up the form.	None	2 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)</i>
2. Client fills out and submits the Request Form	2. PSO staff checks the form if it is properly filled-out.	None	5 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)</i>
		None	3 minutes	<i>Pablo U. Bonida</i>



	3. PSO staff receives the properly filled-out form for filing and/or as supporting document for hiring/appointment.			(HRMA II)/ <i>Debbie Rowena B. Relles</i> (Admin. Asst. II)/ <i>Maria Vivian J. Montes</i> AO IV (HRMO II)
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	



## 2. Request for Application for Leave Form (Vacation, Sick, CSC/CNA Special Leave)

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Human Resource & Development Office (HRDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty members and administrative staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		NA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client emails/calls/visits the Office to secure/request for the Application for Leave Form.	1.1. PSO staff accommodates the request and immediately hands in/emails the specific form requested and advice the client to properly fill-up the form.	None	2 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)</i>
2. Client fills up and submits the form	2.1. PSO staff checks the form if it is properly filled-out.	None	5 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)</i>
		None	30 minutes	<i>Pablo U. Bonida</i>



	2.2. PSO checks/certifies leave balances of client and submits application for leave to immediate supervisor/Dean for approval.			(HRMA II)/ <i>Debbie Rowena B. Relles</i> (Admin. Asst. II) <i>Maria Vivian J. Montes</i> AO IV (HRMO II)
	2.3. PSO files the approved application for leave of clients.	None	1 day after approval	<i>Pablo U. Bonida</i> (HRMA II)/ <i>Debbie Rowena B. Relles</i> (Admin. Asst. II)
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 37 min.</b>	



### 3. Request for Application for Leave Form (Leave Monetization, Terminal leave, Faculty Sick Leave)

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Human Resource & Development Office (HRDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	Faculty members and administrative staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		NA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client emails/calls/visits the Office to secure/request for the Application for Leave Form.	1.1. PSO staff accommodates the request and immediately hands in/emails the specific form requested and advice the client to properly fill-up the form.	None	2 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)</i>
2. Clients fill up and submit the form	2.1. PSO staff checks the form if it is properly filled-up.	None	5 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)</i>
	2.2. PSO checks/certifies leave balances of client and submits	None	15 minutes	<i>Pablo U. Bonida (HRMA II)/</i>



	application for leave to immediate supervisor/Dean for approval.			Debbie Rowena B. Relles (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)
	2.3. Retrieves approved leave application from the Office of the Dean	None	1 day	Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 22 mins</b>	

**4. Certificate of Clearance Request Form**

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Human Resource & Development Office (HRDO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government
<b>Who may avail:</b>	Faculty members and administrative staff
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	NA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client emails/calls/visits the Office to secure/request for the Certificate of Clearance Form.	1. PSO staff accommodates the request and immediately hands in/emails the specific form requested and advice the client to properly fill-up the form.	None	5 minutes	<i>Pablo U. Bonida (HRMA II)</i> <i>Debbie Rowena B. Relles (Admin. Asst. II)</i> <i>Maria Vivian J. Montes AO IV (HRMO II)</i>
2. Client fills accomplishes and submits the form for checking.	2.1. PSO staff checks/verifies the data in the request for the Certificate of Clearance form as per PSO records.	None	5 minutes	<i>Pablo U. Bonida (HRMA II)</i> <i>Debbie Rowena B. Relles (Admin. Asst. II)</i>
	2.2. After all data has been checked and verified in the records, PSO returns the form to the client	None	3 minutes	<i>Maria Vivian J. Montes AO IV (HRMO II)</i>
	<b>TOTAL</b>	<b>None</b>	<b>13 minutes</b>	



### 5. Request for Certificate of Employment (CoE) and Service Records (SRs) for local purpose only

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Human Resource & Development Office (HRDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government;			
<b>Who may avail:</b>	Faculty members and administrative staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request.		NA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client calls/visits the Office and requests for a Certificate of Employment (COE)/ Service Records.	<p>1. PSO answers/accommodates the clients and advise them accordingly;</p> <p>If the request is for foreign use, the clients are advised to write/email directly to HRDO (The transaction now is between the client and the HRDO)</p> <p>If the clients are separated already, they are advised to communicate their request directly to HRDO stating their purpose (The transaction now is between the client and the HRDO)</p> <p>If the request is for local use, the clients are required to submit a letter stating the</p>	None	5 minutes	<p><i>Pablo U. Bonida</i> (HRMA II) <i>Debbie Rowena B. Relles</i> (Admin. Asst. II) <i>Maria Vivian J. Montes</i> AO IV (HRMO II)</p>



	purpose on their request. (This is required in compliance for the Data Privacy Act of 2012)			
2. Client hands in/emails the request letter	2.1. PSO staff verifies records and processes the request upon receipt of the request letter	None	5 minutes	<i>Pablo U. Bonida (HRMA II) Debbie Rowena B. Relles (Admin. Asst. II)</i>
	2.2. Personnel Officer (PO) checks the verified and processed request and if found in order, signs the requested document	None	3 minutes	<i>Maria Vivian J. Montes AO IV (HRMO II)</i>
	2.3. Issues the document requested	None	1 day	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles / (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 13 minutes</b>	



**SECURITY SERVICES OFFICE**  
**EXTERNAL SERVICES**



### 1. Request for Review of CCTV Footage

This service involves the review of CCTV footage based on the specified location, date and time of the approved CCTV Access Request Form accomplished by the client.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CCTV Access Request Form			Security Service Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client completely fills out CCTV Access Request Form and submits the same to SSO.	1.1. Staff receives duly filled out CCTV Access Request Form.	None	1 minute	Mario A. Martinez, <i>Security Officer/</i> Joselito S. Cariño <i>Special Police Captain/</i>
	1.2. Staff forwards the form to the Office of the Associate Dean for Administration for recommendatory approval.	None	1 minute	Michael P. Macabenta, Sr. <i>Special Police Corporal/</i> Ruperto C. Cañete, Jr. <i>Special Policeman</i>
	1.3. The Associate Dean for Administration signs duly filled out CCTV Access Request	None	2 minutes	Arvin L. de Veyra



	Form and forwards the same to the Dean for approval.			<i>Associate Dean for Admin.</i>
	1.4. The Dean signs the CARF.	None	2 minutes	Patricia B. Arinto <i>Dean</i>
	1.5. Staff reviews and saves the video file/footage.	None	3 hours	Mario A. Martinez <i>Security Officer</i> or Joselito S. Cariño <i>Special Police Captain</i>
	1.6. Staff contacts the requestor for the review of the CCTV footage/file.	None	2 hours	
2. Client signs the acknowledgement part of the CARF after reviewing the CCTV footage/file.	2. Staff signs the acknowledgement part of the CARF after assisting the review of the CCTV footage/file.	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>5 hours and 7 minutes</b>	

**2. Request for Review and Copy of CCTV Footage**

This service involves the review and granting a copy of CCTV footage based on the specified location, date and time of the approved CCTV Access Request Form accomplished by the client accompanied by a court order.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CCTV Access Request Form			Security Service Office	
Reference letter (Court Order)			Court	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Client completely fills out CCTV Access Request Form with attached court order and submits the same to SSO.	1.1. Staff receives duly filled out CCTV Access Request Form (CARF) with attached court order.	None	1 minute	Mario A. Martinez, <i>Security Officer/</i> Joselito S. Cariño <i>Special Police Captain/</i> Michael P. Macabenta, Sr. <i>Special Police Corporal/</i> Ruperto C. Cañete, Jr. <i>Special Policeman</i>
	1.2. Staff forwards the form to the Office of the Associate Dean for Administration (ADA) for recommendatory approval.	None	1 minute	
	1.3. The ADA signs duly filled out CCTV Access Request Form and forwards the same to the Dean for approval.	None	2 minutes	Arvin L. de Veyra <i>Associate Dean for Admin.</i>
	1.4. The Dean signs the CARF.	None	2 minutes	Patricia B. Arinto <i>Dean</i>
	1.5. Staff reviews and saves the video file/footage.	None	3 hours	Mario A. Martinez <i>Security Officer</i> or Joselito S. Cariño <i>Special Police Captain</i>
	1.6. Staff contacts the requestor and assists the review and gives the copy of the CCTV file/footage.	None	2 hours	
2. Client Signs the acknowledgement part of the CARF after reviewing and receiving the copy of the CCTV footage/file.	2. Staff signs the acknowledgement part of the CARF after assisting the review and giving the copy of the CCTV footage/file.	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>5 hours and 7 minutes</b>	



**SECURITY SERVICES OFFICE (SSO)**  
**INTERNAL SERVICES**



**1. Request for Review of CCTV Footage**

This service involves the review of CCTV footage based on the specified location, date and time of the approved CCTV Access Request Form accomplished by the client.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Faculty, REPS, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CCTV Access Request Form			Security Service Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client completely fills out CCTV Access Request Form and submits the same to SSO.	1.1. Staff receives duly filled out CCTV Access Request Form (CARF).	None	1 minute	Mario A. Martinez, <i>Security Officer/</i> Joselito S. Cariño <i>Special Police Captain/</i>
	1.2. Staff forwards the form to the Office of the Associate Dean for Administration for approval.	None	1 minute	Michael P. Macabenta, Sr. <i>Special Police Corporal/</i> Ruperto C. Cañete, Jr. <i>Special Policeman</i>
	1.3. The Associate Dean for Administration signs duly filled out CCTV	None	2 minutes	Arvin L. de Veyra



	Access Request Form and forwards the same to SSO.			<i>Associate Dean for Admin.</i>
	1.4. Staff reviews and saves the video file/footage.	None	3 hours	Mario A. Martinez
	1.5. Staff contacts the requestor for the review of the CCTV footage/file.	None	2 hours	<i>Security Officer/ Joselito S. Cariño Special Police Captain</i>
2. Client signs the acknowledgement part of the CARF after reviewing the CCTV footage/file.	2. Staff signs the acknowledgement part of the CARF after assisting the review of the CCTV footage/file.	None	1 minute	Mario A. Martinez, <i>Security Officer/Joselito S. Cariño, Special Police Captain</i>
	<b>TOTAL</b>	<b>None</b>	<b>5 hours and 5 minutes</b>	

**2. Request for Review and Copy of CCTV Footage**

This service involves the review and granting a copy of CCTV footage based on the specified location, date and time of the approved CCTV Access Request Form accomplished by the client accompanied by a court order.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Students, Faculty, REPS, Staff
<b>CHECKLIST OF REQUIREMENTS</b>	
CCTV Access Request Form	Security Service Office
Reference letter (Court Order)	Court



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client completely fills out CCTV Access Request Form with attached court order and submits the same to SSO.	1.1. Staff receives duly filled out CCTV Access Request Form (CARF) with attached court order.	None	1 minute	Mario A. Martinez, <i>Security Officer/</i> Joselito S. Cariño <i>Special Police Captain/</i>
	1.2. Staff forwards the form to the Office of the Associate Dean for Administration for recommendatory approval.	None	1 minute	Michael P. Macabenta, Sr. <i>Special Police Corporal/</i> Ruperto C. Cañete, Jr. <i>Special Policeman</i>
	1.3. The ADA signs duly filled out CCTV Access Request Form and forwards the same to the Dean for approval.	None	2 minutes	Arvin L. de Veyra <i>Associate Dean for Admin.</i>
	1.4 The Dean signs the CARF.	None	2 minutes	Patricia B. Arinto <i>Dean</i>
	1.5. Staff reviews and saves the video file/footage.	None	3 hours	Mario A. Martinez <i>Security Officer</i>
	1.6. Staff contacts the requestor, assists the review and gives the copy of the CCTV file/footage.	None	2 hours	or Joselito S. Cariño <i>Special Police Captain</i>
2. Client Signs the acknowledgement part of the CARF after reviewing and	2. Staff signs the acknowledgement part of the CARF after assisting the	None	1 minute	



receiving the copy of the CCTV footage/file.	review/giving the copy of the CCTV footage.			
	<b>TOTAL</b>	<b>None</b>	<b>5 hours and 7 minutes</b>	

**3. Use of Venue/s or Facility/ies**

This service involves a security personnel allowing or granting a client the use of a certain venue/s or facility/ies of the college based on the approved activity and use of facility permit following all safety protocols.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Activity and Use of Facility Permit			Dean’s Office; Division Offices, Office of Student Affairs (OSA)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits approved copy of Activity and Use of Facility Permit	1.1. Staff receives approved copy of Activity and Use of Facility Permit and records the same on the logbook.	None	1 minute	Mario A. Martinez, <i>Security Officer/</i> Joselito S. Cariño <i>Special Police Captain/</i> Michael P. Macabenta, Sr. <i>Special Police Corporal/</i> Ruperto C. Cañete, Jr. <i>Special Policeman</i>



	1.2. Staff forwards the permit to the guard on duty.	None	5 minutes	Guard on duty
	1.3. Guard on duty checks and verifies the schedule of the activity and use of facility and grants the end-user the use of venue/s or facility/ies	None	1 minute	Guard on duty
	1.4. Guard on duty Inspects the venue(s)/facility(ies) after the use of the clients and put it back to its secured condition.	None	5 minutes	Guard on duty
	<b>TOTAL</b>	<b>None</b>	<b>12 minutes</b>	



**SUPPLY & PROPERTY MANAGEMENT OFFICE (SPMO)**  
**INTERNAL SERVICES**



### 1. Procurement Services

**PROCUREMENT** is defined by RA 9184 and its IRR as acquisition of goods, services and the contracting for infrastructure projects by the procuring entity.

<b>Office or Division:</b>	Supply and Property Management Office			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2B, G2C, G2G			
<b>Who may avail:</b>	Faculty, Staff, Students, Other Offices, External Clients and Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Submits Purchase Request to Budget Office</b>	1. Countersign of Budget Officer and Dean's signature for approval	None	5 minutes	- End-user - Rosanna Burre (Budget Officer) - Patricia Arinto (Dean)
	2. Determine Mode of Procurement	None	2 minutes	BAC
	3. Prepares RFQ for Shopping and Bid Docs for Public Bidding	None	10 minutes	- Euva Anna Booc (Admin Asst/Secretariat)
	4. Canvass/Bid	None	20 days	- Cloyd A. Sevilla (Canvasser)
	5. Prepares Abstract of Quotation/Bid (After evaluation of TWG with assistance of End-user)	None	10 minutes	- Euva Anna Booc (Admin Asst)
	6. Prepares Contracts/PO with Obligation	None	10 minutes	- Euva Anna Booc - Delfin Aledro



	Request Status (ORS form)			(BAC Secretariat)
	7. Submits the documents to Budget Office for Obligation	None	3 minutes	- Rosanna Burre (Budget Officer)
	8. Forward to Accounting and Dean's Office for their Signature	None	10 minutes	- Karen Reyes (Accountant) - Patricia Arinto (Dean)
	8. Serve the PO to supplier	None	3 hours	- Supplier
	9. Waiting for Delivery	None	7 days	
	10. SPSO prepares Inspection and Acceptance Report Form	None	3 minutes	- Delfin Aledro (Supply Officer)
	11. Inspects completeness & acceptability of items delivered	None	30 mins.	- Delfin Aledro (Supply Officer)
	12. Signs Inspection & Acceptance Report by Inspection Officer assigned and Supply Officer	None		Inspection Officers assigned to kind of goods or items
- Accepts item delivered - Signs the PAR/ICS/IS	13. Prepares Property Acknowledgment Receipt (PAR)/Inventory Custodian Slip (ICS)/ Issuance Slip	None	5 minutes	Eduardo Manigo/ Cloyd Sevilla (SPSO Staff) - End-user
	14. Complete documents & prepares DV for payment.	None	5 minutes	- Delfin Aledro (Supply Officer)
	15. Process DV through UIS	None	5 minutes	
	16. Submit all the documents to Accounting Office	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>27 days, 4 hours &amp; 18 minutes</b>	



## VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback/Suggestion Forms are provided beside the suggestion/complaint box in all Public Assistance and Complaints Desks of the College.</p> <p>Anyone who wish to suggest or give feedback may get the form and write the feedback or suggestion and drop the form into the suggestion/complaint box. The form can also be submitted right away to the Dean’s office for faster action on the matter at hand.</p> <p>Alternatively, anyone who wish to give a feedback or suggestion can also send an email to <b>deansoffice.uptacloban@up.edu.ph</b> or call the UPTC Dean at <b>(053) 832-2897</b>.</p>
How feedbacks are processed	<p>The suggestion boxes are checked by the Public Assistance &amp; Complaints Desk (PACD) Committee with the assistance of the head of the Personnel Services Office at the end of every week. General feedbacks and suggestions are relayed to all employees of the College during the Flag Ceremony every Monday. Matters concerning academic staff will be forwarded to the concerned Academic Division.</p> <p>For concerns specific to certain offices or individuals, a formal communication is sent to the concerned unit head. The unit head will have to call the attention of the concerned individual to discuss ways to address problems or issues covered by the feedback or suggestion. The unit head will submit a report to the Dean regarding the resolution of the issue at hand.</p>
How to file a complaint	<p>Complaints can be filed also through the Complaints/Suggestions Forms which are available at the Public Assistance and Complaints Desks of the College.</p> <p>Anyone who wish to complain can write the complaint on the said form and drop the form into the suggestion/complaints box. The form can also be submitted right away to the Dean’s office for faster action on the matter at hand.</p>



	<p>Alternatively, anybody who wish to complain can go directly to the see the Dean and verbally present the complaint.</p> <p>Complaints can also be relayed by sending an email to <b>deansoffice.uptacloban@up.edu.ph</b> or calling the UPTC Dean at <b>(053) 832-2897</b>.</p>
<p>How complaints are processed</p>	<p>The suggestion/complaint boxes are checked by the Public Assistance &amp; Complaints Desk (PACD) Committee with the assistance of the head of the Personnel Services Office at the end of every week. General complaints are discussed with employees of the College during the Flag Ceremony every Monday.</p> <p>For concerns specific to certain offices or individuals, a formal communication and a copy of the written complaint, if available, is sent to the concerned unit head. The Associate Dean for Administration (ADA) together with the unit head will have to call the attention of the concerned individual to discuss the complaint. The ADA, unit head, the employee who is the subject of the complaint and the complainant will then be called by the Dean for a meeting to resolve the issue. If in case the complainant will decide not to attend, he/she will be formally informed through a letter of the actions done by the Dean and the College related to resolving the issue or issues covered in the complaint. The College commits to address complaints within one week.</p>
<p>Contact Information</p>	<p>Anti-Red Tape Authority (ARTA) email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Anti-Red Tape Authority (ARTA) online filing of compliant: <a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a></p> <p>Anti-Red Tape Authority (ARTA): (02) 478-5091   478-5099</p> <p>Legal and Public Assistance Office (LPAO) of the Authority</p> <p>Presidential Complaints Center: 8888</p> <p>Contact Center ng Bayan (email): <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Contact Center ng Bayan: 0908-881-6565 (SMS)</p> <p>CSC Public Assistance Center (PAC) email: <a href="mailto:paio@csc.gov.ph">paio@csc.gov.ph</a></p> <p>CSC Public Assistance Center (PAC): (02)932-0111; 0917-8398272</p>



## VII. List of Offices

Office	Address	Contact Information	Unit Head
University of the Philippines System	UP Diliman, Quezon City	(02)8981-8500	Atty. Angelo A. Jimenez
University of the Philippines Tacloban College (UPTC)	Magsaysay Boulevard, Tacloban City	(053)832-2897	Dr. Patricia B. Arinto
Dean's Office	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2897	Dr. Patricia B. Arinto
Associate Dean's Office		(053) 832-2897	Prof. Arvin L. de Veyra
Academic Divisions			
Division of Humanities (DH)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2939	Prof. Jessa A. Amarille
Division of Management (DM)	DM Campus, Magsaysay Blvd., Tacloban City	(053) 832-3039	Prof. Anida B. Lorenzo
Division of Natural Sciences & Mathematics (DNSM)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2878	Prof. John Paul T. Yusiong
Regional Environmental Information System (REIS)	DM Campus, Magsaysay Blvd., Tacloban City		Ms. Bea Santiago
Division of Social Sciences (DSS)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2939	Prof. Rylle Sadian-Cercado
Office of the College Secretary (OCS)			Prof. Irma R. Tan
Leyte Samar Heritage Center (LSHC)	LSHC Building		Prof. Antonino S. de Veyra
Gender & Development Program (GDP)	DM Campus, Magsaysay Blvd., Tacloban City		Prof. Donabel S. Tumandao
Office of Anti-Sexual Harassment (OASH)	AS Campus, Magsaysay Blvd., Tacloban City		



Teaching & Learning Resource Center (TLRC)	DM Campus, Magsaysay Blvd., Tacloban City		Prof. Annie Lyn Oliveros-Yusiong
Pahinungod	DM Campus, Magsaysay Blvd., Tacloban City		Prof. Ervina A. Espina
Office of Student Affairs (OSA)	Executive House Building		Ms. Kimberly A. Tañola
College Library	Library Building		Ms. Florabel M. Fumar-Bañares
Accounting Office	AS Campus, Magsaysay Blvd., Tacloban City		Ms. Karen L. Reyes
Budget Office			Ms. Rosanna S. Burre
Campus Development & Maintenance Office (CDMO)			Mr. Telesforo S. Sales
Cash Office			Ms. Catherine C. Moreno
Health Services Unit (HSU)	Executive House Building		Dr. Kwenmae Mansanade-Tajarros
Humann Resource & Development Office (HRDO)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2932	Ms. Ma. Vivian J. Montes
Security Services Office (SSO)	AS Campus, Magsaysay Blvd., Tacloban City		Mr. Mario A. Martinez
Supply & Property Management Office (SPMO)			Mr. Delfin P. Aledro Jr.
Office of the System Administrator	AS Campus, Magsaysay Blvd., Tacloban City		Prof. John Paul T. Yusiong
Ladies' Dormitory	Ladies' Dormitory	(053) 832-2706	Prof. Nelfa Glova
Men's Dormitory	Men's Dormitory		Mr. Reynaldo Flores